

**APPENDIX 501B
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2024
PERFORMANCE MANAGEMENT SYSTEM
OUTREACH AND ADMISSIONS OUTCOME MEASUREMENT SYSTEM**

TABLE OF CONTENTS

I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2024

- A. Overview..... 1
- B. PY 2024 Changes in Appendix 501B..... 1
- C. Quantity/Production Measures..... 4
 - 1. Female Arrival Rate..... 4
 - 2. Total Arrival Rate..... 4
- D. Conversion Measures..... 4
 - 1. Prospect to Submitted Application Conversion Rate..... 5
 - 2. Submitted Application to Interview Conversion Rate..... 5
 - 3. Interviewed Applicant to Final Eligibility Decision Conversion Rate..... 6
 - 4. Eligible Applicant to Enrollment Conversion Rate..... 6
- E. Quality/Commitment Measure..... 7
 - 1. Non-Level 1 Zero Tolerance (ZT) Separation Rate..... 7
- F. Performance Goals..... 7
- G. Weights 7
- H. Overall Rating 8

II. ROLES AND RESPONSIBILITIES

- A. National Office..... 9
- B. Regional Offices..... 9
 - 1. Request for Proposals (RFPs) and Contracts 9
 - 2. Data Reports..... 10
 - 3. Monitoring Contractors..... 10
- C. Outreach and Admissions (OA) Providers..... 10
- D. Job Corps Centers..... 11

E. Job Corps Data Center (JCDC)..... 11

I. **OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2024**

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) 2024 Outcome Measurement System (OMS) Report Cards.

A. **Overview**

The Outreach and Admissions (OA) Report Card is the accountability tool used to measure and account for the performance of OA providers nationwide. The OA Report Card reflects OA providers' success in achieving specific goals and objectives pertaining to the recruitment of eligible students to reach center capacity, and the efficiency and efficacy of the admissions process.

OA providers are essential to the delivery of Job Corps services since they facilitate the input pipeline of new students. Specifically, they respond to individuals who are interested in enrolling in Job Corps and conduct applicant screening based on PRH Chapter 1 requirements. They can also help to lay the foundation for a beneficial and rewarding experience for students. OA providers must focus their efforts on serving all who are interested in enrolling in Job Corps fairly and equitably, so that Job Corps can reach its mission as reflected in the Workforce Innovation and Opportunity Act (WIOA).

B. **PY 2024 Changes in Appendix 501B**

The performance measures included in the PY 2024 OA Report Card are intended to encourage the forward progress of prospects and applicants to Job Corps and ensure that arrival goals are being met to reach and maintain full centers.

For PY 2024, Job Corps has made changes to the OA Report Card as enumerated below.

Changes to Conversion Measure Definitions: In PY 2023 Job Corps added three new measures to the OA OMS to assess OA providers' success in converting prospects to applications, applications to initial decisions, and accepted applicants to enrollments. Each conversion measure was allotted three timepoints for the conversion to occur, with the intent to incentivize the shorter timeframes while encouraging continued effort to complete conversions that take longer. In PY 2023, Job Corps intended to monitor and analyze the data captured through the new MyJC system for calculating the outcomes of the new conversion measures. Data from OA providers that transitioned to MyJC in the first roll-out phase (i.e., early adopters) have led to a refinement of the original measures in both the process and timing of the conversions. For PY 2024, Job Corps has replaced the Prospect to Applicant Conversion measure with two separate measures that more precisely mirror the steps towards completing an application. These two measures are the Prospect to Submitted Application measure and the Submitted Application to Completed Interview measure.

Additionally, the measure of Application to Initial (Eligibility) Decision has been refined

to capture the conversion of Completed Interview to Final Eligibility Decision (for applicants whose case status is closed). This refinement ensures that the first three measures are closely connected and follow the initial phases of the admissions process under MyJC.

MyJC will be implemented across all OA providers over the initial months of PY 2024. The conversion measures will therefore continue to be unweighted for PY 2024 with no goals set to allow for data to build and results to stabilize. Job Corps will consider results from PY 2024 as baseline data and use them to determine goals for the conversion measures for PY 2025.

Changes to Conversion Measure Timing: Based upon initial analyses of data from early adopters of MyJC, Job Corps is using a single timepoint for each of the conversion measures that is based upon the distribution of the conversions. Each timeframe was selected to be above the median point of the combined results from the early adopters, so that greater than half of all prospects and applicants are achieving conversions within these timeframes. Job Corps will consider further refinement of the conversion timings for PY 2025 once national results are available.

Provided below is a chart outlining the PY 2024 OA Report Card.

