



# Detail System Design Appendix O

**1.2**

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## Commonwealth of Kentucky

### KY KEWES Outbound Calls

**November 7, 2008**

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KEWES PROJECT¶  
Project # KYKEWESCONTCL74¶

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### Revision History

Revision Date	Version	Reason for Revision
08/17/01	1.0	Final Version
08/20/01	1.1	Corrections Required after initial review and signoff. Output record layout was modified and Implementation priority was added.
08/28/01	1.2	Issues resolved from August, 28 <sup>th</sup> meeting.
09/04/01	1.3	Made final changes to Input, Output and script.
01/07/02	1.4	Final changes made to Input, Output and script due to EKOS file layout.
01/17/02	1.5	Final changes to the Input file.
03/20/02	1.6	Final changes with added local offices.
04/10/02	1.7	Final changes with added code for Invalid Office
05/15/02	1.8	Addition of office 1056.
05/23/02	1.9	Addition of office 0058.
08/02/05	1.10	Addition of option 0950000 and step 25
06/08/07	1.11	Addition of option 0960000 and step 26
06/08/07	1.12	Updated steps 21, 23, and 24. Added steps 26-30. Changed former step 26 to step 35. Changed option 0960000 in step 20 to point to step 35.
06/08/07	1.13	Added 65 local offices. Removed referenced to the “time” parameter from steps that do not use that parameter.
06/12/07	1.14	Added phrase ID’s.
06/18/07	1.15	Updated/Changed phrase ID’s per note from Rohit Raj.
07/06/07	1.16	Added Option Codes for new messages
07/11/07	1.17	Removed telephone extension from the Harlan County telephone number.
07/16/07	1.18	Replaced Local Office table for WIA and TAA offices to final descriptions and to remove duplicates
<u>11/4/2008</u>	<u>1.2</u>	<u>Added the Training Assistance and Training Waiver Reminder scripts. Removed up-of-date Local Offices tables. These will now be jointly maintained with OET in the Local Offices.xls spreadsheet.</u>

**WORKFLOW**

The Employment Services Specialist will modify the job opportunity criteria to identify or increase the number of customers or applicants who can apply. They mark which applicants the system will target. They specify the appropriate job family category and script to follow.

The customer can either respond to this outbound call script by calling their Local Office or the Office that initiated the message or by reporting in person.

**INPUT RECORD LAYOUT**

File Name = IVROutBound.txt

Pick up file at 5:30 pm EST.

<b>FIELD</b>	<b>START</b>	<b>LENGTH</b>	<b>Reference</b>
OSOS Customer ID	1	9	
Date	10	8	Not Used By Outbound Script
Telephone Number	18	10	
Option (Call Script)	28	7	Reference first three digits only
Job Order Number	35	9	Not modified by the system
Local Office Code	44	6	Not modified by the system
Staff ID	50	11	Not Used By Outbound Script
Staff Telephone Number	61	10	If present use this number instead of Local Office Number in Outbound Script
Result of Call	71	2	Not imported by outbound script, is in export file
Status of Call	73	1	Not Used By Outbound Script
Number of Call Attempts	74	2	Not imported by outbound script, is in export file
Number of calls picked up	76	2	Not Used By Outbound Script
Time of last call	78	4	Not Used By Outbound Script
Date of last call	82	8	Not Used By Outbound Script
Start work date	90	8	Not Used By Outbound Script

**OUTPUT RECORD LAYOUT**

File Name = IVROutBoundResultsMMDDCCYYHHMMSS.txt

<b>FIELD</b>	<b>START</b>	<b>LENGTH</b>	<b>Reference</b>
OSOS Customer ID	1	9	
Job Order Number	10	9	

Result of call	19	2	00 = Invalid SSN Entered By User 01 = answered 02 = dialed, no answer 03 = not working, still available 04 = no touchtone phone 05 = working, still available 06 = working, not available 07 = Invalid Phone Number 08 = Fax Machine 09 = Invalid Option 10 = Non Applicant Type 11 = Invalid Office 99 = Unknown
Local Office Code	21	6	Used to look up Local Office Name and Local Office Phone Number
Call Attempts	25	2	Number of Outbound calls made on Imported Telephone Number. The most this can be is two.
DateTimeStamp	27	14	Date the call was placed

### BATCHING PROCESS

Outbound call requests are queued throughout two days. The first batch of calls should be made at 7:00pm and the second call is at 10:00am.

