

5.1 PROGRAM MANAGEMENT

PURPOSE

- P1. To establish and maintain systems which support the admission, career preparation, career development, and career transition of students.
- P2. To monitor and track operations and outcomes to ensure program accountability, integrity, performance, and quality.

REQUIREMENTS

R1. Goal Achievement

Center operators and OA/CTS contractors shall establish:

- a. Procedures to develop and clearly communicate goals to staff and students.
- b. Procedures to hold staff responsible for achieving communicated goals.

R2. Quality Assurance

Center operators and OA/CTS contractors shall:

- a. Establish procedures and conduct periodic self evaluations and audits to ensure integrity, accountability, and prevention of fraud and program abuse.
- b. Establish systems to ensure performance is accurately tracked and reported and necessary corrective actions are taken to achieve the performance outcome goals and quality standards established by the National Director, Job Corps, and contained in Appendices 501a through 501d.
- c. Conduct annual comprehensive assessments of center or OA/CTS operations.

R3. Standard Operating Plans and Procedures

Center contractors and OA/CTS contractors shall:

- a. Establish standard operating procedures (SOPs), as shown in Exhibit 5-1 (Standard Operating Procedures), submitted to the regional office for approval, within 90 days of contract award. Updates and revisions shall be submitted as changes occur.

- b. For agency operated centers, provide up-to-date SOPs, as shown in Exhibit 5-1, with annual plans and amendments to SOPs submitted to the DOL regional office for approval by June 1 for the upcoming program year.
- c. Career Development Services System Plan

Each center and each OA/CTS contractor shall:

1. Develop a Career Development Services System plan. The plan shall include:
 - (a) An overview of the contractor's/agency's role in each phase of CDSS, as appropriate for each contractor/agency.
 - (b) A description of how services will be delivered and coordinated with other partners for Outreach/Admissions, Career Preparation, Career Development and Career Transition Periods.
 - (c) The requirements shown in PRH Chapters 1-4, as applicable.
2. CDSS plans shall be submitted to the regional office for approval within 90 days of contract award. Agency centers shall submit the plan for approval when required by the DOL regional office. Approval shall be based on a determination that all required parts of the plan are in place, and that the plan is consistent with the overall regional CDSS plan.
3. CDSS plans shall be kept current. Revisions shall be submitted to the regional office for approval prior to implementation.

R4. Reporting

Center operators and OA/CTS contractors shall submit reports in accordance with Exhibit 5-2 (Plan and Report Submission Requirements).

R5. Records and Reports Maintenance

Center operators and OA/CTS contractors shall maintain records and reports for 3 years. Records of disclosures of protected health information shall be kept for 6 years. Exceptions to this retention period shall be communicated by the national office on a case-by-case basis.

QUALITY INDICATOR(S)

- Q1. Required Job Corps elements are in place and functioning at a level that meets students' basic needs.
- Q2. Staff can describe goals, performance expectations and standards, and articulate how their individual performance contributes to the overall accomplishment of Job Corps goals.
- Q3. Communication, teamwork, and cooperation are at a level to accomplish routine tasks, assignments, and responsibilities.
- Q4. Through self-assessments, centers and OA/CTS contractors maintain quality operations by identifying and correcting areas not meeting minimum expectations/outcomes.