PY 2024 OA REPORT CARD			
Measure	Definition	Goal	Weight
QUANTITY/PRODUCTION (80%)			
Female Arrival Rate	$\frac{\text{Number of female arrivals}}{\text{Total female contracted quota}}$	100%	40%
Total Arrival Rate	$\frac{\text{Number of total arrivals}}{\text{Total contracted quota}}$	100%	40%
CONVERSION (0%)			
Prospect to Submitted Application Conversion Rate	<p>Number of unique prospects that submitted an application within 7 calendar days of initial <u>submission of interest</u></p> <p>The number of unique prospects whose initial submission of interest occurred 7 calendar days earlier</p>	---	0%
Submitted Application to Interview Conversion Rate	<p>Number of submitted applications that completed an interview within 7 calendar <u>days of application submission</u></p> <p>The number of prospects whose application submission occurred 7 calendar days earlier</p>	---	0%
Interviewed Applicant to Eligibility Decision Conversion Rate	<p>Number of interviewed applicants that received an eligibility decision within 21 calendar days of <u>interview date</u></p> <p>Number of interviewed applicants with an interview date that was 21 calendar days earlier</p>	---	0%
Eligible Applicant to Enrollment Conversion Rate	<p>Number of eligible applicants who enrolled <u>within 30 calendar days of acceptance</u></p> <p>Number of eligible applicants whose acceptance date was 30 calendar days earlier</p>	---	0%
QUALITY/COMMITMENT (20%)			
Non-Level 1 Zero Tolerance (ZT) Separation Rate	<p>Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days of enrollment or under code 5.2A within <u>the first 45 calendar days of enrollment</u></p> <p>Number of student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment</p>	98%	20%
			100%

C. Quantity/Production Measures

These measures support Job Corps centers achieving and maintaining full operational capacity per the Job Corps PRH.

The goals for the arrival measures are set at 100 percent of OA providers' contractual goals. Thus, if a Regional Office needs to adjust an OA provider's input schedule to meet changing regional or center needs, this system provides the flexibility to do so, as the goals will remain at 100 percent of the newly assigned quotas.

1. **Female Arrival Rate:** The Female Arrival Rate is the number of female arrivals compared to the total female arrival quota, as specified by the contract.

Pool: Female arrival contracted quota.

Measure: The percentage of female arrivals achieved.

Goal: 100% of the contracted female quota.

Weight: 40%

Formula:
$$\frac{\text{Number of female arrivals}}{\text{Total female contracted quota}}$$

2. **Total Arrival Rate:** The Total Arrival Rate is the number of total arrivals (all genders) compared to the total arrival quota, as specified by the contract.

Pool: Total (all genders) contracted quota.

Measure: The percentage of total (all genders) arrivals achieved.

Goal: 100% of the contracted quota.

Weight: 40%

Formula:
$$\frac{\text{Number of total arrivals}}{\text{Total contracted quota}}$$

Note: For OA providers that do not have responsibility for female arrivals, the Total Arrival Rate will be given 80% weight, that is, all of the weight for production.

D. Conversion Measures

These measures focus on maintaining an effective and efficient admissions pipeline, following the conversion process from prospects to applicants to enrollments. This aligns

with Job Corps 2.0 Pillar 1 and ultimately supports achievement of arrival goals. As in PY 2023, for PY 2024, these measures are for informational purposes only, to allow for data to accumulate and stabilize in MyJC once it is implemented nationally. For this reason, no goals or weights are assigned to the conversion measures for PY 2024. Job Corps will use results from PY 2024 to determine appropriate stretch goals for PY 2025, when these measures will be weighted. Each measure calculates the conversions under only one timeline based upon the distribution of available data from the early adopters of the new system. The intent of the timeline is to incentivize early/quick conversions within reasonable periods.

1. **Prospect to Submitted Application Conversion Rate:** The conversion of unique prospects into submitted applications is an integral step of the admissions process, and an indication of the prospects potential interest in and commitment to the program. The measure is reported for the conversions that occur within seven (7) calendar days of the Express Interest Tool (EIT) submission.

Pool: Number of unique prospects whose initial submission of interest occurred 7 calendar days earlier

Measure: Number of unique prospects that submitted an application within 7 calendar days of initial submission of interest

Goal: 0%

Weight: 0%

Formula:
$$\frac{\text{Number of unique prospects that submitted an application within 7 calendar days of initial submission of interest}}{\text{Number of unique prospects whose initial submission of interest occurred 7 calendar days earlier}}$$

2. **Submitted Application to Interview Conversion Rate:** The conversion of submitted applications into completed interviews is a major step of the admissions process and efficiently completing this step expedites the input pipeline. The measure is reported for conversions that occur within 7 calendar days.