If any of the calls are not successful in the first batch, a second attempt should be made for them in the second batch.

### REPORTING

Feedback should be provided to the Employment Services Specialist relative to the result of each call they initiated. Events that could occur include:

- Successful call placed
- Call could not be placed (no phone number available)
- Reached Fax Machine
- Call hangs up before “Greeting”
- Call did not go through

### FUTURE CONSIDERATIONS

1. The EKOS file layout is scheduled to change in July 2002
- 2.

### FUTURE ENHANCEMENTS

1. Capture the applicant's new phone number.
2. Allow staff to include their name in the message
3. Expand occupational categories to more clearly reflect the job title
4. Additional Languages
5. Answering Machine

## IMPLEMENTATION PRIORITY

High: Phrases 21, 23, and 24.

**Repeat all Phrases twice.**

## SCRIPT FLOW

**Step:** 0

**Phrase:** None

**Action:** Retrieve the next marked record for Outbound dialing  
If [no more records in the file], go to 100  
If [phone-number numeric and phone-length is 10 digits], go to 10  
Otherwise, set status flag to 7 (This applicant cannot be contacted), update the report file,  
go to 100

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**Step:** 10

**Phrase:** None

**Action:** Call the applicant  
If fax machine, set status flag to 8, update the report file, go to 100  
If answer, set status flag to 1, update the report file, go to 20  
If no answer, set status flag to 2, update the report file, go to 100

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**Step:** 20

**Phrase:** None

**Action:**  
If [option] = 0100000, 0130000, 0160000, 0190000, 0220000, 0250000, 0280000,  
0310000, 0340000, 0370000, 0400000, 0430000, 0470000, 0500000, 0530000, 0560000,  
0590000, 0620000, 0650000, 0680000, 0710000, or 0740000 go to 21  
If [option] = 0770000, 0800000 or 0830000 go to 23  
If [option] = 0010000 go to 23

If [option] = 0860000, 0870000, 0880000, 0890000, 0900000, 0910000, 0920000,  
0930000 or 0940000 go to 24

If [option] = 0950000 go to 25

If [option] = 0730000 go to 26

If [option] = 0020000, 0030000, 0040000, 0050000, 0060000, 0070000, 0080000,  
0090000, 0810000, 0110000, 0120000, 0820000, 0140000, 0150000, 0840000,  
0850000 or 0970000 go to 27

If [option] = 0750000 go to 28

If [option] = 0170000, 0180000, 0980000, 0200000 or 0210000 go to 29

If [option] = 0690000 or 0700000 go to 30

If [option] = 0960000 go to 35

If [option] = 0990000 go to 36

If [option] = 0780000 go to 37

If [option] = 0230000 go to 38

Deleted: If [option] = 0960000 go to 35

ELSE set status flag to 9 go to 100

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**Step:** 21

**Phrase:** [Check time of call. If AM, play (**KCC\_GoodMorning**) “Good morning”. If PM, play (**KCC\_GoodAfternoon**) “Good afternoon”.]  
(**KCC\_1021a**) This is your Kentucky Office of Employment and Training. You are registered for employment with the [local-office-name]  
(**KCC\_1021b**) Employment and Training office. Your registration has been matched with a recent job listing in the [related-field]  
(**KCC\_1021c**) field of work. For additional information please contact your [local-office-name]  
(**KCC\_1021d**) Employment and Training office at [local-office-phone].  
(**KCC\_1024c**) Thank you.

