

January 15, 2015

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 14-22
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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: LENITA JACOBS-SIMMONS
National Director
Office of Job Corps

SUBJECT: Clarification of Outreach and Admissions (OA) Providers’
Responsibilities in the Admissions Process

1. Purpose. To remind OA providers of the timeframe to respond to individuals with interest in Job Corps.
2. Background. OA providers receive contacts from individuals interested in the Job Corps program from a variety of sources. This includes referrals from the Department of Labor National Contact Center (the Job Corps 800 number), referrals through the OASIS system, direct calls to OA offices, walk-ins, and other sources. On-board Strength (OBS) is directly impacted by rate and quality of OA providers’ responsiveness.

In order to be responsive to interested youth, their parents, and other individuals such as teachers and counselors who provide support services to youth, prompt return calls and/or e-mails must occur. A key principle of good customer service is responsiveness to customer needs and interests within a reasonable period of time. Delays in responsiveness early in the admissions process risk loss of program interest by prospective applicants or unfavorable impressions.

Even where OA contractors are serving Job Corps centers that have full OBS, good customer service must continue, and individuals with an interest in Job Corps must receive admissions counseling services in accordance with Job Corps policy.

PRH Chapter 1: Outreach/Admissions Section 1.2: Outreach and Admissions Provider Responsibilities in the Admission Process, R1(a): “Interacting With the Applicant,” states that Admission Counselors must communicate with interested parties by telephone, e-mail, or mail within 3 business days of receipt.

The National and Regional offices of Job Corps have received data informing federal managers about responsiveness rates of OA contractors, and continue to track this information. In many instances, prospective applicants and/or their representatives have not received a response within the required 3-day window. In other instances, no responses were initiated or were initiated weeks beyond receipt of contact.

3. Action. All OA contractors are reminded of the requirement to respond within 3 business days of receipt of message to interested parties.

Addressees are to ensure this Information Notice is distributed to all appropriate staff, and ensure tracking systems are in place to document responsiveness rates within each OA contract.

4. Expiration Date. Until Superseded.

5. Inquiries. Direct all inquiries to Curtis Massey at (202) 693-3096 or massey.curtis@dol.gov; or Andrea Kyle Bobrik at (202) 693-3008 or kyle.andrea@dol.gov.