

Good evening my name is Windell Jackson. The company I was employed with for 18 years decided close the site I was employed at, and send my job overseas to Manila, Philippines now classified as a DISLOCATED WORKER. Yes I was given a severance package. The issue I have being 47 male doing all I can to make ends meet for my family. The TRA program was designed to assist individuals such as myself when you lose your job due to outsourcing overseas. From the first time I got signed up on this program it has been one of the worst experiences in my life. I have tried to follow the program, but it seems like I am being penalized for having obtain some formal education. I completed my MBA about three months prior to my being laid off. Every program I tried to get on seems to push me backwards. I have sent several letters to my coordinators of the TRA program but seems like no one cares. Now that I have challenged this program and it process seems like I have been targeted to whatever tricks they can to prevent me from receiving funds.

My name is Windell Jackson, and I am current on the TRA program. I am writing you regarding the issues that I have with this program. My understanding of this program is that if my job was outsourced to another country that the government had a program established to help me gain access back into the workforce through training.

I am a former employee with JP Morgan Chase that job was outsourced to Manila. The understanding that I have to be enrolled into some type of training in order to continue to receive an unemployment payment of \$326.00 weekly for about two and a half years. Where my dilemma or issues comes with this program is that I have a Master in Business Administration, and the program will not pay for another masters unless I can show some type of need.

The suggestion that I was given from my case manager was to find something that I could build to my master's degree. I provided clear documentation regarding the Six Sigma Certification class. Emily Catoe is my case manager, and she advised me that I did an excellent job providing her the information needed to get approved for the Six Sigma Certification class. I was set to start this class with University of South Carolina around 4/13/2015.

I was recently advised by Ms. Catoe that due to this course is not classroom instructed that she cannot get this approved. We have checked with several Colleges who offer this course and the understanding is that a portion of the classes are not classroom instructed due to how the course outline is setup.

I am very disappointed because I have been trying to get into this course since last November. Also getting certified for this training will make me more marketable in the current job market. It will soon be a year that I have been out of work. I have been out interviewing with several companies almost every week since my layoff. I am praying that someone will help me. It is scary to lose all that I have worked for with this organization for the past 18 years.

My other issue is that we all are not being given the same information. One of my colleagues tells me that she is on the TRA program and that she can still work a part-time

job receiving up to \$326.00 a week from the part-time job that will also allow her to continue to receive her TRA payment of \$326.00 also. This is where so many get lost because ineffective communication.

I also spoke with Marquel Jackson, and I address these same issues to him. I must admit that I was very direct with him regarding my questions and concerns. I do believe that I may have offended him by being so direct with my questions.

I have a real hard time believing that someone should be able to address my issues.

If you have a program that was sent to your office to administer, is that anytime that someone meets or question the process. I mean does anyone meets daily, weekly or monthly to question how the process is going, or if any of your employees ran across and issues that his or her superior should be aware of? I know that your office may not have created the program(s), but I am sure when they are sent to your office there should be some point of contact to address or provide a status if the program is working or beneficial.

I pray that I have not created an issue with challenging your program that my name will be scare with you and the entire South Carolina Unemployment office. I am not sure of where else to go. I have exhausted all of my severance and savings and now about to lose home, car and other items if I cannot secure a job. Please help me before I lose it all.

I am not sure if I have created a fire that come back to burn me, but ever since I have stated calling and complaining about the TRA program and the mistreatment that I BELIEVE that I am receiving. It now seems to be effecting my payments being received on time. The more I do look like I get knocked down by challenging you and your staff.

I was told last week that my payment card for week ending 4/11/18 was not received. If I take this too the unemployment office and they tell me they are sending over my information. I can only trust that they are. Now I am being told that neither payment card for Week ending 4/11/15 or 4/18/15 has been processed that per Emily she is resent them. Also I sent in some travel payments at the end of March 2015 for payment, and was told today that they had to be remitted.

These were payments I hope to have received this week, but not I will have to wait another 4 weeks are longer. I know this may not seem like a lot to you but not only are my bills behind. I will also incur over draft charges from my bank, as I pay my bills according to my payment schedule. I know that it may now mean anything to you but it means a lot to me. I pray that you and your staff never have to go through what I have experienced in this last year.

I know that GOD will make away. The real problems that I am facing along with my colleagues are that most want to give up and throw in the towel. I will need to send a letter to my Congress, and Senators to also let them know what people like me on these programs are dealing with.

I pray that someone will listen to what I am saying, and try to help. We have so many

individuals living in the United States on programs that are not assisting them as they are intended too. It is truly sad that HONEST HARD WORKING PEOPLE have to endure this type of mistreatment.

When the government place these programs into existence did anyone every think to have someone revisit them to see how or if they were progressing or digressing. How can we help people to overcome hard ache and pain with the loss of a job due to downsizing or sending jobs overseas? Please help me understand as I am almost to the point of throwing in the towel and giving up, but my God says No.

Apr 8

**Windell Jackson <jackson.windell@gmail.com>**

to kgrang

Good evening Kelli Grang,

My name is Windell Jackson, and I am current on the TRA program. I am writing you regarding the issues that I have with this program. My understanding of this program is that if my job was outsourced to another country that the government had a program established to help me gain access back into the workforce through training.