**Action:** [Check time of call is AM play “Good morning”, if PM play “Good afternoon”.]  
[local-office-name] Look up local office based on Office Code passed in from the input file  
[related-field] Play based on Option passed in from input file  
[local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
Go to 100

**Step:** 23

**Phrase:** [Check time. If AM, play (**KCC\_GoodMorning**) “Good morning”. If PM, play (**KCC\_GoodAfternoon**) “Good afternoon”.]  
(**kcc\_096a**) This is your Kentucky Office of Employment and Training. The [local-office-name]  
(**kcc\_1023b**) Employment Services office is attempting to contact a job seeker at this number who is registered with our office. Please have the applicant contact our office at [local-office-phone]  
(**kcc\_1023c**) as soon as possible. Thank you.

**Action:** [Check time of call. If AM, play “Good morning”. If PM, play “Good afternoon”.]  
[local-office-name] Look up local office and local office phone based on Office Code passed in from the input file and go to 100  
[local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
Go to 100

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**Step:** 24

**Phrase:** [Check time of call. If AM, play (**KCC\_GoodMorning**) “Good morning”. If PM, play (**KCC\_GoodAfternoon**) “Good afternoon”.]  
(**KCC\_1024a**) This is your Kentucky Office of Employment and Training. Please contact your [local-office-name]  
(**KCC\_temp13**) Employment and Training office at [local-office-phone]  
(**kcc\_1024e**) for important information regarding [option]  
(**KCC\_1024c**) Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file  
[option] Look up option based on option passed in from the input file  
[local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
Go to 100

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**Step:** 25

**Phrase:**

**kcc\_1025.wav** Hello! We're calling from Toyota Motor Manufacturing, Inc. Kentucky, in Georgetown, Kentucky.

Because you recently applied for a production team member position at Toyota, we want to inform you that we've implemented a new application system. If you are still interested in employment, you will need to reapply through the new system.

Applications will be accepted for twelve days from August 1, 2005 to August 12, 2005.

This new system is easy to access and simple to use. You may apply by phone or on-line. The phone number to apply is 1-888-TMMK-992 or you may go on-line to the Central Kentucky Job Center website. That web address is: w-w-w-dot-c-k-y-j-o-b-s-dot-com

We will continue to fill most production team member positions by hiring from the production temporaries working at TMMK, but a small number of openings will be filled with hires through the new system.

We will repeat the numbers for you. Please get a pencil and paper, and jot down the phone number and web address.

The phone number to apply is 1-888-TMMK-992. The web address is w-w-w-dot-c-k-y-j-o-b-s-dot-com. Please remember that the application line will only be open from August 1, 2005 through August 12, 2005.

The Job Center offices in Louisville, Georgetown, Lexington, Danville, Morehead and Richmond will also be able to provide this information.

Thank you again for your interest and good luck in all your employment endeavors.

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**Step:** 26

**Phrase:** [Check time of call. If AM, play (**KCC\_GoodMorning**) "Good morning". If PM, play (**KCC\_GoodAfternoon**) "Good afternoon".]  
(**KCC\_1026a**) This is your Kentucky Office of Employment and Training. You have filed a Kentucky Unemployment Insurance claim. Additional information is required.  
(**KCC\_1026b**) Please contact our office at  
[local-office-phone]  
(**KCC\_1026c**) by the close of the next business day. Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file  
[local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.

**Action:** Go to 100

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**Step:** 27

**Phrase:** [Check time of call. If AM, play **(KCC\_GoodMorning)** “Good morning”. If PM, play **(KCC\_GoodAfternoon)** “Good afternoon”.]  
**(KCC\_1027a)** This is your  
 [local-office-name]  
**(KCC\_1027b)** calling with a reminder of your upcoming meeting with your WIA counselor at  
 [time]  
**(KCC\_1027c)** If you have any questions in regards to this appointment or if you need to reschedule please contact your WIA counselor. Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file  
 [option] Look up option based on option passed in from the input file  
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
 [time] Use standard phrases to play back the time according to the option selected:

OPTION	Time
0020000	8:00AM EST
0030000	8:30AM EST
0040000	9:00AM EST
0050000	9:30AM EST
0060000	10:00AM EST
0070000	10:30AM EST
0080000	11:00AM EST
0090000	1:00PM EST
0810000	1:30PM EST
0110000	2:00PM EST
0120000	2:30PM EST
0820000	3:00PM EST
0140000	3:30PM EST
0150000	4:00PM EST
0840000	4:30PM EST
0850000	5:00PM EST
0970000	5:30PM EST

Note that EKOS wants the times read as (for example): “eight thirty a m eastern standard time”.

