APPENDIX 501b

**POLICIES AND PROCEDURES
FOR PY 02
OUTREACH AND ADMISSIONS
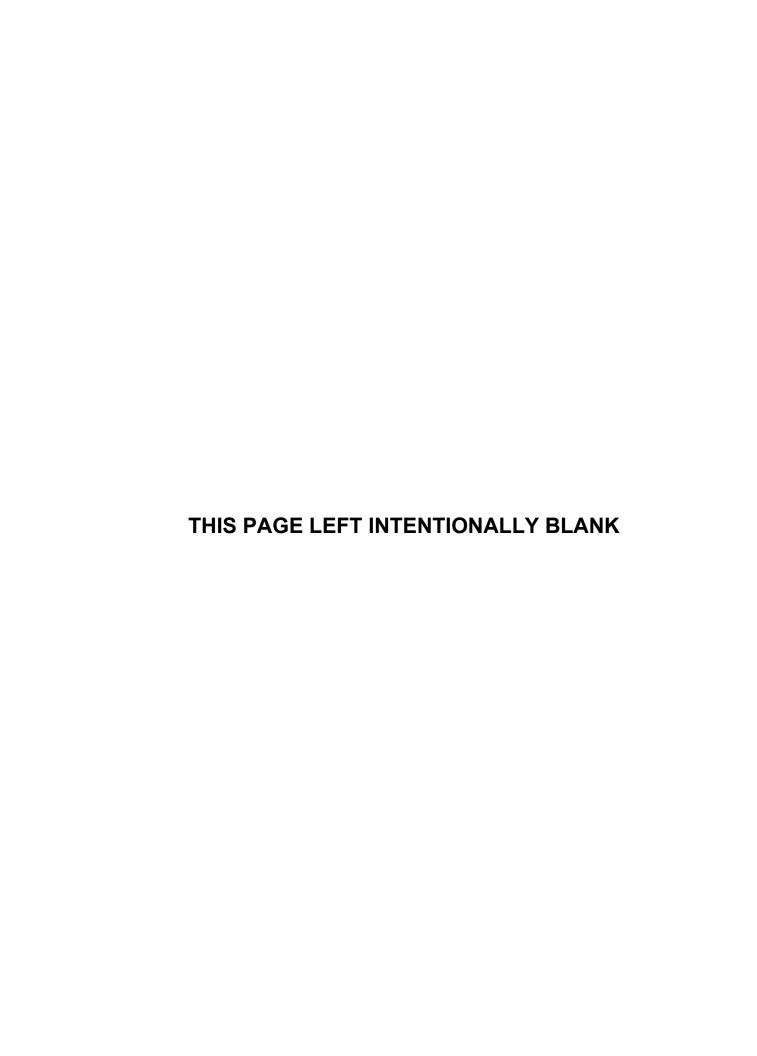REPORT CARD**

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 02

Prior to reviewing this section, please read the INTRODUCTION to this document. The INTRODUCTION provides rationale, policies, and procedural changes that apply to all of the PY 02 Performance Measurement Systems.

A.   **Overview.**   The Outreach and Admissions Report Card is the accountability tool used to measure and account for performance of Outreach and Admissions (OA) contractors nationwide. The OA Report Card reflects OA contractors' success in achieving specific goals and objectives pertaining to the recruitment of eligible and committed students to fill Job Corps centers to capacity, and the initial retention of those students in Job Corps.

OA contractors are important to the continuum of service delivery to students in the Career Development Services System (CDSS), for they are the first to come into contact with prospective Job Corps students. They help to lay the foundation for what will be a beneficial and rewarding experience for students.   OA contractors must focus their efforts on recruiting students who are committed to stay in Job Corps, thus, ensuring long-term outcomes for program graduates. Centers and career transition services (CTS) contractors are also responsible for helping students make the transition to becoming employable and independent, and must work closely with OA contractors to ensure positive outcomes from start to finish.