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Windell Jackson

843-861-3215

Apr 8

**Mail Delivery Subsystem <mailer-daemon@googlemail.com>**

to me

Delivery to the following recipient failed permanently:

[kgrang@dew.sc.gov](mailto:kgrang@dew.sc.gov)

Technical details of permanent failure:

Google tried to deliver your message, but it was rejected by the server for the recipient domain [dew.sc.gov](mailto:dew.sc.gov) by [mail.dew.sc.gov](mailto:mail.dew.sc.gov). [167.7.16.28].

The error that the other server returned was:

550 No such user ([kgrang@dew.sc.gov](mailto:kgrang@dew.sc.gov))

----- Original message -----

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;  
d=[gmail.com](mailto:gmail.com); s=20120113;  
h=mime-version:date:message-id:subject:from:to:content-type;  
bh=jvYFUhA3nc8HHu6zk+sqfFuiT04LoLfMvrtBzr/5KLQ=;  
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o  
c0xvKZ5yp2TyNwjZAufaZlq2LfbHE5HDL6lt0OSA+NH09u6aC+dR9GEhpzf5jgqGuw  
3N  
TgnC7SZNNkdSiGhk5NTE5  
+nj+SoVMCwvzrnt5dBcKH78Y8Huu/dds5GBc/AQ5pPbzvhb  
Yu9L+Fx5m6EzDqqjoZxtpEwKmolhSghXi5qnHgkbbEplpdjUu+lw2JikbmXBHoiOSizi  
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7+fQCB  
jAhg==  
MIME-Version: 1.0  
X-Received: by 10.42.226.4 with SMTP id iu4mr34524439icb.51.1428524185471;  
Wed, 08 Apr 2015 13:16:25 -0700 (PDT)  
Received: by 10.36.96.10 with HTTP; Wed, 8 Apr 2015 13:16:25 -0700 (PDT)  
Date: Wed, 8 Apr 2015 13:16:25 -0700  
Message-ID: <CAMLzBVVN3ZrHHimOK+=hu-  
EJRjXcFn8Dn7xaurZy+=+TtGRukQ@mail.gmail.com>  
Subject: TRA Program  
From: Windell Jackson <[jackson.windell@gmail.com](mailto:jackson.windell@gmail.com)>  
To: [kgrang@dew.sc.gov](mailto:kgrang@dew.sc.gov)  
Content-Type: multipart/alternative; boundary=001a11c32086a0f32405133c34b9

Apr 8

**Windell Jackson <jackson.windell@gmail.com>**

to **kgrant**

Good afternoon Kelli,  
Looks like the last name given to me by Marque Jackson was not correct. So I hope this reached you.

Apr 8

**Windell Jackson <jackson.windell@gmail.com>**

to kgrant

Good evening Kelli Grant,

Looks like the last name given to me from Marqual Jackson, he did not have the correct last name for you. He stated that you were his boss, that I could reach out to you regarding my questions and concerns.

Apr 10

**Grant, Kelli <KGrant@dew.sc.gov>**

to me

Hi Mr. Jackson,

Thank you for your email.

I want to take this opportunity to clarify some things about the Trade Adjustment Assistance (TAA) Program to ensure that you have all the correct information.

The Trade Adjustment Assistance program is a reemployment program that allows for the potential of five (5) different benefits to assist in the achievement of the overall goal of reemployment. Those benefits are: Trade Readjustment Allowances (TRA), training, Job Search Allowances, Relocation Allowances, and an older worker wage subsidy.

Under your petition, to receive the Trade Readjustment Allowances (the monetary benefit of TAA), you must be enrolled in TAA-approved training or have been waived from training. To be approved for training, the training plan that is created with your TAA Workforce Specialist, in your case that would be Mrs. Catoe, must meet six (6) federally mandated criteria. If the training plan does not meet all six criteria, the training cannot be approved. I will be happy to outline those criteria if you would like. Please let me know.

If you receive TRA benefits, on your petition, you may earn up to you maximum weekly benefit amount of TRA without any penalization. After you have reached that maximum amount, every dollar you earn will reduce your TRA benefit for that week by a dollar. I hope that makes sense, please let me know if it doesn't. There are some companies that are receiving benefits under a different petition, and their TRA benefit is different.

My understanding of the Six Sigma programs that you have inquired about is that they are not instructor led, meaning they are more self-paced. Training programs approved by TAA, whether they are online or traditional brick and mortar classroom, must be taught by an instructor and cannot be self-paced. There are actually several criteria that must be met. If you are interested in online based classes, I can provide you with the Online Training Requirements form we use to assess the suitability of online classes. Please let

me know if you would like this form.

If you are interested, Mrs. Catoe can provide you with referrals to our partner agencies and programs who may be able to assist you some of your other concerns such as the potential loss of your home.

I hope this has helped to clarify some of the confusion and concerns you had.

Please do not hesitate to contact me should you have any further questions.