Go to 100

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**Step:** 28

**Phrase:** [Check time of call. If AM, play **(KCC\_GoodMorning)** “Good morning”. If PM, play **(KCC\_GoodAfternoon)** “Good afternoon”.]  
**(KCC\_1027a)** This is your  
 [local-office-name]  
**(KCC\_1028a)** With the end of the semester reminder for you to bring in your grades and schedule to continue your progress in the WIA program. If you have any questions in regards to this message, please contact your WIA counselor. Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file  
 [option] Look up option based on option passed in from the input file  
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
 Go to 100

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**Step:** 29

**Phrase:** [Check time of call. If AM, play **(KCC\_GoodMorning)** “Good morning”. If PM, **(KCC\_GoodAfternoon)** play “Good afternoon”.]  
**(KCC\_1027a)** This is your  
 [local-office-name]  
**(KCC\_1029a)** calling with a reminder of your upcoming WIA orientation next  
 [day].  
**(KCC\_1029b)** If you have any questions in regards to this appointment or if you need to reschedule please contact your WIA counselor. Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code passed in from the input file  
 [option] Look up option based on option passed in from the input file  
 [local-office-phone] Read and play back local office phone number from database. If a phone number is provided in the import file, then play that number instead of the number in the database.  
 [day] Use standard phrases to play back the day of the week according to the Option selected:

OPTION	Day
0170000	Monday

0180000	Tuesday
0980000	Wednesday
0200000	Thursday
0210000	Friday

Go to 100

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**Step:** 30

**Phrase:** [Check time of call. If AM, play **(KCC\_GoodMorning)** “Good morning”. If PM, play **(KCC\_GoodAfternoon)** “Good afternoon”.]  
**(kcc\_1030a)** The  
[local-office-name]  
**(KCC\_1030b)** Is attempting to contact a  
[option]  
**(KCC\_1030c)** at this number who is receiving services through our office. Please have  
the  
[option]  
**(KCC\_1030d)** contact our local office at  
[local-office-phone]  
**(KCC\_1024c)** Thank you.

**Action:** [local-office-name] Look up local office and local office phone based on Office Code  
passed in from the input file  
[option] If Option Code = 0690000, then say “WIA Participant”. If Option Code = 0700000  
then say “TIA Participant”  
[local-office-phone] Read and play back local office phone number from database. If a  
phone number is provided in the import file, then play that number instead of the number  
in the database.  
Go to 100

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**Step:** 35 **Temporary Job Fair Message**

**Phrase:** **(KCC\_096a)** This is your Kentucky Office of Employment and Training. The [local  
office]  
**(KCC\_096b)** ...of Employment and Training is attempting to contact a job seeker at this  
number who is registered with our office. You are invited to a Job Fair on April 25, 2007  
from 9:00 am until 2:00 pm at the Kentucky National Guard Armory located at 2729  
Crittenden Drive near the Kentucky State Fairgrounds gate number 4. Employers will be  
offering a variety of professional, skilled and semi-skilled labor jobs. Thank you.

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Action: Go to 100

Step: 36 Job Training

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Phrase: (KCC 099) You recently registered for employment with the Kentucky Office of Employment and Training. We wanted to let you know that you may qualify for free job training that can prepare you for a new, better-paying career in a matter of weeks. There are a variety of jobs, including certified nursing assistants, computer technology, dental assistants, truck drivers, welding, heavy equipment operators, and many more!

Call us toll-free 1-877-639-7559 or visit w-w-dot-k-e-n-t-u-c-k-i-a-n-a-w-o-r-k-s-dot-o-r-g to find the closest KentuckianaWorks One-Stop Career Center. You could be ready for a new career within a matter of weeks! Again, that’s a toll-free call, 1-877-639-7559. There are plenty of options, but not a lot of time. This federal funding ends soon. Have a great day.

