

March 6, 2009

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 08-23
--

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: Updating Contact Information for the National Call Center

1. Purpose. To request updated contact information from centers, outreach and admissions (OA) offices, and career transition services (CTS) providers for use by the National Call Center.

2. Background. The National Call Center provides continuous communications support to the Job Corps community 24 hours a day, 7 days a week. In addition to linking potential applicants and the public with sources of information about the Job Corps program, the Call Center connects current students, graduates, and former enrollees with centers, and/or admissions counselors, and career transition specialists. The Call Center also provides a critically important “safety net” for Job Corps communications in the event of an emergency. Therefore, in order to provide effective support in all of these capacities, the Call Center must have up-to-date contact information for centers, OA offices, and CTS providers.

3. Action. To confirm that the Call Center has current contact information, each region must ensure that the attached forms are completed for each center, OA office, and CTS provider. The forms should be completed electronically. Attachment A is for center information, Attachment B is for OA information, and Attachment C is for CTS information. The completed forms should be submitted to Bill Harris at billharris@globalcommercesolutions.biz **no later than March 20, 2009**. Information should include the following.

a. **Attachment A: Centers**

Provide:

- (1) primary and secondary local telephone numbers for each center, and the core hours that the lines are staffed;

- (2) a cell phone number that is accessible 24 hours per day for use during an emergency situation; and
- (3) name of a center contact person, or people, and the process for transferring calls from the National Call Center to the center in the event that live coverage of the primary, secondary, and emergency numbers fail.

b. **Attachment B: Outreach and Admissions Offices**

Provide:

- (1) name of an OA contactor/operator; and
- (2) updated OA office information, including the areas served for the entire region.

c. **Attachment C: Career Transition Services Providers**

Provide:

- (2) name of a CTS contactor/operator; and
- (2) updated CTS office information, including the areas served for the entire region.

4. Expiration Date. March 21, 2009.

5. Inquiries. Inquiries should be directed to Bill Harris at (202) 715-1641, or Wendy Manning at (202) 693-3104 or manning.wendy@dol.gov.

Attachments

A – Centers

B – Outreach and Admissions Offices

C – Career Transition Services Providers