APPENDIX 501b

**POLICIES AND PROCEDURES
FOR PY 2016
OUTREACH AND ADMISSIONS
OUTCOME MEASUREMENT SYSTEM**

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2016

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) 2016 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 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, the initial retention of those students in the program, and positive program outcomes.

OA providers are important to the continuum of service delivery to students since they are the first to encounter prospective Job Corps students. Specifically, they help to lay the foundation for a beneficial and rewarding experience for students. OA providers must focus their efforts on enrolling eligible youth who are ready for program participation, and effectively preparing them for career pathways.

B.   **PY 2016 Changes in Appendix 501b**. Provided below is a description of changes to the OA Report Card for PY 2016.

For PY 2016, no changes have been made from the previous year to the six measures included in the OA Report Card. However, the title of one measure has been modified so it better aligns with the description and intent of the measure. Specifically, the title of the "Level 1 Zero Tolerance Separation Rate" measure has been changed to "Non-Level 1 Zero Tolerance Separation Rate." The goals for five of the six measures remain the same. The goal for the Graduate Placement Rate increased from 90% to 92% to align with the increased goal for this measure on the Center and CTS Report Cards. Weights remain the same for all measures.

Provided on the next page is a chart outlining the PY 2016 OA Report Card.

PY 2016 OA REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
Quantity/Production – 55%			
Female Arrival Rate	No. of female arrivals / Total female contracted quota	100%	27.5%
Total Arrival Rate	No. of total arrivals / Total contracted quota	100%	27.5%
Quality/Commitment – 45%			
Non-Level 1 Zero Tolerance (ZT) Separation Rate	No. of students in the pool 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 or under code 5.2A within the first 45 calendar days / All student arrivals with the opportunity to stay in the program for at least 45 calendar days	98%	5%
Arrivals With 90-Day Commitment Rate	No. of students in the pool who stay for 90 or more calendar days / No. of student arrivals with the opportunity to stay in the program for at least 90 calendar days	85%	35%
Graduate Rate	No. of students who separate as Graduates / No. of separated students	75%	2.5%
Graduate Initial Placement Rate	No. of graduates placed in a job, the military, or an educational program, or a job/school combination or who transfer to an Advanced Training program at another center / No. of graduates whose initial placement records are due or received or who transfer to an Advanced Training program at another center	92%	2.5%
			100%

C.   **<u>Quantity/Production Measures</u>.** These measures are consistent with the need for Job Corps centers to operate at full capacity. OA contracts stipulate the OA provider's input schedule for eligible arrivals for the length of the contract. These input schedules, or quotas, are determined by Job Corps Regional Offices' Geographic Assignment Plans and represent the OA providers' obligation to ensure the centers they serve reach full capacity.

The goals for the arrival measures are set at 100% 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% 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.

<u>Pool</u>:   Female arrival contracted quota.

<u>Measure</u>:   The percentage of female arrivals achieved.

<u>Goal</u>:   100% of the contracted female quota.

<u>Weight</u>:   27.5%

<u>Formula</u>: $$\frac{\text{Number of female arrivals}}{\text{Total female contracted quota}}$$

2.   **Total Arrival Rate.** The Total Arrival Rate is the number of total arrivals (both male and female) compared to the total arrival quota, as specified by the contract.

<u>Pool</u>:   Total (male and female) contracted quota.

<u>Measure</u>:   The percentage of total (male and female) arrivals achieved.

<u>Goal</u>:   100% of the contracted quota.

<u>Weight</u>:   27.5%

<u>Formula</u>: $$\frac{\text{Number of total arrivals}}{\text{Total contracted quota}}$$

<u>Note</u>:   For OA providers that do not have responsibility for female arrivals, the Total Arrival Rate will be given 55% weight, that is, all of the weight for production.

D.   <u>**Quality/Commitment Measures.**</u>   These measures are consistent with the need to obtain students who will remain on center for more than 60 days in order to acquire some tangible benefit from the program, such as a learning gain, a High School Diploma (HSD) or High School Equivalency (HSE), or a Career Technical Training (CTT) completion. The longer students remain in Job Corps, the more opportunity they have to acquire all of the benefits Job Corps has to offer.

Making a commitment to students in this critical period should inspire students to make a commitment to Job Corps in return. OA providers are responsible for providing applicants with in-depth information about the program, such as policies, expectations, and center residential life, and for preparing incoming students to make a commitment to both themselves and Job Corps. In addition, these quality/commitment measures reflect the relationship between the enrollment of eligible and committed students, and its impact on students' length of stay at centers, which correlates to quality achievements and placements.

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

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

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 abuse or alcohol possession, consumption or distribution while on center or under center supervision) within the first 30 calendar days or under code 5.2a within the first 45 calendar days. Level 1 ZT infractions are described in the Policy and Requirements Handbook (PRH), Chapter 3, Exhibit 3-1, and in the Introduction to Appendix 501.

Goal: The national goal is 98%.

Weight: 5%

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

2.   **Arrivals with 90-Day Commitment Rate.** This measure also includes all students who were recruited by the OA provider.

Pool: All students who had the opportunity to stay in the program for at least 90 calendar days.

Measure: The percentage of students in the pool who stay in the program for 90 or more calendar days.

Goal: The national goal is 85%.