Action: Go to 100

Step: 37 Training Assistance

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Phrase: [Check time of call. If AM, play (KCC GoodMorning) “Good morning”. If PM, (KCC GoodAfternoon) play “Good afternoon”.] (KCC 078a) This is the [local-office-name]. (KCC 078b) Your request for training assistance has been approved. Please contact your Career Center representative at [local-office-phone] (KCC 078c) at your earliest convenience for additional information. Thank you.

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Action: Go to 100

Step: 38 TAA 23 Day Training Waiver Reminder

Phrase: [Check time of call. If AM, play (KCC GoodMorning) “Good morning”. If PM, (KCC GoodAfternoon) play “Good afternoon”.] (KCC 023a) This is your Kentucky Office of Employment and Training. This is a reminder that your TAA Certification of Training Waiver is set to expire soon. To continue receiving your benefits, please contact your counselor at the [local-office-name] (KCC 023b) Employment and Training office at [local-office-phone] (KCC 023c) as soon as possible. Thank you.

Action: Go to 100

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**Step:** 100

**Phrase:** None

**Action:** End Application

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**Local Offices**[See the spreadsheet “Local Offices.xls”](#)**Options**

OPTION	RELATED FIELD – CALL SCRIPT
0010000	Call the Local Office ( <b>kcc_1001</b> )
0100000	Administrative Support ( <b>kcc_1210</b> )
0130000	Cleaning and Grounds Maintenance ( <b>kcc_1213</b> )
0160000	Clerical, Secretarial or Office ( <b>kcc_1216</b> )
0190000	Community and Social Services ( <b>kcc_1219</b> )
0220000	Computer or Information Technology ( <b>kcc_1222</b> )
0250000	Construction ( <b>kcc_1225</b> )
0280000	Education or Training ( <b>kcc_1228</b> )
0310000	Engineering or Architectural ( <b>kcc_1231</b> )
0340000	Farming, Fishing or Forestry ( <b>kcc_1234</b> )
0370000	Food or Lodging ( <b>kcc_1237</b> )
0400000	Health Services ( <b>kcc_1240</b> )
0430000	Maintenance, Repair or Installation ( <b>kcc_1243</b> )
0470000	Legal or Compliance ( <b>kcc_1247</b> )
0500000	Management ( <b>kcc_1250</b> )
0530000	Media or Arts ( <b>kcc_1253</b> )
0560000	Personal Services ( <b>kcc_1256</b> )
0590000	Physical, Life or Social Science ( <b>kcc_1259</b> )
0620000	Production or Manufacturing ( <b>kcc_1262</b> )
0650000	Protective Services ( <b>kcc_1265</b> )
0680000	Sales ( <b>kcc_1268</b> )
0710000	Sports or Recreation ( <b>kcc_1271</b> )
0740000	Transportation or Material Moving ( <b>kcc_1274</b> )

OPTION	APPLICANT TYPE
0770000	Veteran ( <b>kcc_1277</b> )
0800000	Unemployment Insurance Claimant ( <b>kcc_1280</b> )
0830000	UI Case Managed ( <b>kcc_1283</b> )

OPTION	OPTION
0860000	Interview Appointment ( <b>kcc_1286</b> )
0870000	Job Fair ( <b>kcc_1287</b> )
0880000	Testing Appointment ( <b>kcc_1288</b> )
0890000	Case Management ( <b>kcc_1289</b> )
0900000	On-Site Employer ( <b>kcc_1290</b> )

0910000	Job Readiness Workshop (kcc_1291)
0920000	Unemployment Insurance Claim (kcc_1292)
0930000	Job Application (kcc_1293)
0940000	Work Registration (kcc_1294)

OPTION	APPLICANT TYPE
0950000	Toyota Motor Manufacturing, Inc. Kentucky
0960000	Temporary Job Fair Message