B.   **Changes in Appendix 501b.**   There are no changes to the OA Report Card for PY 02.

Provided on the next page is a chart outlining the PY 02 OA Report Card:

Category	Definition	Goal	Weights
Production			
Female Arrivals	No. of Female Arrivals / Total Female Contracted Quota	100%	30%
Total Arrivals	No. of Total Arrivals / Total Contracted Quota	100%	20% **50%**
Commitment			
30-Day Commitment	No. of Terminees Remaining on Center 30+ Calendar Days / All Terminees	95%	30%
60-Day Commitment	No. of Terminees Remaining on Center 60+ Calendar Days / All Terminees	90%	20% **50%**
			100%

C.   **Quantity/Production Measures.**   These measures are consistent with the need for Job Corps Centers to operate at full capacity. OA contracts stipulate the OA contractor's input schedule for eligible arrivals for the length of the contract. These input schedules are determined by the Regional Offices, and they are fair representations of the OA contractors' obligation to reach full capacity at their respective centers.

In the event that a region needs to adjust input schedules to meet changing regional or center needs, the performance measurement system provides flexibility for such changes. Thus, the goal for meeting the quantity measure of arrival rates can be set at 100% of the contractual goal.

1.   **Female Arrival:** The Female Arrival Rate is the number of female arrivals compared to the 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: 30%

Formula: Number of Female Arrivals / Total Female Contracted Quota

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

Pool: Total (male and female) contracted quota.

Measure: The percentage of total (male and female) arrivals achieved.

Goal: 100% of the contracted quota.

Weight: 20%

Formula: Number of Total Arrivals
                   Total Contracted Quota

Note: For OA contractors who do not have responsibility for female arrivals, the total arrival rate will be given 50% weight, that is, all of the weight for production.

D.   **Quality/Commitment Measures.** The time period covered in these measures correspond to the Career Preparation Period (CPP) of CDSS, the first 60 days a student is enrolled in Job Corps. During CPP, students gain early exposure to Job Corps life; vocational offerings, academic and career opportunities; and employability, personal responsibility, and information technology skills. The longer students remain in Job Corps, the more opportunity they have to acquire all of the benefits Job Corps offers.

Making a commitment to students in this critical period should inspire them to make a commitment to Job Corps in return. OA contractors are responsible for providing applicants with in-depth information about the Job Corps program and residential life, and for preparing incoming students to make a commitment to themselves and to Job Corps. Upon students' arrival on center, each Job Corps center shares responsibility for retaining these students in the program.

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. Moreover, the length of a student's enrollment correlates to quality achievements and placements. Therefore, goals are consistent for centers and OA contractors to solidify their link in maintaining quality student retention.

1.   **Arrivals with 30-Day Commitment:** This measure includes all terminees who were recruited by the OA contractor.

Pool: All terminees. Students who terminate as a ZT Level One 05.1A or 05.2B in 30 days or less, or who terminate as an

05.2A in 45 days or less, are included in the pool for this measure.

Measure: The percentage of terminees who stay 30 or more calendar days. NOTE: ZT Level 1 05.1A or 05.2B terminees in 30 days or less, and 05.2A ZT terminees in 45 days or less are not given credit for meeting the 30-day commitment measure.

Goal: The national goal is 95%.

Weight: 30%

Formula: Number of Terminees Remaining
             on Center 30+ Calendar Days
             All Terminees

2.   **Arrivals with 60-Day Commitment:** This measure also includes all terminees who were recruited by the OA contractor.

Pool: All terminees. Students who terminate as a ZT Level One 05.1A or 05.2B in 30 days or less, or who terminate as an 05.2A in 45 days or less, are included in the pool for this measure.

Measure: The percentage of terminees who stay 60 or more calendar days.

Goal: The national goal is 90%.

Weight: 20%

Formula: Number of Terminees Remaining
             on Center 60+ Calendar Days
             All Terminees

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 analysis of historical data has been conducted to assist in establishing reasonable and attainable goals for the system. All measures use national goals.

F.   **Weights.** A weight is assigned to each measure to reflect areas of emphasis in OA contractors' accountability for achieving positive student outcomes, the importance attached to each measure, and the number of students in the pool for each measure.   As indicated in the summary table, the production and commitment measures are equally weighted at 50% each.

