

October 22, 2010

DIRECTIVE:	JOB CORPS PRH CHANGE NOTICE NO. 10-05 AND RELATED PAG CHANGES
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TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL OFFICE STAFF
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: EDNA PRIMROSE
National Director
Office of Job Corps

SUBJECT: PRH Chapter 1, Section 1.2: Timely Response to Potential Applicants

1. Purpose. To revise and update the Policy and Requirements Handbook (PRH) regarding the time frame in which an Admissions Counselor (AC) must respond to potential applicants.

2. Background. The Job Corps National Call Center is receiving a large number of “call backs” from prospective applicants who are waiting to hear from an AC. Prospective students that contact the Job Corps National Call Center are placed on a prospect list and assigned to an Outreach and Admissions operator. To be responsive to interested prospective applicants, ACs will be required to contact applicants within the specified time frame.

3. Explanation of PRH Change. Chapter 1, Outreach/Admissions, has been changed as follows:

Revised Section 1.2, Eligibility Determination and Screening Factors, R1, by adding the following sentence:

“Admissions Counselors (ACs) must communicate by telephone with each applicant referred by the National Call Center within 3 business days of receipt of either the prospect list or voice-mail message.”

4. Explanation of PAG Changes. PAG Chapter 1, Section 1.2, R1 has been updated to reflect the change outlined above.

5. Action. Addressees are to ensure this Change Notice is distributed to all appropriate staff.

6. Effective Date. October 22, 2010.

7. Inquiries. Inquiries should be directed to Wendy Manning at (202) 693-3633 or manning.wendy@dol.gov.

Attachments

A – PRH Cover

B – PRH Chapter 1

C – PAG Cover

C – PAG Chapter 1