OPTION	OPTION
<u>0230000</u>	<u>TAA 23 Day Training Waiver Reminder</u>
0730000	Additional Claim Information Required
0750000	End of Semester Reminder
<u>0780000</u>	<u>Training Assistance</u>
<u>0990000</u>	<u>Job Training</u>

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OPTION	WIA Counselor Meeting
0020000	WIA Counselor Meeting at 8:00AM EST
0030000	WIA Counselor Meeting at 8:30AM EST
0040000	WIA Counselor Meeting at 9:00AM EST
0050000	WIA Counselor Meeting at 9:30AM EST
0060000	WIA Counselor Meeting at 10:00AM EST
0070000	WIA Counselor Meeting at 10:30AM EST
0080000	WIA Counselor Meeting at 11:00AM EST
0090000	WIA Counselor Meeting at 1:00PM EST
0810000	WIA Counselor Meeting at 1:30PM EST
0110000	WIA Counselor Meeting at 2:00PM EST
0120000	WIA Counselor Meeting at 2:30PM EST
0820000	WIA Counselor Meeting at 3:00PM EST
0140000	WIA Counselor Meeting at 3:30PM EST
0150000	WIA Counselor Meeting at 4:00PM EST
0840000	WIA Counselor Meeting at 4:30PM EST
0850000	WIA Counselor Meeting at 5:00PM EST
0970000	WIA Counselor Meeting at 5:30PM EST

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**Acknowledgment** - All parties agree that this document, Appendix O Version 1.18, contains a full description of the Interactive Voice Response script as defined by the Commonwealth of Kentucky and GovConnect. All parties additionally agree that major changes to this document after sign-off may result in project and implementation delays and/or additional costs. Application development cannot be scheduled until this acknowledgment is signed.¶

Commonwealth of  
Kentucky - GovConnect¶  
Project Manager Project Manager ¶

Signature . . . . . Signature¶  
¶  
Sharon Buchanan . . . . . Jake  
Mazur . . . . .  
Printed Name Printed Name¶

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Project Manager . . . . .  
Title . Title¶  
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Date . Date¶

OPTION	WIA Orientation
0170000	WIA Orientation on Monday
0180000	WIA Orientation on Tuesday
0980000	WIA Orientation on Wednesday
0200000	WIA Orientation on Thursday
0210000	WIA Orientation on Friday

