

October 24, 2006

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 06-11
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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: Job Corps Follow-up Surveys Call Center – Transition Instructions

1. Purpose. To provide instructions for identifying the correct follow-up survey contractor/call center location and appropriate call center number for individual students during the transition to the new Follow-up Survey contractor.
2. Background. Beginning in mid-October 2006, the new follow-up survey contractor, IMPAQ International, will administer a portion of the initial placement re-verification surveys and the 6- and 12-month post-placement follow-up surveys. During the transition period, surveys will *also* continue to be conducted by Decision Information Resources, Inc. (DIR) and Battelle Memorial Institute.

In order to determine which call center has been assigned to an individual student's case, center staff, operators, and Career Transition Services (CTS) providers must review the student's case notes. Along with the information of when a student is eligible for the survey, the case notes will now also be uploaded with the correct survey contractor/call center and corresponding telephone number for the student.

As always, students should *not* call the toll-free number *before* they have been contacted (either by telephone or postcard) to participate in the survey. This will ensure that the student contacts the appropriate call center they have been assigned.

The telephone numbers and office hours for the three call centers are provided below:

IMPAQ's call center is in the Eastern Time zone and conducts surveys 7 days a week. No outbound calls are made to any student after 9 PM in his or her time zone unless the student has scheduled a late appointment.

The IMPAQ toll-free number is (866) 554-6727 (866-55IMPAQ).

IMPAQ's call center is open for call-ins as follows:

- Monday – Thursday: 10:00 AM to 10:00 PM Eastern Time
- Friday: 9:00 AM to 5:00 PM Eastern Time
- Saturday: 4:00 PM to 8:00 PM Eastern Time
- Sunday: 12:00 PM to 8:00 PM Eastern Time

DIR's call center is in the Central Time zone and conducts surveys 7 days a week. No outbound calls are made to any student after 9 PM in his or her time zone unless the student has scheduled a late appointment.

The DIR toll-free number is (800) 668-8347.

Their call center is open for call-ins as follows:

- Weekdays: 8:00 AM to 11:00 PM Central Time
- Saturday: 9:00 AM to 6:00 PM Central Time
- Sunday: 12:00 PM to 6:00 PM Central Time

Battelle's call center is in the Pacific Time zone and conducts surveys 7 days a week. No outbound calls are made to any student after 9 PM in his or her time zone unless the student has scheduled a late appointment.

The Battelle toll-free number is (800) 438-5862.

Their call center is open for call-ins as follows:

- Weekdays: 7:00 AM to 9:00 PM Pacific Time
- Saturday: 8:00 AM to 6:00 PM Pacific Time
- Sunday: 10:00 AM to 8:00 PM Pacific Time

3. Reference. Staff should review the case notes to verify when a student is eligible to complete the follow-up survey(s), and to identify the assigned call center operator and the corresponding telephone number.

4. Action. Updated instructions will be distributed to the field at the conclusion of the transition period. Addressees are to ensure this Program Instruction is distributed to all appropriate staff.

5. Expiration Date. Until superseded.

6. Inquiries. Inquiries may be directed to Aquila Branch at (202) 693-3211 or branch.aquila@dol.gov.