



**America's Workforce Network
Toll-Free Help Line
1-877-US2-JOBS (1-877-872-5627)
TTY: 1-877-TTY-JOBS (1-877-889-5627)
&
America's Service Locator
www.servicelocator.org**



Frequently Asked Questions

Q. What is America's Workforce Network (AWN) Toll-Free Help Line?

A. The AWN Toll-Free Help Line is an easy-to-remember, no-cost telephone call that provides workers and employers with the information they need to access public workforce services via customer service representatives who can guide those who are interested to appropriate federal and state resources as well as answering basic workforce related questions.

Q. What is America's Service Locator?

A. The Service Locator, located on the Internet at www.servicelocator.org, is a web-based database that contains location and service information - including maps and telephone numbers - that gets users to the physical locations... the bricks and mortar if you will... where services are provided.

Q. Do they work together?

A. Yes. The National Toll-Free Help Line (1-877-US2-JOBS) and America's Service Locator (www.servicelocator.org) is a partnership between the Department of Labor (DOL) and state and local entities, and are "front doors" to information about products within the workforce development system.

The immediate connection and underlying premise of both the Service Locator and the Toll-Free Help Line is *service*. Both products primary interest is in connecting customers to DOL services from a broad national level down to local One-Stop offices or other service providers. The partnership between the two products effectively creates two means for users to access information about DOL products and services - especially for those customers who do not have easy access to a computer.

Q. What is America’s Workforce Network (AWN) and what is its relationship with the Toll-Free Help Line and America’s Service Locator?

A. America’s Workforce Network (AWN) is a partnership among federal, state and local governments, the private sector, labor organizations, educational institutions and community- and faith-based organizations to provide information and services to help Americans manage their careers and employers find skilled workers. As part of its efforts, DOL supports AWN through national services such as the Toll-Free Help Line.

Q. What is the relationship between Workforce Investment Act implementation and the AWN Toll-Free Help Line and America’s Service Locator project?

A. Universal access to the workforce development system is one of the bedrock principles of the Workforce Investment Act, which laid the groundwork for the establishment of America’s Workforce Network. The AWN Toll-Free Help Line is one tool for achieving universal access by providing a free and easy to use source of information about federal, state, and local workforce development services.

Q. Where did the current data come from?

A. Specifically, data has come from Employment Services, Welfare to Work, Job Corps, and One-Stop offices. Office location data has also been obtained from the Office of Disabilities, Native American Affairs, Older Workers, ATELS and others.

Current data is only intended to serve as place holders that need to be updated and maintained by state and local offices. In addition to data from National Program Offices, Datatrac, the Toll-Free operator, has also provided data used by the Toll-Free Helpline.

Q. What kind of information is available through the AWN Toll-Free Help Line?

A. The customer service representatives at the Toll-Free Helpline provide basic information about laid-off worker assistance, unemployment insurance claims procedures, and WARN provisions for employers. They also provide detailed information, as provided by the state, about services resulting from specific layoffs by specific employers, other state and local services, the closest location of training providers, and Internet addresses and guidance to assist the caller to walk through federal and state web sites.

Currently, eight states – Missouri, Iowa, New York, New Jersey, Alabama, Georgia, Pennsylvania and Utah – have provided information on all Workforce Investment Act (WIA) services to the AWN Toll-Free Help Line. By spring 2001,

WIA-wide information will be available for all 50 states, Puerto Rico, the Virgin Islands and the District of Columbia.

Q. What degree of state/local flexibility is planned?

- A.** The administrative structure of the web site has been designed to allow password authorization from the national, state, and local levels. For example, a state would be able to authorize usernames and passwords for local users to go into the system and update their own information. This site structure will avoid undue administrative burden.

In addition, there is space for states and locals to customize their information with logos and their own narrative describing the services they offer at their office. The site is structured so that information can easily be uploaded and maintained by individual offices and programs on all levels.

Q. How do States partner with the Department of Labor to operate the AWN Toll-Free Help Line?

- A.** There are three different levels of state participation:
- ▶ **Standard Partnership:** The U.S. Department of Labor provides an implementation grant to the state to provide and maintain data to the Toll-Free Help Line as well as to publicize the number within the state. The Toll-Free Help Line answers state calls, provides federal information, and referral numbers, locator information and service descriptions at the level determined by the state.
 - ▶ **Affiliate Relationship:** This is a non-financial relationship in which the Toll-Free Help Line answers state calls, provides only federal information, and provides the caller with direction to state web sites and referral numbers. The state will answer all state-specific questions.
 - ▶ **State Call Center/Toll-Free Help Line Partnership:** This option is for selected states that currently operate viable State Call Centers (SCCs) in order to allow these SCCs to perform the functions of the AWN Toll-Free Help Line.

Q. How do states partner with the Department of Labor to operate the AWN Service Locator?

- A.** The America's Service Locator/National Toll-Free Help Line initiative depends upon the partnerships formed with federal partners, state and local partners, and non-profit agencies. To ensure the success of this effort, we are utilizing a phased implementation approach for populating the Service Locator. Data integrity

methods developed by Datatrac for use at the Toll-Free Help Line will address customer service for both telephone contact and database integrity.

Partners at both the state and local level are able to create and maintain data in real time. This ability allows our partners to effectively build a database from the ground up. The core of this process is gathering data using templates that define general provider information, site resources, and services that each office provides. The America's Service Locator team and Datatrac will work together to modify the currently used template. These modifications will allow additional services to be easily added to the Service Locator database.

Q. If the information is incorrect or needs updating who do we contact?

- A.** If there is any incorrect or missing data, the ASL service center can be reached at 1-877-348-0502 and is also accessible via TTY at 1-877-348-0501. The standard hours of operation are 7:00 a.m. to 8 p.m. Central Standard Time, Monday - Friday. You can also email comments to Jennifer Warren - jwarren@doleta.gov.