Within the production measures, emphasis is placed on female arrival (weight of 30%) to reinforce Job Corps' commitment to meet female enrollment goals. At the same time, Job Corps is striving to address factors that may impact female recruitment and retention, such as increasing Job Corps' allotment match for dependent children from twice to five times the parent's contribution (see PRH Chapter 6).

Within the commitment measures, greater emphasis is placed on 30-day commitment (30%) than 60-day commitment (20%), reflective of the need to ensure that students remain in Job Corps for at least 30 days so they can progress to 60 days and beyond.

G.   **Overall Rating.** The overall rating is the way in which results across each of the four measures are aggregated to create an overall rating. OA contractor performance will be weighted among the individual measures to obtain an overall rating. These ratings will be reviewed to assess program effectiveness and will play a key role in the contract procurement process.

II. ROLES AND RESPONSIBILITIES

A.   **National Office.**   The National Office is responsible for establishing overall policy regarding OA contractor performance goals; providing annual updates of the OA Report Card; monitoring the issuance of the OA Report Card report of OA contractors' actual performance against goals; providing technical assistance on the performance management system as needed; tracking performance of OA contractors and distributing information; and 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, reviewing data reports and monitoring contractor 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 ALL OA contractor RFPs issued include language that informs the contractor that new goals are 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 goals are established by the Regional Office. Additionally, the Regional Office must ensure that ALL OA contracts include **monthly** arrival goals that represent realistic expectations of monthly performance based on their past achievements and centers' needs.

   2. **Data Reports**

   Regional Offices should review and forward electronic National Office data analysis reports to OA contractors and notify the National Office and the Job Corps Data Center (JCDC) of OA contractor contract changes (locations or service) **PRIOR** to implementing the change. They must also maintain and provide annually (or as revised) an updated list of OA agencies, contact addresses, and codes to the National Office OA staff. The Contracting Officer may continue to compensate for a contractor's nonperformance by increasing requests for assignments from other contractors who are performing well.

   3. **Monitoring Contractors**

   Regional Offices must monitor contractor performance against goals using OA Report Card overall ratings when assessing performance for procurement and contract administration activities (judgment plays a part in making final decisions). The Regional Offices should transmit any contractor's explanation of poor performance as part of the Contractor Performance Evaluation System. Regional Directors will evaluate information submitted by the OA contractor,

coupled with an assessment of the contractor's compliance with all other terms and conditions of the contract or agreement. Other factors such as Office of Inspector General (OIG) audits and special review findings should also be taken into account in procurement-related decisions.

C.   **OA Contractors.**   ALL contractors (SESAs and private corporations) providing OA services, as well as centers with OA contractor activities, are responsible for maintaining all documents or automated information necessary for audits of activity. It is critical that accurate data are reported and entered into OASIS. The contractor must ensure that the OA Report Card system is used to provide maximum benefit to Job Corps applicants by immediately notifying the JCDC, by e-mail to the Help Desk, of any address, staff, phone, or fax changes (cc: Regional Office).

Further, contractors should monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. They must share the information in this Appendix with their staff. Most importantly, OA contractors must submit information to the Regional Office regarding extenuating circumstances and/or unique factors that influenced performance to temporarily justify poor OA Report Card performance. They must implement the Job Corps OA Report Card goals with their respective employees, monitoring performance, recommending corrective action as required, and submitting corrective action plans to the Job Corps Regional Offices, if appropriate.

D.   **Job Corps Centers.**   Job Corps centers are responsible for timely and accurate transmittal of OA information in OASIS and CIS (formerly SPAMIS). In addition, they must ensure accurate coding of OA ID codes when completing the OASIS and CIS obligations and assist OA agencies to promote timely arrivals of eligible students.   Centers must provide center-specific information to OA contractors, 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 the JCDC, negatively affects the overall performance rating of individual agencies 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.** The Job Corps Data Center (JCDC) is responsible for ensuring that the OA Report Card and other enrollee 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 Contractor data and reporting and oversight of OASIS. Additionally, JCDC provides Help Desk services to the

national office and regional offices regarding OA contractor data and reporting. Finally, JCDC provides training and services to the regions on OASIS.