



# Trade Adjustment Assistance (TAA) Navigators

## SUMMARY

In 2022, the Chief Evaluation Office (CEO) partnered with the [Employment and Training Administration's Office of Trade Adjustment Assistance \(OTAA\)](#) to fund contractor Mathematica and its partner Social Policy Research Associates to conduct the Trade Adjustment Assistance (TAA) Navigators Formative Study. The formative study examines the implementation of Navigator programs across states and how those programs provided hands-on assistance to workers to increase enrollment in the TAA program and improve training and employment outcomes.

This Department of Labor-funded study contributes to the labor evidence-base to inform [employment and training](#) programs and policies as well as addresses Departmental strategic goals and priorities.

This report describes findings from a formative study of TAA Navigators to better understand the implementation of Navigator positions across states. The study team collected data from TAA programs between November 2022 and October 2023 via three primary data collection activities: phone interviews with nine states; a web survey of TAA Coordinators in all 50 states, the District of Columbia, and Puerto Rico; and site visits with six states (three in-person and three virtual). To provide readers with an understanding of TAA Navigators and their deployment across the country, the report presents information drawn primarily from the web survey on the landscape of TAA Navigators. The report then presents case studies of three TAA Navigator models being implemented in 2023: Oregon's model, Virginia's model, and Indiana's model. OTAA and the study team chose these three states to serve as case studies due to the length of time they had implemented their Navigator models without making major changes to what the Navigators did nor to the number of Navigators at the time of the study.

## KEY TAKEAWAYS

- In 2023, 14 states deployed one or more TAA Navigators, following a model initially developed by the state of Oregon in 2015.
- Case studies of TAA Navigator models in Oregon, Virginia, and Indiana found that Navigators carried out a wide variety of activities at various stages during the TAA Program's lifecycle, including conducting outreach to trade-affected workers and helping TAA participants access needed services.
- Outreach was a key Navigator activity and included strategies to reach out directly to trade-affected workers who had been covered by a previously certified petition and to the broader community of trade-affected workers.
- Successful implementation of TAA Navigator positions requires a number of factors, including sufficient funding and numbers of participants, support from



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state leaders, a clear focus on specific goals and activities for the positions, supportive and trusting Navigator supervisors, careful selection and retention of Navigators, clear and ongoing communication between Navigators and their partners, and good timing.

[SEE FULL STUDY](#)

**TIMEFRAME:** 2022-2027

**SUBMITTED BY:** Mathematica

**DATE PREPARED:** December 2024

**PARTNER AGENCY:** Employment and Training Administration

**SPONSOR:** Chief Evaluation Office

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