REISSUANCE

August 11, 2008

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 08-05

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: ESTHER R. JOHNSON, Ed.D.
                          National Director
                          Office of Job Corps

SUBJECT: New Job Corps National Call Center Contract

1.   Purpose. To provide information on new call center operations and instructions on how to obtain training on the System for Call Center and Outreach (SCOUT) system.

2.   Background. The new Job Corps National Call Center contract was awarded June 24, 2008, to Global Commerce Solutions (GCS). The actual transfer of live calls to GCS took place on July 17, 2008.

      Recently the National Office of Job Corps has been receiving calls concerning the call center operation and the new software SCOUT. SCOUT is a new application that allows the national call center to (1) track prospect information, and (2) assign prospects to appropriate Outreach and Admissions (OA) agencies and/or counselors. Admissions Counselors (ACs) now have the ability to assign prospects generated by the call center to their caseload themselves, without having to wait for a manager to assign the prospect. Managers also have the ability to assign SCOUT prospects to particular counselors. ACs have the ability to update their own contact information in real time, providing the call center with the most up-to-date information and phone numbers.

      The National Office is providing training and contact information to all field staff.

3.   Action. Addressees are to ensure that this Program Instruction is distributed to all appropriate staff.

If an OA contractor/counselor is having a problem with receiving prospects, please contact Anthony Hall, call center manager, ACS Inc., at (252) 431-8410. For assistance with technical difficulties with the Outreach and Admissions Student Input System (OASIS), please contact the Job Corps Data Center (JCDC) Technical Assistance Center (TAC) at (800) 598-5008. For further assistance see the Inquiries section below.

      a.   Training in SCOUT.

JCDC is offering training in SCOUT. All OA counselors and agencies should participate in the training to learn how to use the new system. The following sessions will be offered during the month of August:

Thursday, August 14
2 p.m.   Central time   OASIS New Release training

Friday, August 22
10 a.m. Central time   OASIS New Release training

Tuesday, August 26
2 p.m. Central time   OASIS New Release training

Staff that are interested in signing up for one of these sessions should contact deployment@jobcorps.org and provide their center or agency and phone number, as well as the date, time, and session that they wish to attend. A confirmation will be sent by e-mail.

      b.   Resources.

Attached are the OASIS release notes for the newest release (Attachment A), and the OASIS/SCOUT new release PowerPoint. (Attachment B).

The self-paced training is also available in SIMON. Go to the Learning Center>Course Enrollment and Information and search by topic "IT-OASIS," and select National Call Center Prospects & OASIS Applications [Online] when the list of courses displays in the lower left box.

4.   Expiration Date. Until superseded.

5.   Inquiries. Inquiries should be directed to Peni Webster at (202) 693-3878 or webster.peni@dol.gov.

Attachments

A – OASIS Release Notes
B – OASIS Release Overview (OASIS/SCOUT PowerPoint)