

U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION AWN/ASL
	CORRESPONDENCE SYMBOL OAS
	DATE January 18, 2001

TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 8-00

**TO : ALL STATE WORKFORCE LIAISONS
 ALL STATE WORKER ADJUSTMENT LIAISONS
 ALL STATE EMPLOYMENT SECURITY AGENCIES
 ALL ONE-STOP CAREER CENTER SYSTEM LEADS**

FROM : LENITA JACOBS-SIMMONS
Deputy Assistant Secretary 

SUBJECT : Implementation of Partnership Between America's Workforce Network (AWN) Toll-Free Help Line and America's Service Locator (ASL)

1. Purpose: To provide directions to the States about necessary actions to implement the partnership between the AWN Toll-Free Help Line (1-877-US-2JOBS) and the Internet-based ASL (www.servicelocator.org) and to issue instructions for ASL database entry.

2. Reference: Training and Employment Information Notice No.10-00

3. Background: In TEIN No.10-00, the Department provided information about the AWN Toll-Free Help Line, and ASL, and our plans to achieve a full partnership, through a phased implementation, between these two access points to the services available through America's Workforce Network. We noted that our two collaborative goals were to populate the ASL data base, and to enhance the information currently available through the AWN Toll-Free Help Line. The latter goal will be accomplished by providing Customer Service Representatives with direct access to "robust" ASL service locator information on the Internet.

4. Implementation: This TEGl represents the critical action phase of the time line. Attached please find the information materials that will permit State Administrators to actualize the collaboration between the AWN Toll-Free Help Line and ASL. These include: a) a computerized video demonstration of the call guide used by the Customer Service Representatives that shows how they will use the ASL in serving the caller; b) Instructions for Data Entry and Passing Authorities from National Office to State Level; c) Frequently Asked Questions relating to the AWN Toll-Free Help Line and ASL; and d) List of Regional Toll-Free Contacts and America's Career Kit (ACK) Liaisons.

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As noted in TEIN No.10-00, the implementation of this partnership will vary according to the level of AWN Toll-Free Help Line participation selected by each State. Standard Partner States have received funds to develop and maintain the Toll-Free database which can now be used to support the ASL data entry effort. Standard Partners may elect to have our AWN Toll-Free Help Line contractor continue to maintain all their data, including ASL information. Affiliate States have a choice of options ranging from entering into Toll-Free Standard Partnerships to developing “stand-alone” relationships with the Service Locator team for data entry and maintenance. Should Affiliate States not have any type of service locator of their own, they will be able to provide their information in any format and the America’s Service Locator team will do their initial data entry.

Whatever the relationship of the State to ASL, the advantages of participation are manifest. State residents who have Internet access can readily learn where the workforce development services they seek are available, and how to get to them. State residents who do not have Internet access can obtain the same information through the AWN Toll-Free Help Line. States and localities have direct control over the maintenance of their data through the ability to make real time changes using authorized passwords. ASL, a simple and easy-to-use system, will not impose an undue burden on State and local entities. Rather, the ready accessibility of ASL and the Toll-Free Help Line as partnered “front doors” to America’s Workforce Network should actually free State and local personnel from responding to routine information requests, and enable them to spend more time providing direct services to customers.

5. Action Required. State Administrators should take the following actions: a) provide the name(s) of the key State person(s) who will be responsible for oversight of ASL data entry to Jennifer Warren (jwarren@doleta.gov) of the Office of Technology and Information Services at (202) 693-3688; or Lois Engel (lengel@doleta.gov) of the Office of Adult Services at (202) 693-3356 with a copy to the appropriate Regional Office; b) distribute this TEGl and its attachments to designated key State person(s); and c) direct key State person(s) to begin the process of working with all localities on entering ASL data.

6. Inquiries. Questions concerning this TEGl should be directed to the appropriate Regional Office.

7. Attachments.

- 1 - Computerized Video Demonstration;
- 2 - Instructions for Data Entry and Passing Authorities from National Office to State Level;
- 3 - Frequently Asked Questions;
- 4 - List of Regional Toll-Free Contacts and America’s Career Kit Liaisons