Re-Engaging Withdrawn & Inactive Prospects

This procedure will increase the number of prospects interested in enrolling to Earle C. Clements Job Corps (ECJC). There are thousands of Withdrawn & Inactive prospects that at some point were interested in enrollment to Job Corps. This procedure delineates responsibility between the Admission Provider and ECJC staff to produce a list of these prospects and complete cold calls/contact to Re-Engage the prospects to enroll.

Unfortunately, MyJobCorps (MJC) does not have a data export that will produce this easily. Adams Corp has generated the list **without** the contact info from MJC. ACs have the responsibility to extract phone / email for each withdrawn applicant, with the expectation of completing 100 per day until their list is completed. Adams Corps has done this for smaller contracts and completed 100 per hour. Completing this will generate more files for ACs from colder leads that have been vacated.

Each AC is assigned to a cluster. Each cluster includes at least one AC and ECJC staff member.

AC Responsibility – Generating Contact Info:

1. AC's Manager will provide a list to each AC of their Withdrawn & Inactive prospects.
    a. Please note: ACs list might not all be assigned to them in MJC, but the system still allows them access to the info.
2. AC will open and log in to MJC webpage
3. AC will open their spreadsheet and click on the hyperlinked Applicant Tracking Number (Column B)
4. AC will cut / paste information from MJC to the spreadsheet (Phone Number and Email Address)
5. AC will complete 100 per day until the list is completed
6. AC will save the file each day
7. AC will distribute by email the updated list to their cluster partners daily
    a. AC will describe lines that were updated
    b. Include: Supervisor and OA/CTS Director on the email

ECJC Staff Responsibility – Re-Engaging Prospect:

1. Read each line item to use available information when contacting prospect
2. Establish contact with prospect by phone / text / email
3. Concisely pitch the benefits of enrollment to ECJC
4. Make appropriate notations on spreadsheet to track their contact
5. When a prospect is interested again in enrollment, ECJC will advise the prospect that their AC (cluster) partner will contact them promptly
6. ECJC staff will notify AC each day of Re-engaged applicants that need to be contacted
    - ECJC staff will make a focused effort convert to prospect for ECJC. But, if the prospect is interested in another Job Corps location, ECJC will notify their cluster partner.

Cluster Responsibility:

1. AC will follow up on warm leads daily and reactivate MJC application. If needed, AC will prompt their supervisor to reassign/assign case to them.
2. Cluster will meet weekly on Friday (virtually) to discuss next steps on application being completed