Sincerely,



Windell Jackson <jackson.windell@gmail.com>

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## TRA-Training

5 messages

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**Windell Jackson** <jackson.windell@gmail.com>  
To: msjackson@dew.sc.gov

Sun, Apr 5, 2015 at 7:04 PM

Good evening Marquel Jackson,

My name is Windell Jackson, and I am current on the TRA program. I am writing you regarding the issues that I have with this program. My understanding of this program is that if my job was outsourced to another country that the government had a program established to help me gain access back into the workforce through training.

I am a former employee with JP Morgan Chase that job was outsourced to Manila. The understanding that I have to be enrolled into some type of training in order to continue to receive an unemployment payment of \$326.00 weekly for about two and a half years. Where my dilemma or issues comes with this program is that I have a Master in Business Administration, and the program will not pay for another masters unless I can show some type of need.

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Windell Jackson

843-861-3215

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**Jackson, Marquel** <MSJackson@dew.sc.gov>  
To: Windell Jackson <jackson.windell@gmail.com>

Mon, Apr 6, 2015 at 3:41 PM

Good afternoon Mr. Jackson,

Thank you for taking the time to talk to me about your concerns. I hope I was able to be of assistance. I understand that you were in the middle of completing an assessment for possible employment and had to cut the conversation short. Therefore, I wanted to provide you with my contact telephone number in case you had some additional questions. Please do not hesitate to contact me.

Thank you again,

Marquel Jackson

(843)598-7282, cell# or (803)737-0626, office #

**From:** Windell Jackson [mailto:jackson.windell@gmail.com]  
**Sent:** Sunday, April 05, 2015 7:04 PM  
**To:** Jackson, Marquel  
**Subject:** TRA-Training

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**Windell Jackson** <jackson.windell@gmail.com>  
To: "Jackson, Marquel" <MSJackson@dew.sc.gov>

Mon, Apr 6, 2015 at 4:25 PM

thanks for reaching out to me, however I still do not feel that I have received any answers to my questions/concerns. I have very disappointing with this program. You would think that the powers that be, who put this program together anticipated feedback, and would have had options in place.

We are living in a time where change is evident. I am an individual who believes that this program needs to be re-evaluated. As I stated changes is constant so this means procedures and policies needs continuous reviews for possible changes to fit current conditions. We should not always be quick to answer or state this is what the guidelines states. If the overall goal is to assist someone in need, well this means one should be willing to review the current laws/guidelines. I am sure this is how the program got established due to economic conditions.

I know that at some point that you all meet to discuss TRA Trade program to ask what challenges your employees are facing. What do you all do when you receive feedback/complains whatever you may call them? Do you reach out to powers that be to ask what or if anyone is willing to make any changes. I am not an attorney; however I do know this is how laws, policy, and procedures change. Someone challenges a ruling or law.

I am not only speaking for myself but many others who are not satisfied with this program. You have a lot of folks that give up/dropped out of the program because he or she just do not want hassles or stress fighting with you all just to receive a few dollars. I know that whenever I visit the Hartsville Unemployment office they want you to provide feedback/survey, but what do you all do with this information.

My apologies as I am just one very irate client/customer who has been told how beneficial the TRA program is and to take every advantage of it, but how can I when I cannot seem to get any help. Please help me to understand, as I stated to you that I am doing all that I know how on my end to regain employment. It may seem like I am asking a lot but I was really looking forward to this Six Sigma Class to help get me back out there. Once again all my work and efforts seem to be shot down.

Windell Jackson  
843-861-3215  
[Quoted text hidden]

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**Windell Jackson** <jackson.windell@gmail.com>  
To: "Jackson, Marquel" <MSJackson@dew.sc.gov>

Tue, Apr 7, 2015 at 10:03 AM

The question was not answered regarding the TRA payments. Is it true that someone who has been approved for the TRA program, can they also take a part-time job making 300.00 a week and also receive the 326.00 weekly from TRA?

[Quoted text hidden]

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**Jackson, Marquel** <MSJackson@dew.sc.gov>  
To: Windell Jackson <jackson.windell@gmail.com>

Tue, Apr 7, 2015 at 3:05 PM

Good morning,

The following information does not apply to all participants in the TAA Program. It does apply to former workers of J.P. Morgan Chase who have been determined eligible to receive TAA Program benefits by the US Department of Labor. Participants who are enrolled in an approved TAA training program or on a delay in training waiver before their Basic TRA Deadline date may earn up to 100% of their weekly benefit amount while receiving TRA(Trade Readjustment Allowance), without compromising their benefits. The weekly benefit amount for TRA will customarily be equivalent to the weekly benefit amount the participant received while on Unemployment Insurance.

The job can be either part-time or full-time but the participant must be attending training on a full-time basis in order to receive TRA. In addition, if the participant's delay in training waiver is revoked for failing to begin training within the time specified by their TAA Workforce Specialist, then their TRA benefits will stop immediately. Please feel free to let me know if you have any additional questions or you may contact your assigned TAA Workforce Specialist.

Thank you,

**From:** Windell Jackson [mailto:jackson.windell@gmail.com]  
**Sent:** Tuesday, April 07, 2015 10:03 AM  
**To:** Jackson, Marquel  
**Subject:** Re: TRA-Training

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