

APPENDIX 501b
POLICIES AND PROCEDURES
FOR PY 03
OUTREACH AND ADMISSIONS
REPORT CARD

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 03

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 PY 03 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) agencies nationwide. The OA Report Card reflects OA agencies' 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 the program.

OA agencies 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 agencies 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) agencies are also responsible for helping students make the transition to becoming employable and independent, and must work closely with OA agencies to ensure positive outcomes from start to finish.

- B. Changes in Appendix 501b.** Provided below is a description of changes to the OA Report Card for PY 03:

- 30- and 60-Day Commitment Rates:** The pool of students for the 30- and 60-day commitment rate measures is revised. The measure is now based on enrolled (active) students, rather than terminees, who had the opportunity to stay in the program for the applicable time period. In previous years, students entered the pools for these measures upon separation from the program. This adjustment will enable OA agencies' early retention results to be more readily apparent.

Example: In the July 2003 OA Report Card, the pool for the 30-day commitment measure would be all students who enrolled between July 1, 2002 and June 30, 2003 (since by the end of the reporting period, July 31, 2003, all of these students would have been able to be enrolled in Job Corps for at least 30 days). Thus, the 30-day commitment rate would be calculated as the number who stayed at least 30 days divided by the number in the pool.

Provided on the next page is a chart outlining the PY 03 OA Report Card:

Category	Definition	Goal	Weights
Production			
Female Arrivals	$\frac{\text{No. of Female Arrivals}}{\text{Total Female Contracted Quota}}$	100%	30%
Total Arrivals	$\frac{\text{No. of Total Arrivals}}{\text{Total Contracted Quota}}$	100%	20% 50%
Commitment			
30-Day Commitment	No. of Students in Pool Who Stay in Program for 30+ Calendar Days All Students with the Opportunity to Stay in Program for at least 30 Calendar Days	95%	30%
60-Day Commitment	No. of Students in Pool Who Stay in Program for 60+ Calendar Days All Students with the Opportunity to Stay in Program for at least 60 Calendar Days	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 agency's input schedule for eligible arrivals for the length of the contract. These input schedules are determined by Job Corps regional offices, and they are fair representations of the OA agencies' 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:
$$\frac{\text{Number of Female Arrivals}}{\text{Total Female Contracted Quota}}$$

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:
$$\frac{\text{Number of Total Arrivals}}{\text{Total Contracted Quota}}$$

Note: For OA agencies that 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 corresponds 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 agencies 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 agencies to solidify their link in maintaining quality student retention.

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

Pool: All students who had the opportunity to stay in the program for at least 30 calendar days. Students who separate as a ZT Level One 05.1A or 05.2B in 30 days or less, or who separate as an 05.2A in 45 days or less, are included in the pool for this measure.

Measure: The percentage of students in the pool who stay in the program for 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:
$$\frac{\text{Number of Students in Pool Who Stay in Program 30 or More Calendar Days}}{\text{All Students with the Opportunity to Stay in Program At least 30 Calendar Days}}$$

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

Pool: All students who had the opportunity to stay in the program for at least 60 calendar days. Students who separate as a ZT Level One 05.1A or 05.2B in 30 days or less, or who separate as an 05.2A in 45 days or less, are included in the pool for this measure.

Measure: The percentage of students in the pool who stay in the program for 60 or more calendar days.

Goal: The national goal is 90%.

Weight: 20%

Formula:
$$\frac{\text{No. of Students in Pool Who Stay in Program for 60 for More Calendar Days}}{\text{All Students with Opportunity to Stay in Program for At least 60 Calendar Days}}$$

- 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 agencies' 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. 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 agency 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 contract procurement process. Overall ratings are also used to determine the performance ranges for performance based service contracting.

II. ROLES AND RESPONSIBILITIES

A. **National Office.** The national office is responsible for establishing national policy for the OA outcome measurement system; monitoring the Job Corps Data Center (JCDC)'s issuance of the OA Report Card; tracking performance of OA agencies, distributing information, and providing technical assistance or training as needed; and establishing an administrative low rating to agencies 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 OA agency 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 include language that informs the agency 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 also enter monthly OA arrival quotas into FMS in a timely manner to ensure that data reports contain accurate information. 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 agencies 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. Regional offices must also enter monthly OA arrival quotas into FMS in a timely manner to ensure that data reports contain accurate information. They must also maintain and provide annually (or as revised) an updated list of OA agencies, contact addresses, and codes to the national office. The Contracting Officer may continue to compensate for a contractor's non-performance by increasing requests for assignments from other agencies that are performing well.

3. **Monitoring Agencies**

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 Agencies.** ALL agencies (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, agencies 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 agencies 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, submitting corrective action plans to Job Corps regional offices when appropriate; and implementing corrective action plans as directed.

- D. **Job Corps Centers.** Job Corps centers are responsible for timely and accurate transmittal of OA information in OASIS and CIS/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 agencies, 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 (JCDC)**. The 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 agency data, and reporting and oversight of OASIS. Additionally, JCDC provides Help Desk services to the national office and regional offices regarding OA agency data and reporting. Finally, JCDC provides training and services to the regions on OASIS.