



DIRECTIVE: JOB CORPS CHANGE NOTICE NO. 21-06

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: RACHEL TORRES
National Director
Office of Job Corps

SUBJECT: Revisions to Policy and Requirements Handbook (PRH) to Implement National, Toll-Free Safety Hotline for Job Corps Students and Staff

1. Purpose. To implement policies and procedures for a toll-free hotline number for urgency-based counseling, behavioral health, and problem-solving of safety and security concerns for the benefit of Job Corps students and staff.
2. Background. Job Corps' national, toll-free safety hotline (844-JC1-SAFE) offers another support system for all students—on-site or virtual—as well as staff. Multi-lingual, licensed counselors and social workers are accessible 24-7 via telephone, text message, mobile phone app, email, or internet. Incoming calls or tips are captured in a web-based portal, reviewed and handled by hotline staff, and routed as appropriate to center points of contact.

Available to all centers since 2018, 1-844-JC1-SAFE has been used by students to anonymously alert center personnel to the existence of illicit drugs, alcohol, and weapons at Job Corps centers as well as bullying or harassing behaviors that contributed to an unsafe living and learning environment. Students have also used the hotline to confidentially report their own or a peer's emotional distress. In these instances, Job Corps centers were able to respond quickly with the appropriate type of assistance.

The hotline is an effective resource that complements the increased health staffing hours announced in CN 20-05, effective June 15, 2021, and it is being formalized via this PRH Change Notice at this pivotal time to require centers to ensure all students and staff have access to this additional support mechanism for all types of safety and security-related events.

3. Summary. Access to the hotline is the right of all students—onsite or virtual—as well as staff and visitors on the Job Corps Center premises. Effective immediately, centers must ensure that students, staff, and visitors have continual access to the safety hotline by communicating

how to access the hotline and displaying promotional materials¹ in conspicuous locations, and that all stakeholders can use the hotline without fear of retribution, isolation, or retaliation by peers and/or staff.

Centers must ensure that all staff understand how to support and respond to questions about the hotline, and that select staff respond to tips in a timely manner using the established web-based portal.

4. Explanation of Changes. This Change Notice transmits changes to the Policy and Requirements Handbook (PRH) Chapter 3, Section 3.4 Introduction to Center Life, Chapter 5, Section 5.3 Safety and Security, and Exhibit 5-4 Required Staff Training.

PRH 3.4, R1. b. 13

Letter “(o) Job Corps’ National, toll-free Safety Hotline” was added to Section 3.4 R1.b.13, establishing that centers must address the toll-free Safety Hotline with all new students as part of their introduction to center life.

PRH 5.3 R13 Safety Hotline Education

A new requirement, “R13 Safety Hotline Education” was added to Section 5.3 Safety and Security. The new requirement reads:

Use of the Job Corps’ national, toll-free Safety Hotline is the right of all students, staff, and visitors on the Job Corps Center premises. To support hotline usage among all center stakeholders, centers must ensure:

- a. All staff are adequately trained, understanding how to support and respond to questions by students regarding the Safety Hotline.
- b. Response team members are trained to triage tips, perform follow-up actions, and provide updates in the web-based Safety Hotline portal.
- c. All students are introduced to the Safety Hotline during the Career Preparation Period through the Safety Hotline orientation video.
- d. All students receive a monthly reminder on the purpose and use of the hotline.
- e. Adequately promote the Safety Hotline by:
 1. Providing wallet cards containing Safety Hotline information to each student during CPP.
 2. Promoting the use of the Safety Hotline App during CPP.
 3. Provide wallet cards containing Safety Hotline information to each staff member upon hire.

¹ Safety Hotline Materials are available for order, streaming, and/or download from the Job Corps Materials Marketplace website on the Safety Hotline Materials tab: www.icmarketplace.com.

4. Post Safety Hotline information in dormitory community areas and other high traffic areas and gathering spaces at the center.

PRH 5.3 R14 Response Team Composition and Functions

A new requirement, “R14 Response Team Composition and Functions” was added to Section 5.3 Safety and Security. The new requirement reads:

- a. Response Team members have a unique username and password (i.e., no shared accounts) within the hotline system provided by Job Corps.
- b. Each center must have a minimum of four (4) staff on the Response Team with system access who Safety Hotline operators can contact, as needed, to respond to tips. The Response Team must include the following key personnel:
 1. Center Director
 2. Health and Wellness Director or other Registered Nurse
- c. Contact information for Response Team members must be reviewed monthly and updated as changes occur.
- d. Centers must investigate each Safety Hotline tip and use the hotline system provided by Job Corps to:
 1. Acknowledge the tip by placing the incident into “Confirmed Status” within 24 hours.
 2. Initiate appropriate action to resolve the tip within 7 days.
 3. Place the tip into “Resolved” Status within 7 days.
 4. Respond within 24 hours to Regional or National Office requests for information related to tips or investigations.

PRH 5.3 R15 Protection Against Retaliation

A new requirement, “R15 Protection Against Retaliation” was added to Section 5.3 Safety and Security. The new requirement reads:

Centers must ensure that students, operator staff and authorized on-center visitors have access to the safety hotline and can use it without fear of retribution, isolation, or retaliation by peers or operator staff. Center operators are charged with protecting the integrity of the Safety Hotline and must ensure:

- a. Students, operator staff, and authorized visitors are to be protected from retaliation for using the hotline. Such stakeholders are to be protected from retaliation for using the hotline regardless of the ultimate outcome or result of the underlying complaint or tip reported to the hotline, so long as the hotline was used in good faith.

- b. Retaliation by center staff against students, other staff, or authorized visitors based on actual or suspected use of the hotline is prohibited. Retaliation includes any conduct intended to dissuade a reasonable person from using the hotline, including but not limited to, confronting the individual outside of the Center's investigation (discussed below), name calling, removing privileges, or imposing punishments.
- c. Suspected retaliation must be reported to the hotline. Center staff that receive a complaint of retaliation must report the retaliation through the hotline. The operator of the hotline will route complaints and tips to the Office of Job Corps and/or the center operator in question, as determined by contract or agreement between DOL and the hotline operator.
- d. If Center staff receive notice either through the operator of the hotline or through Job Corps that a complaint of alleged retaliation was received, center operators are required to conduct an investigation. The investigation must:
 - 1. Commence within three days and be conducted promptly after the center operator receives notice of the complaint as described above.
 - 2. Be conducted exclusively by Center staff that are not supervised by or otherwise within the responsibility of the subject of the complaint, if the subject of the complaint is a supervisor. In the event that the subject of the complaint is the Center Director, Deputy Center Director, or Health and Wellness staff, the investigation shall proceed as directed by the Job Corps Regional Office.
 - 3. The results of the investigation must be provided to the Job Corps Regional Office.
 - 4. Appropriate disciplinary steps must be taken by the center operator according to the operator's policies if the investigation concludes that retaliation occurred.
- e. Job Corps' Protection Against Retaliation Policy in no way alters or limits rights that students, operator staff, or visitors would otherwise have under federal or state law, Department of Labor regulations, or Department of Labor policies, including the PRH.

PRH Exhibit 5-4:

- Added National Safety Hotline for Students and Staff as a training requirement for new staff in their first 90 days as well as annually for all center staff.
5. Action Required. Addressees are to ensure this PRH Change Notice is distributed to appropriate staff and that designated POCs are updated. National Safety Hotline training is forthcoming and must be attended by all staff.

6. Effective Date. Immediately.

7. Inquiries. Questions about this Change Notice should be addressed to OJC-Security@dol.gov.