Weight: 35%

Formula:

$$\frac{\text{Number of Student arrivals in the pool who stay in the program for 90 or more calendar days}}{\text{Number of Student arrivals with the opportunity to stay in the program for at least 90 calendar days}}$$

3.   **Graduate Rate.** The Graduate Rate measure serves as an indicator of the OA provider's success in arriving committed and prepared students who can benefit from the program.

Pool: All separated students.

Measure: The percentage of students in the pool who meet the requirements for graduate status, as defined in PRH, Chapter 4, Section 4.2, at the time of separation.

Goal: The national goal is 75%.

Weight: 2.5%

Formula:

$$\frac{\text{Number of Students who separate as Graduates}}{\text{Number of Separated Students}}$$

4.   **Graduate Initial Placement Rate.** This measure encourages collaboration between OA, centers, and CTS providers in providing support and encouragement to students to successfully complete the program and enter into the workforce.

Pool: All graduates whose initial placement records are due or received, or who transfer to an approved Advanced Training (AT) program at another center during the period.

Measure: The percentage of graduates in the pool who are placed in a job, the military, an educational program, or a job/school combination

according to the Job Corps placement definition, or who transfer to an approved AT program at another center.

Goal: The national goal is 92%.

Weight: 2.5%

Formula: Number of Graduates placed in a job, the military, an educational program, or a job/school combination, or who transfer to an approved Advanced Training program at another center

Number of Graduates whose initial placement records are due or received or who transfer to an approved Advanced Training program at another center

E.   **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. Thorough analyses of historical data have been conducted to assist in establishing reasonable and attainable goals for the system. All measures use national goals for the OA Report Card.

F.   **Weights.** A weight is assigned to each measure to reflect: 1) areas of emphasis in OA providers' accountability for achieving positive student outcomes; 2) the importance attached to each measure; and 3) the number of students in the pool for each measure.

The weighting scheme of the OA Report Card remains the same in PY 2016. Production measures are weighted at 55% and the commitment measures are weighted at 45%. Within the production measures, equal weight is placed on female arrivals and total arrivals (both at 27.5%). Within the commitment measures, the Non-Level 1 ZT Separation Rate is weighted at 5% and the 90-day Commitment Rate is weighted at 35% to emphasize the importance of enrollment of students best suited for Job Corps and their retention. The two graduate measures, Graduate Rate and Graduate Initial Placement Rate, are weighted at 2.5% each.

G.   **Overall Rating.** Results across each of the weighted measures are aggregated to create an overall rating. OA provider performance is weighted among the individual measures to obtain an 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.   <u>**National Office.**</u> The National Office of Job Corps is responsible for establishing policy for the OA OMS; monitoring the Job Corps Data Center's (JCDC's) issuance of the OA Report Card; tracking and verifying performance of OA providers; conducting trend analysis; communicating with Regional Offices to implement program or policy changes or adjustments; providing information, technical assistance, and training as needed; and establishing an administrative low rating to providers for lack of credible data.

B.   <u>**Regional Offices.**</u> Regional Offices are responsible for preparing the Requests for Proposals (RFPs) and awarding the contracts, receiving and reviewing data reports, and monitoring OA provider performance as follows:

1.   **RFPs and Contracts.** Regional Offices ensure that proposals, contracts, and plans comply with the OA Report Card system established herein and that <u>all</u> OA contractor RFPs include language that informs the provider that new arrival quotas will be established, based on Job Corps data that demonstrates 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 the arrival quotas are entered into the Financial Management System (FMS) in a timely manner.

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 contractor contract changes (locations or service) **prior** to implementing the change. Regional Offices must also enter monthly OA 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 Providers.** Regional Offices must monitor and assess contractor 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. 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 contractor, analyze numbers of referrals sent to the contractor through OASIS (online applications and callers to the 1-800 number who were pre-screened as eligible), and perform an assessment of the contractor'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. **OA Providers.** All providers, whether they are federal, state, or private, providing OA services, as well as centers with OA contractor activities, are responsible for maintaining all documents, case notes, and automated information necessary for audits of activity. It is critical that accurate data are reported and entered into the Outreach and Admissions Student Input System (OASIS). The contractor 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 Help Desk, of any address, phone, or fax changes (cc: 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 OASIS (online applications and callers to the 800 number who were pre-screened as eligible). 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, and 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 transmittal of OA information in OASIS and the Center Information System (CIS). In addition, they must ensure accurate coding of OA Identification codes when completing the OASIS and CIS obligations and assist OA providers to promote timely arrivals of

eligible students. Job Corps centers must ensure expedient processing of applicant folders to fully support 100% on-board strength (OBS). Job Corps centers must also provide center-specific information to OA providers and work cooperatively with them to encourage retention once students arrive on center.

Note: A general failure to accurately enter data into CIS, or otherwise report information to JCDC, negatively affects the overall performance rating of individual providers in the OA Report Card. In addition, since enrollee information is critical to other data reports, any inaccurate OA data would also negatively impact 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. JCDC coordinates specifications of the OA Report Card report with National Office staff and ensures that the data generated in the reports accurately reflect the policy and programming design.   JCDC provides Help Desk services regarding OA provider data, reporting and oversight of OASIS, recruitment website hosting, online application receipt and routing through OASIS, online application data, and training and services to the regions and OA contractors on the use of OASIS.