Pool: Number of prospects whose application submission occurred 7 calendar days earlier

Measure: Number of submitted applications that completed an interview within 7 calendar days of their submission of the application

Goal: 0%

Weight: 0%

Formula:
$$\frac{\text{Number of submitted applications that completed an interview within 7 calendar days of their submission}}{\text{Number of prospects whose application submission occurred 7 calendar days earlier}}$$

- 3. Interviewed Applicant to Final Eligibility Decision Conversion Rate:** Completion of the application process and determining whether the applicant meets acceptance criteria is the next critical step in the admissions pipeline, and a point of increased focus. The measure is reported for conversions that occur within 21 calendar days.

Pool: Number of interviewed applicants with an interview date that was 21 calendar days earlier

Measure: Number of interviewed applicants that received an eligibility decision within 21 calendar days of interview date

Goal: 0%

Weight: 0%

Formula:
$$\frac{\text{Number of interviewed applicants whose case status is closed that received an eligibility decision within 21 calendar days of interview date}}{\text{Number of interviewed applicants with an interview date that was 21 calendar days earlier}}$$

- 4. Eligible Applicant to Enrollment Conversion Rate:** The final step in the admissions pipeline is the enrollment of accepted applicants into Job Corps. The measure is reported for conversions that occur within 30 calendar days.

Pool: Number of eligible applicants whose acceptance date was 30 calendar days earlier

Measure: Number of accepted applicants who enrolled within 30 calendar days of acceptance

Goal: 0%

Weight: 0%

Formula:
$$\frac{\text{Number of eligible applicants who enrolled within 30 calendar days of acceptance}}{\text{Number of eligible applicants whose acceptance date was 30 calendar days earlier}}$$

E. Quality/Commitment Measure

This measure is consistent with OA providers' responsibility to provide applicants with in-depth information about the program, such as policies and expectations regarding the Zero Tolerance (ZT) policy towards violent behavior, drugs, and alcohol use.

1. **Non-Level 1 Zero Tolerance (ZT) Separation Rate:** This measure includes all students who were recruited by the OA providers.

Pool: All students who had the opportunity to stay in the program for at least 45 calendar days after enrollment.

Measure: The percentage of students in the pool who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c (for an infraction that is categorized as alcohol possession, consumption or distribution while on center or under center supervision) within the first 30 calendar days of enrollment or under code 5.2a within the first 45 calendar days of enrollment.

Level 1 ZT infractions are described in Exhibit 2-1, and in the Introduction to Appendix 501.

Goal: The national goal is 98%.

Weight: 20%

Formula:
$$\frac{\text{Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days after enrollment or under code 5.2A within the first 45 calendar days after enrollment}}{\text{All student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment}}$$

F. 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 PY 2024, the goals reflect federal expectations in performance levels for each metric. The new conversion measures do not have goals set for PY 2024 to allow data to accumulate and stabilize in MyJC.

G. Weights

A weight is assigned to each measure to reflect: (1) areas of emphasis in OA providers' accountability for achieving positive applicant/student outcomes; (2) the importance

attached to each measure; and (3) the number of prospects/applicants/students in the pool for each measure.

For PY 2024, Job Corps has made no changes to the weighting of the OA Report Card from the previous year. For PY 2024 the Total Arrivals and Female Arrivals measures are equally weighted at 40%, and the Non-Level 1 ZT Separation Rate is weighted at 20 percent. The new conversion measures are unweighted for PY 2024 to allow for data to accumulate and stabilize in MyJC for reporting outcomes.

H. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create an OA provider's overall rating. These ratings are reviewed to assess program effectiveness and play a key role in the procurement process. Overall ratings are also used to determine the program ranges for performance-based service contracting plans.

II. ROLES AND RESPONSIBILITIES

A. National Office

The National Office is responsible for:

- Establishing overall policy for the OA OMS each program year.
- Monitoring the Job Corps Data Center's (JCDC's) issuance of the OA Report Card and evaluate its results regularly.
- Monitoring MyJC usage, data entry and training.
- Ensuring all necessary data from MyJC is transmitted to JCDC timely and accurately to meet target release dates for performance reporting.
- Providing Help Desk services regarding OA providers data, reporting and oversight of MyJC, online application receipt and routing through MyJC, online application data, and training and services to the regions and OA providers on the use of MyJC.
- Tracking and verifying performance of OA providers and conducting trend analyses of outcomes and processes.
- 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.
- Establishing an administrative low rating to contractors for lack of credible data.

