

April 10, 2002

<b>DIRECTIVE:</b>	<b>JOB CORPS INFORMATION NOTICE NO. 01-21</b>
-------------------	---

**TO:** ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF  
ALL JOB CORPS REGIONAL DIRECTORS  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS  
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

**FROM:** RICHARD C. TRIGG  
National Director  
Office of Job Corps

**SUBJECT:** Announcement of Suspension of Employer Toll-Free Telephone Number Service

1. Purpose. To provide the Job Corps system with information on the discontinuation of the employer toll-free telephone number (877-TOP-SKILL).
2. Background. Three years ago, the national office initiated a toll-free telephone service to expand employer outreach efforts while enabling employers to connect with the Job Corps program through one telephone number. This service offered employers the opportunity to obtain an overview of the program, to have questions answered, and to refer any employment openings to the center that could best meet their hiring needs.

Since 1999, the employer toll-free telephone number has successfully met the needs of those employers who accessed it, but the level of interest and number of calls received do not warrant the resources necessary to maintain a separate employer-focused toll-free telephone number. Consequently, the employer toll-free telephone number will be discontinued as of March 31, 2002.

Job Corps' employer-focused website ([www.jobcorpsworks.org](http://www.jobcorpsworks.org)) will continue to operate as a means of employer outreach and a source of updated information of interest to the employer community. Interested employers will still have the capability to connect to the Job Corps system electronically through the website and via e-mail.

3. Phase-Out Plan. The employer toll-free telephone number will remain active until June 30, 2002. Prior to June 30, 2002, callers to the toll-free telephone number will hear a message that

refers them to the employer website ([www.jobcorpsworks.org](http://www.jobcorpsworks.org)) for further information on Job Corps. Callers will also have the opportunity to contact Job Corps by e-mail via the website or directly to [LRGWebMaster@jcdc.jobcorps.org](mailto:LRGWebMaster@jcdc.jobcorps.org). Interested employers will continue to be referred to centers that can best meet their hiring needs.

On June 30, 2002, the toll-free telephone number will be disconnected. Centers, regional offices and other contractors that have produced and/or distributed outreach or promotional materials containing the employer toll-free telephone number should use this phase-out period to remove the 877-TOP-SKILL reference from these materials. Where appropriate, please notify employer partners and key contacts directly.

4. Action. Addressees are to ensure that a copy of this Information Notice is distributed to appropriate staff.
5. Expiration Date. June 30, 2002.
6. Inquiries. Questions concerning this Information Notice should be addressed to Jan Gulledge at (202) 693-3087, or e-mail to [jgulledge@doleta.gov](mailto:jgulledge@doleta.gov); or to Janice Fortunato at the Leonard Resource Group at (703) 548-8535 or email to [fortunj@jcdc.jobcorps.org](mailto:fortunj@jcdc.jobcorps.org).