

APPENDIX 501F
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2023
PERFORMANCE MANAGEMENT SYSTEM
CONTRACT OUTCOME MEASUREMENT SYSTEM

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I. **CONTRACT REPORT CARD FOR PY 2023**

Prior to reviewing this section, please read the Introduction to Appendix 501. The Introduction provides rationale, policies, and procedural changes that apply to all of the Program Year (PY) 2023 Outcome Measurement System (OMS) Report Cards.

A. **Overview**

The Contract Report Card is the accountability tool for measuring and accounting for contract-level performance, including United States Department of Agriculture, Forest Service (USDA FS) centers, nationwide. This new Report Card is intended to provide a more holistic overview of program performance across all areas of an agency's contractual obligations. In essence, the Contract Report Card reflects an agency's success across all areas of operations specified under each contract awarded, ranging from outreach and admissions, center operations, placement services, to career technical training and academic programs. The new Report Card supports Job Corps 2.0 Pillar 6, Enhance Federal Oversight of Center Operations by providing a new tool for assessing contractor performance using a more comprehensive and targeted approach.

B. **PY 2023 Summary of Appendix 501F**

The Contract Report Card provides a summary rating of the weighted performance across all other report cards. The Contract Report Card is composed of the following five measures (i.e., the Report Cards) with the following weights:

| Contract Report Card | |
|--|---------------|
| Measure | Weight |
| The Outreach and Admissions (OA) Report Card | 20% |
| The Direct Center Services (DCS) Report Card | 25% |
| The Career Transition Services (CTS) Report Card | 25% |
| The Career Technical Training (CTT) Report Card | 15% |
| The Academic Report Card (ARC) | 15% |

The overall rating for the Contract Report Card is calculated based upon the sum of the weighted performance ratings across these five measures. Where a contract does not have obligations across all areas, the weight is redistributed proportionately across all measures with reported performance. The overall rating is then calculated based upon the weighted performance of the measures that align with the services provided under that contract. For example, if a contract provides for OA and CTS services only, the overall rating on the Contract Report Card is calculated based upon the weighted performance of the OA Report Card and CTS Report Card. A Contract Ranking Report Card is also produced based upon the overall rating results for all contracts.

Provided below is a chart outlining the PY 2023 Contract Report Card.

| PY 2023 CONTRACT REPORT CARD | | | |
|---|---|-------------|---------------|
| Measure | Definition | Goal | Weight |
| Outreach and Admission (OA) OMS Rating | The overall rating of the OA Report Card for the reporting period | 100% | 20% |
| Direct Center Services (DCS) OMS Rating | The overall rating of the DCS Report Card for the reporting period | 100% | 25% |
| Career Transition Services (CTS) OMS Rating | The overall rating of the CTS Report Card for the reporting period | 100% | 25% |
| Career Technical Training (CTT) OMS Rating | The overall rating of the CTT Report Card for the reporting period | 100% | 15% |
| Academic OMS Rating | The overall rating of the Academic Report Card for the reporting period | 100% | 15% |
| | | | 100% |

C. Contract Report Card Measures**1. Outreach and Admissions (OA) OMS Rating**

Measure: This measure is the weighted sum of the performance ratings across all measures of the OA OMS Report Card. As such, it is the calculated overall rating of the OA Report Card.

Goal: 100%

Weight: 20%

2. Direct Center Services (DCS) OMS Rating

Measure: This measure is the weighted sum of the performance ratings across all measures of the DCS OMS Report Card. As such, it is the calculated overall rating of the DCS Report Card.

Goal: 100%

Weight: 25%

3. Career Transition Services (CTS) OMS Rating

Measure: This measure is the weighted sum of the performance ratings across all measures of the CTS OMS Report Card. As such, it is the calculated overall rating of the CTS Report Card.

Goal: 100%

Weight: 25%

4. Career Technical Training (CTT) OMS Rating

Measure: This measure is the weighted sum of the performance ratings across all measures of the CTT OMS Report Card. As such, it is the calculated overall rating of the CTT Report Card.

Goal: 100%

Weight: 15%

5. Academic OMS Rating

Measure: This measure is the weighted sum of the performance ratings across all measures of the Academic OMS Report Card. As such, it is the

calculated overall rating of the Academic Report Card.

Goal: 100%

Weight: 15%

D. Performance Goals

Performance goals serve as the quantitative benchmarks to assess performance. A single performance goal is established for each measure, and performance is measured as a percentage of the goal(s) achieved. For the Contract Report Card, which is composed of the five individual Report Cards, goals are set to 100%, indicating that the objective is to meet the individual goals for each of the measures that combine to make up that Report Card. For example, a goal of 100% for the DCS Report Card reflects the expectation that the goals for each individual measure in the DCS be met.

E. Weights

A weight is assigned to each measure to reflect: (1) areas of emphasis in contractors' accountability for achieving positive outcomes, and (2) the importance attached to each measure.

For PY 2023, the OA Report Card is weighted at 20 percent, with the DCS and CTS Report Cards weighted equally at 25 percent. The CTT Report Card and ARC are also equally weighted at 15 percent. The weighting scheme reflects the importance of achieving the key outcomes for recruitment and enrollment, retention and credentials and skills attainments, and placements. CTT and Academic Report Cards have lower weights as these areas are also assessed as part of the DCS and CTS Report Cards. Where a contract does not have obligations across all areas of service, the weight is proportionally adjusted to those measures where there are performance results.

F. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create a contract overall rating. For PY 2023, these ratings are reviewed to assess contractor effectiveness in meeting the programmatic goals and federal expectations of each awarded contract.

II. ROLES AND RESPONSIBILITIES

A. National Office

The National Office is responsible for:

- Establishing overall policy for the Contract OMS each program year.
- Monitoring the Job Corps Data Center's (JCDC's) issuance of the Contract

Report Card.

- Conducting trend analyses of outcomes and processes and identifying where contractors are performing at below than expected levels.
- Communicating with Regional Offices to implement program or policy changes or adjustments.
- Providing information, technical assistance, and training to the Regional Offices and Job Corps community as needed.

B. Regional Offices

Regional Offices are responsible for monitoring and assessing contractor performance monthly, identifying low performing contractors and identifying areas of improvement.

C. Contractors

All contractors are responsible for ensuring the timely and accurate entry of data across all areas of operation to ensure the validity of the calculated results for each OMS Report Card.

D. Job Corps Data Center (JCDC)

JCDC is responsible for:

- Ensuring that the Contract Report Card and other reports are issued in accordance with the target release dates.
- Coordinating specifications of the Contract Report Card with National Office staff.
- Ensuring the data generated in the reports accurately reflect the policy and programming design.