

April 17, 2006

<b>DIRECTIVE:</b> JOB CORPS PROGRAM INSTRUCTION NO. 05-18
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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  
                          National Director  
                          Office of Job Corps

**SUBJECT:**           Implementation of the Job Corps National Call Center Safety  
                          Net Service

1.    Purpose. To expand the Job Corps National Call Center's services to include facilitating communications between currently enrolled students and Job Corps centers, Career Transition Services (CTS) providers, and admissions counselors.

2.    Background. The Job Corps National Call Center serves as a resource for outreach and recruiting through operation of Job Corps' toll-free telephone number, (800) 733-JOBS. The Job Corps National Call Center has four primary functions:

- a.    Operating a toll-free call center that directs callers to appropriate resources and provides enrollment assistance;
- b.    Working closely with the National Media Campaign contractor to develop quarterly targets for regional call volume and ensuring the efficient distribution and maximization of media resources;
- c.    Performing trend analysis on call data as it relates to the National Media Campaign and to provide Job Corps regions with information about calls from constituents; and
- d.    Working closely with Outreach/Admissions (OA) contractors and the Job Corps Data Center (JCDC) to immediately report technical difficulties for action.

After several annual National Media Campaigns, Job Corps' toll-free number is established as the primary number for the interested public to call when seeking to enroll in Job Corps or to request general information about the program. This nationally publicized number is widely recognized by young people, community organizations, adult influencers, and schools. Through aggressive and targeted advertising during the last 4 years, the toll-free phone number has received, on average, more than 400,000 calls per year from interested applicants.

The Job Corps National Call Center is expanding its current services in order to act as a source of information for currently enrolled students in need of assistance in reconnecting with their center, CTS provider, or admissions counselor. This expanded service will make the toll-free number available not only to potential applicants but also to current students, graduates in need of help, and adult influencers. The number will serve as a Safety Net by providing continuous toll-free support to the Job Corps community, 24 hours per day, 7 days per week. As a result of the new Safety Net service, within the next 2 months, all regional toll-free telephone numbers will now be directed to the Job Corps National Call Center.

3. Action. Each Job Corps region must ensure that the attached electronic form is completed for each center and OA and CTS contractor. The electronic form is not designed to be printed. Please complete it on your computer. The completed electronic form should be submitted to Wendy Connor at [wconnor@mcneiltech.com](mailto:wconnor@mcneiltech.com) **no later than April 28, 2006**.

- Primary and secondary local telephone numbers for each Job Corps center, including the core hours that phone lines are staffed;
- A local telephone number that is staffed 24 hours per day for use during emergency situations, including escalation procedures in the event the live coverage connection fails;
- Current listing of OA staff, including names, local telephone numbers, and process for transferring inquiries to them;
- Current listing of CTS staff, including names, local telephone numbers, and process for transferring inquiries to them;
- Updated CTS provider information, including the areas served, for the entire region; and
- Crisis hotline agencies for the area served by each center.

4. Expiration Date. Until superseded

5. Inquiries. Inquiries should be directed to Wendy Connor, at (919) 493-1661, ext. 223, or e-mailed to [wconnor@mcneiltech.com](mailto:wconnor@mcneiltech.com), or Dennis Johnson, at (202) 693-2876, or e-mailed to [johnson.dennis@dol.gov](mailto:johnson.dennis@dol.gov).

Attachment