

September 8, 2006

DIRECTIVE:	JOB CORPS INFORMATION NOTICE NO. 06-07
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TO: ALL JOB CORPS NATIONAL OFFICE 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: ESTHER R. JOHNSON, Ed. D.
National Director
Office of Job Corps

SUBJECT: Outbound Calling Initiative – Job Corps National Call Center

1. Purpose. To provide information on the Job Corps National Call Center's Outbound Calling Initiative.

2. Background. On September 6, 2006, the Job Corps National Call Center began making outbound calls to prospects that have previously contacted the call center, but did not wish to be referred to an Admissions Counselor (AC) during their initial call. These prospects were mailed additional information regarding the program, but have not called back to be referred. The goal of the Outbound Calling initiative is to increase enrollment by reaching out to these youth, who we know are minimally eligible, and have shown interest in the program.

Like all prospects that are interested in enrolling, call center operators will immediately transfer them to the Outreach and Admissions (OA) office in their area. However, because we have reached out to these prospects and are notifying them that there are immediate openings in their area, OA offices should make every effort to speak with these referrals immediately and schedule an appointment with them.

In the event that call center operators are unable to transfer the prospect to a live person, we recommend that OA offices manage their voicemail boxes so that referrals or call center operators always have the option to leave a message.

3. Action. OA Project Directors should notify their staff of this initiative.

4. Expiration Date. Until superseded.

5. Inquiries. Questions can be directed to Dennis Johnson at (202) 693-2876 or johnson.dennis@dol.gov, or Wendy Connor, Project Director, Job Corps National Call Center at (919) 493-1661 or wconnor@mcneiltech.com.