

TRAINING AND EMPLOYMENT NOTICE	NO. 3-16
	DATE July 18, 2016

TO: STATE LABOR COMMISSIONERS
STATE WORKFORCE ADMINISTRATORS
STATE UNEMPLOYMENT INSURANCE DIRECTORS
STATE AND LOCAL WORKFORCE BOARD CHAIRS
STATE AND LOCAL WORKFORCE BOARD DIRECTORS

FROM: PORTIA WU /s/
Assistant Secretary

SUBJECT: The Employment and Training Administration’s Toll Free Help Line

1. **Purpose.** To increase awareness about the free resources available through the Employment and Training Administration’s (ETA) Toll Free Help Line (TFHL) 1-877-US2 JOBS (1-877-872-5627), and to encourage the increased usage by American Job Centers and state and local governments. The TFHL resource is intended to give the public and the workforce development community universal access to employment and training information, programs and services. The service is available in over 140 languages and provides ease of access to a wide range of DOL specific programs and resources.

2. **Background.** In 1999, the Secretary of Labor created the Toll Free Help Line as a national resource for dislocated workers, employers and workforce professionals. The TFHL is easily accessed by phone and acts as a “front door” to an information rich database of DOL services and resources. It provides a consistent, accurate, and current message to customers. The TFHL uses over 3,000 scripts and has the ability to react swiftly to create and activate scripts to assist in state and local and federal emergencies. It connects individuals to employment and training opportunities and answers frequently asked questions and will initiate research requests if additional information is needed.

TFHL top requested information requests include:

- Job/Employment
- Training Needs
- Unemployment Insurance
- Senior Employment Programs
- Youth Services

ETA related information available through the TFHL includes:

- American Job Center locations and services around the country
- Employment and Training Administration Programs
- Apprenticeship Programs
- Trade Act Programs including Health Coverage Tax Credit

- Foreign Labor Certifications
- Worker Adjustment and Training Act (WARN) and other layoff information
- Federal Bonding Program/Reintegration Programs
- Veteran and Military Programs
- Older Worker Programs including the Senior Community Service Employment Program
- Youth Programs
- Unemployment Insurance and Disaster Unemployment Assistance
- National Programs such as, National Dislocated Worker Grants, Migrant and Seasonal Workers, Work Opportunity Tax Credit Program and Indian and National American Programs

Additional Resources for the Workforce Community are:

- Script Development (emergencies, employment announcements, etc.)
- Special Research Requests

The TFHL is part of the DOL National Contact Center. It is available 8:00 am to 11:00 pm EST, Monday through Friday with the exception of Federal holidays. Information is available in over 140 languages and the line has TTY capabilities for the hearing impaired. The National Contact Center is an integral part of the DOL's emergency preparedness plans in the event of a significant national emergency.

3. **The TFHL In Action.** For 15 years, the TFHL program has answered questions about many Federal programs and served the needs of state and local service organizations. For example, the TFHL:
 - Supported the Department of Treasury and Department of Housing and Urban Development to provide information on the Making Homes Affordable Program and the HOPE NOW Alliance.
 - Responded to emergencies such as Super Storm Sandy, Hurricane Katrina and September 11th, providing customers with information for services and locations of mobile units for help.
 - Responded quickly with new scripts to advise customers for short term state specific situations such as floods, power outages, and fires.
 - Connected job seekers with specific national in-demand job opportunities and responded to the needs of employers seeking national assistance for major layoffs and hiring opportunities.
4. **Action Requested.** We encourage American Job Center staff and state and local workforce professionals to direct their customers with questions to the TFHL, 1-877-US2 JOBS (1-877-889-5627). We also encourage workforce system professionals to use the TFHL as a resource to provide information to the public. The TFHL can create and update scripts quickly to react to specific situations, including state emergencies, temporary closures, or employment announcements.

5. **Inquiries**. Please direct questions to the appropriate regional office.