OPTION	Attempted Contact
0690000	WIA Participant
0700000	TAA Participant

<b>LOCAL OFFICE ID</b>	<b>LOCAL OFFICE NAME</b>	<b>LOCAL OFFICE PHONE #</b>
KY0069	Ashland ( <b>kcc_1169</b> )	606-920-2024
KY0088	Bardstown ( <b>kcc_1188</b> )	502-348-2709
KY0055	Bowling Green ( <b>kcc_1155</b> )	270-746-7425
KY0064	Corbin ( <b>kcc_1164</b> )	606-528-3460
KY0057	Covington ( <b>kcc_1157</b> )	859-292-6666
KY0081	Florence ( <b>kcc_1181</b> )	859-371-0808
KY0065	Danville ( <b>kcc_1165</b> )	859-239-7411
KY0075	Elizabethtown ( <b>kcc_1175</b> )	270-766-5115
KY0059	Frankfort ( <b>kcc_1159</b> )	502-564-7046
KY0085	Georgetown ( <b>kcc_1185</b> )	502-863-2402
KY0073	Glassgow ( <b>kcc_1173</b> )	270-651-2121
KY0066	Harlan ( <b>kcc_1166</b> )	606-573-9403
KY0068	Hazard ( <b>kcc_1168</b> )	606-435-6038
KY0053	Henderson ( <b>kcc_1153</b> )	270-826-2746
KY0052	Hopkinsville ( <b>kcc_1152</b> )	270-889-6509
KY0060	Lexington ( <b>kcc_1160</b> )	859-246-2000
KY0056	Louisville Dixie ( <b>kcc_1156</b> )	502-595-4762
KY0099	Louisville Preston ( <b>kcc_1199</b> )	502-595-3098
KY0072	Madisonville ( <b>kcc_1172</b> )	270-824-7562
KY0051	Mayfield ( <b>kcc_1151</b> )	270-247-3857
KY0062	Maysville ( <b>kcc_1162</b> )	606-564-3347
KY0074	Middlesboro ( <b>kcc_1174</b> )	606-248-2792
KY0067	Morehead ( <b>kcc_1167</b> )	606-784-7538
KY0054	Owensboro ( <b>kcc_1154</b> )	270-687-7297
KY0050	Paducah ( <b>kcc_1150</b> )	270-575-7000
KY0071	Pikeville ( <b>kcc_1171</b> )	606-433-7721
KY0070	Prestonsburg ( <b>kcc_1170</b> )	606-886-2396
KY0061	Somerset ( <b>kcc_1161</b> )	606-677-4124
KY0063	Winchester ( <b>kcc_1163</b> )	859-737-7793
KY0078	Campbellsville ( <b>kcc_1178</b> )	270-789-1352
KY0082	Richmond ( <b>kcc_1182</b> )	859-624-2564
KY0083	Mt. Sterling ( <b>kcc_1183</b> )	859-498-4418
KY0098	Murray ( <b>kcc_1198</b> )	270-753-0977
KY1056	Louisville 6 <sup>th</sup> and Cedar	502-595-4762
KY1115	Carrollton ( <b>kcc_1115</b> )	502-732-4602
KY1356	Ft Knox ( <b>kcc_1356</b> )	502-624-5337
KY1756	LaGrange ( <b>kcc_1756</b> )	502-222-1581
KY1156	Louisville Dixie ( <b>kcc_1156</b> )	502-448-6681
KY1158	Nicholasville ( <b>kcc_1158</b> )	859-885-9713
KY0058	Nicholasville ( <b>kcc_1158</b> )	859-885-9713
KY1856	Shelbyville ( <b>kcc_1856</b> )	502-633-5045
KY1656	Shepherdsville ( <b>kcc_1656</b> )	502-955-8272

KY2256	Louisville Nia Center (kcc_2256)	502-574-1175
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Local Office Id	Local Office Name	Phrase Id	Phone Number
KYF002	Ashland One Stop Workforce Investment Act	KCC_KYF002	6069202024
KYTRBC	Bell County Job-Sight and Bell-Whitley Community Action Agency Workforce Investment Act	KCC_KYTRBC	6063373044
KYG047	Johnson County Workforce Investment Act	KCC_KYG047	6067896515
KYG054	Floyd County Workforce Investment Act	KCC_KYG054	6068862929
KYGO50	Pikeville County Workforce Investment Act	KCC_KYGO50	6064322775
KYG059	Magoffin County Workforce Investment Act	KCC_KYG059	6063492217
KYG060	Big Sandy Area Community Action Program - Roy F. Collier Community Center Workforce Investment Act	KCC_KYG060	6062983217
KYA006	Hopkinsville Workforce Investment Act	KCC_KYA006	2708896509
KYF001	Buffalo Trace Area Development District Workforce Investment Act	KCC_KYF001	6065646894
KYA008	Central City Workforce Investment Act	KCC_KYA008	2703385939
KYA004	Murray Workforce Investment Act	KCC_KYA004	2708097080
KYH007	Liberty Workforce Investment Act	KCC_KYH007	6067879117
KYI001	Richmond Workforce Investment Act	KCC_KYI001	8596242564
KYI002	Georgetown Workforce Investment Act	KCC_KYI002	5028632402
KYI003	Danville Workforce Investment Act	KCC_KYI003	8592397411
KYTRCC	Clay County Job-Sight Workforce Investment Act	KCC_KYTRCC	6065985127
KYH010	Clinton County Workforce Investment Act	KCC_KYH010	6063878082
KYH006	Adair County Workforce Investment Act	KCC_KYH006	2703846335
KYE001	Covington One Stop Workforce Investment Act	KCC_KYE001	8592926666
KYG055	Daniel Boone Development Council Workforce Investment Act	KCC_KYG055	6062874484
KYH011	Department for Community Based Services - Cumberland County Workforce Investment Act	KCC_KYH011	2708642556
KYF003	Fivco Area Development District Workforce Investment Act	KCC_KYF003	6067395191
KYE002	Florence One Stop Workforce Investment Act	KCC_KYE002	8593710808
KYE014	Florence One Stop Annex Workforce Investment Act	KCC_KYE014	8593716230
KYF005	Gateway Area Development District Workforce Investment Act	KCC_KYF005	6066746355
KYG062	Morgan County Gateway Workforce Investment Act	KCC_KYG062	6067434141
KYH024	Green County Adult Learning Center Workforce Investment Act	KCC_KYH024	2709325936
KYG070	Harlan County Community Action Agency - Harlan Campus Workforce Investment Act	KCC_KYG070	6065731506
KYG071	Harlan County Community Action Agency - Cumberland Campus Workforce Investment Act	KCC_KYG071	6065893121
KYA007	Job-Net Career Center Workforce Investment Act	KCC_KYA007	2708219966
KYG048	Kentucky Communities Education Opportunity Center - The Thompson Center Workforce Investment Act	KCC_KYG048	6065462639
KYH015	Laurel County Workforce Investment Act	KCC_KYH015	6068647391
KYG072	Lawrence County Workforce Investment Act	KCC_KYG072	6066384949
KYB002	Lincoln Trail Career Center Elizabethtown Workforce Investment Act	KCC_KYB002	2707665115
KYB003	Lincoln Trail Career Center Bardstown Workforce Investment Act	KCC_KYB003	5023482709
KYB004	Lincoln Trail Career Center Leitchfield Workforce Investment Act	KCC_KYB004	2702594912
KY8801	Lincoln Trail Career Center Lebanon Workforce Investment Act	KCC_KY8801	2706926870
KYG057	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG057	6066722155

