

November 14, 2016

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 16-20
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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: New, Toll-Free Safety Hotline for Job Corps Students and Staff

1. Purpose. To deliver to Job Corps students and center personnel a toll-free hotline number for urgency-based counseling, behavioral health, and problem-solving. Services will be delivered and facilitated remotely via telephone, text, e-mail/Internet. Whistleblower calls may also be received at this number.

2. Background. Job Corps centers require vigilance in providing continuous safety and security for all students and staff. The U.S. Department of Labor has undertaken comprehensive actions to contribute to this goal. It currently maintains a toll-free number (800-733-JOBS) that is primarily dedicated to program enrollment. The new Job Corps Safety Hotline is dedicated to urgent calls or those related to the safety and security of students and staff by:

- Assuring quality in receipt and handling of issues and concerns;
- Providing licensed, professional staff skilled in counseling, social work, behavioral health, psychology, and related services;
- Delivering issue resolution and follow-up; knowledge of laws, law enforcement, and community-based services;
- Ensuring effective documentation and reporting;
- Offering services around the clock through a text-enabled, toll-free number, and dedicated secure e-mail; and
- Supplying equal access to people throughout the United States and Puerto Rico with a contingency plan to continue services if regular services are interrupted.

3. Action. The National Office plans to conduct a phased roll-out of the hotline beginning with centers in the Chicago Region, December 5, 2016. After 60 to 90 days, there will be a period of analysis and refinement before the hotline is rolled out across the remaining Job Corps centers.

Training for designated center staff will be delivered via Webinar. This training will include instruction on using marketing materials that raise awareness of the Safety Hotline. The Job Corps Data Center will announce the Webinar's date and time.

By November 21, 2016, centers should submit to their respective Regional Directors the attached form with the names and phone numbers of five key staff members who will serve as "Center Designees." These designees or points of contact receive calls from Safety Hotline operators when an incident that requires an immediate response is reported.

Safety Hotline operators will call the designees on the list ordinarily, until a live contact is made; at that point, the designee will be expected to facilitate an immediate, local response, as applicable. Also, Center Designees will have user access to a Web portal where they will be expected to review and respond to call/tip reports received through the multi-channel safety hotline. Additional details about center responsibilities will be provided prior to the nationwide roll-out of the Safety Hotline.

Regional Directors and Center Directors shall ensure this Program Instruction Notice is distributed to all appropriate staff.

4. Expiration Date. Until superseded.
5. Inquiries. Inquiries should be directed to Erin McGee at (202) 693-3283 or mcgee.erin@dol.gov.

Attachment

Center Contacts List for Safety Hotline