

June 16, 2010

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 09-51
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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: EDNA PRIMROSE
National Director
Office of Job Corps

SUBJECT: Collect Contact Information for Job Corps Centers and Outreach & Admissions and Career Transition Service Agencies

1. Purpose. To collect contact information for Job Corps centers and Outreach & Admissions (OA) and Career Transition Service (CTS) Agencies.
2. Background. In 2006, the Job Corps National Call Center services were expanded to include facilitating communications between currently enrolled students and Job Corps centers, OA and CTS agencies. The Job Corps National Call Center is a 24-hour, 7 days per week, 365 days per year contact center. The Call Center provides information and support to the Job Corps system and parties interested in enrolling in the program, through the operation of a toll-free telephone number, (800) 733-JOBS.

The Job Corps National Call Center is also a source of information for currently enrolled students in need of assistance outside of regular business hours. The Job Corps toll-free number serves as a safety net by providing a link between a student in distress and the Job Corps center, or OA/ CTS agency.

3. Action. **Each Job Corps region** must ensure that the attached electronic form is completed for each center and OA and CTS agency. The completed electronic form should be submitted to Linda Marshall, at Marshall.Linda@dol.gov, **no later than Monday, June 21, 2010.**

4. Expiration Date. Until superseded.

5. Inquires: Inquiries should be directed to Linda Marshall, at (202) 693-3106, or emailed to Marshall.Linda@dol.gov.

Attachment