KYG056	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG056	6067853322
KYG058	Letcher, Knott, Leslie, and Perry County Community Action Council Workforce Investment Act	KCC_KYG058	6066334458
KYA003	Mayfield Career Center Workforce Investment Act	KCC_KYA003	2702473857
KYF004	Maysville One Stop Workforce Investment Act	KCC_KYF004	6065643347
KYH003	McCreary County Workforce Investment Act	KCC_KYH003	6063767512
KYG051	Breathitt County Middle Kentucky River Workforce Investment Act	KCC_KYG051	6066662369
KYF007	Morehead Gateway One Stop Center Workforce Investment Act	KCC_KYF007	6067847538
KYF006	Mount Sterling Workforce Investment Act	KCC_KYF006	8594984418
KYG053	Elliott County Northeast Workforce Investment Act	KCC_KYG053	6067384731
KYG052	Carter County Northeast Workforce Investment Act	KCC_KYG052	6062864443
KYA002	Paducah Career Center Workforce Investment Act	KCC_KYA002	2705757000
KYG028	Perry County Job-Sight Workforce Investment Act	KCC_KYG028	6064363161
KYG009	Pike County Job-Sight and Big Sandy – Community Action Program Workforce Investment Act	KCC_KYG009	6062182108
KYH002	Somerset Career Center Workforce Investment Act	KCC_KYH002	6066774124
KYH012	London Office Workforce Investment Act	KCC_KYH012	6068643997
KYH013	Rockcastle County Adult Learning Center Workforce Investment Act	KCC_KYH013	6062562001
KYH016	Russell County Leaning Center Workforce Investment Act	KCC_KYH016	2708668435
KYH005	Campbellsville Career Center Workforce Investment Act	KCC_KYH005	2704652335
KYFFFF	Maysville Workforce Investment Act	KCC_KYFFFF	6065646894
KYH009	Wayne County Trade-way Center Workforce Investment Act	KCC_KYH009	6063480075
KY6108	Wayne County Office of Employment and Training Monticello Workforce Investment Act	KCC_KY6108	6063486050
KYH019	Whitley County Adult Learning Center Workforce Investment Act	KCC_KYH019	6065491989
KYA009	Workforce Transition Center Workforce Investment Act	KCC_KYA009	2702472300