B. Regional Offices

Regional Offices are responsible for preparing the Requests for Proposals (RFPs) and awarding the contracts, receiving, and reviewing data reports, and OA providers performance as follows:

1. **Request for Proposals (RFPs) and Contracts:** Regional Offices review proposals, contracts, and plans for compliance with the OA Report Card system established herein and OA providers RFPs to verify that all include language that new arrival quotas will be established, based on Job Corps data that demonstrate program demand in the assigned recruitment area, and will be issued each contract year through a unilateral modification (regardless of the base-year period or the award of an option year). Regional Offices must issue an amendment to the RFP to modify the award document prior to execution. **Prior** to contract award and **after** the RFP is issued, new arrival quotas are established by the Regional Office based on Job Corps data. **The Regional Office must also ensure that accurate arrival quotas are entered into the Financial Management System (FMS) in a timely manner and conduct frequent verifications with JCDC.** Delays in entering quotas in FMS is a data integrity issue. Quotas not entered for one or more months in a reporting period can lead to over-inflated or missing results for the arrival measures in the OA Report Card, affecting the performance ratings and overall rating for that OA provider.

2. **Data Reports:** Regional Offices should review and forward electronic National Office data analysis reports to OA providers and notify both the National Office of Job Corps and JCDC of OA provider contract changes (locations or service) **prior** to implementing the change. **Regional Offices must also enter monthly arrival quotas into FMS in a timely manner** to ensure that data reports contain accurate information that is based on program demand within the assigned recruitment area. They must also maintain and provide annually (or as revised) an updated list of OA providers, contact addresses, and codes to the National Office of Job Corps.
3. **Monitoring OA Providers:** Regional Offices must monitor and assess OA providers performance against goals that are based on program demand within the assigned recruitment area, using OA Report Card overall ratings for procurement and contract administration activities. As noted previously, delays in entering monthly quotas in FMS leads to over-inflated or missing performance ratings and overall ratings in the OA Report Card. **It is important to therefore enter quotas in a timely manner to ensure the integrity of the data and Report Card results.**

The Regional Offices should transmit any contractor's explanation of poor performance as part of the Contractor Performance Assessment Reporting System. Regional Directors will evaluate information submitted by the OA provider, analyze numbers of referrals sent to the provider through the Enrollment Interest Tool (EIT) and perform an assessment of the provider's compliance with Job Corps policy and all other terms and conditions of the contract or agreement. Other factors, such as the Office of Inspector General (OIG) audits and special review findings, should also be taken into account in procurement-related decisions.

C. **Outreach and Admissions (OA) Providers**

All providers performing OA services are responsible for maintaining all documents, case notes, and automated information necessary for audits of activity. It is critical that accurate data are entered into MyJC and the Outreach and Admissions Student Input System (OASIS). The provider must ensure that the OA Report Card system is used to provide maximum benefit to Job Corps applicants by immediately notifying JCDC, by e-mail to the JCDC Help Desk (helpdesk@jobcorps.org), of any address, phone, or fax changes (copy the Regional Office).

Further, OA providers must monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. Most importantly, OA providers must submit information regarding extenuating circumstances and/or unique factors, which can temporarily justify poor performance, to the Regional Office. This must include information on the numbers of prospect referrals received through the EIT. OA providers must share the information in this appendix and

implement the Job Corps OA Report Card goals with their respective employees. They must also monitor performance, recommend corrective action as required, submit corrective action plans to Job Corps Regional Offices when appropriate, implement corrective action plans as directed, and make recommendations to the federal officer regarding approaches to better serve applicants, meet program demand, and improve performance.

D. Job Corps Centers

Job Corps centers are responsible for:

- Timely and accurate handling of application information transmitted by the OA provider.
- Ensuring prompt review of each applicant's medical information.
- Ensuring prompt contact with applicants and pre-enrollees to plan for travel and make travel arrangements.
- Ensuring accurate coding of OA Identification codes.
- Assisting OA providers to promote timely arrivals of eligible students. **Job Corps centers must ensure expedient processing of applicant folders to fully support 100 percent on-board strength (OBS).**
- Providing center-specific information to OA providers to ensure accurate information is being shared with potential new students.

Note: A general failure to accurately enter data, or otherwise report information to JCDC, not only negatively affects the overall performance rating of individual OA providers but also reflects negatively on the integrity of Job Corps program reports and outcomes. In addition, since enrollee information is critical to other data reports, any inaccurate OA data negatively impacts other Job Corps program reports and outcomes.

E. Job Corps Data Center (JCDC)

JCDC is responsible for:

- Ensuring that the OA Report Card and other reports are issued in accordance with the target release dates.
- Coordinating specifications of the OA Report Card with National Office staff.
- Ensuring the data generated in the reports accurately reflects the policy and programming design.
- Providing Help Desk services regarding OA providers data, reporting and oversight of OASIS, online application receipt and routing through OASIS, online application data, and training and services to the regions and OA providers on the use of OASIS.
- Working with the National Office to ensure that MyJC data is transmitted timely and integrated into OASIS and CIS as appropriate.