APPENDIX 501b

**POLICIES AND PROCEDURES
FOR PY 2005
OUTREACH AND ADMISSIONS
OUTCOME MEASUREMENT SYSTEM**

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2005

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 2005 Outcome Measurement Systems (OMS).

A.   <u>Overview</u>.   The Outreach and Admissions (OA) Report Card is the accountability tool used to measure and account for performance of OA agencies nationwide. The OA Report Card reflects OA agencies' success in achieving specific goals and objectives pertaining to the recruitment of eligible students to reach center 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 encounter 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 staying 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.   <u>Changes in Appendix 501b</u>.   Provided below is a description of changes to the OA Report Card for PY 2005:

1.   **30-Day and 60-Day Commitment Rate Measures.** The 30-Day and 60-Day Commitment Rate measures have been eliminated from the OA Report Card, as historically they have not served as strong predictors of center performance.

2.   **Level 1 Zero Tolerance (ZT) Non-Separation Rate.**   A Level 1 Zero Tolerance Non-Separation Rate has been added in PY 2005 to hold OA counselors accountable for ensuring that potential students are fully versed with Job Corps' policies for Zero Tolerance and the program's emphasis on commitment. This policy applies to ZT violations that occur in 30 days under codes 05.1A or 05.2B, or in 45-days under code 05.2A. The goal for this measure has been set at 98%, to signify that violence and drugs are unacceptable at Job Corps. A 20% weight has been placed on the ZT Non-Separation Rate.

3.   **90-Day Commitment Rate.**   A 90-Day Commitment Rate has been added in PY 2005 to emphasize the importance of a longer commitment period in meeting the academic and vocational measures that lead to better long-term outcomes. The new commitment measure has been assigned a goal of 85% which analysis of Job Corps data indicates is an

ambitious yet attainable level, and a weight of 30%.

Provided below is a chart outlining the PY 2005 OA Report Card.

Category	Definition	Goal	Weights
Quantity/Production – 50%			
Female Arrivals	No. of Female Arrivals Total Female Contracted Quota	100%	30%
Total Arrivals	No. of Total Arrivals Total Contracted Quota	100%	20%
Quality/Commitment – 50%			
Level 1 ZT Non-Separation Rate	No. of Students in Pool Who Do Not Separate for a Level 1 ZT Violation under Codes 5.1A or 5.2B 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 Program for at least 45 Calendar Days	98%	20%
90-Day Commitment Rate	No. of Students in Pool Who Stay in Program for 90+ Calendar Days All Student Arrivals with the Opportunity to Stay in Program for at least 90 Calendar Days	85%	30%
			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, this outcome measurement system (OMS) 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 Rate.**   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 Rate.**   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 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.**   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 GED or HSD, or a vocational 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 agencies are responsible for providing applicants with in-depth information about the program residential life, and Job Corps policies and expectations, and for preparing incoming students to make a commitment to themselves and to 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.   **Arrivals with Level 1 Zero Tolerance Non-Separation Rate.**   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 45 calendar days.

            For Example: The pool for PY 2005 would include all
            students who entered Job Corps between May 17, 2005 and
            May 16, 2006, as all these students had the opportunity to
            stay in the program for 45 or more calendar days by
            June 30, 2006.

Measure: The percentage of students in the pool who do not separate
            for a Level 1 ZT violation under codes 05.1A or 5.2B within
            the first 30 calendar days or under code 05.2A within the first
            45 calendar days.

Goal: The national goal is 98%.

Weight: 20%

Formula: No. of Student Arrivals in the Pool Who do Not Separate for
            a Level 1 ZT Violation Under Code 05.1A within the First 30
            Calendar Days, or Under Codes 05.2B or 05.2A within the
            First 45 Calendar Days

            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 agency.

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.

            For Example: The pool for PY 2005 would include all
            students who entered Job Corps between April 2, 2005 and
            April 1, 2006, as all these students had the opportunity to
            stay in the program for 90 or more calendar days by
            June 30, 2006.

Goal: The national goal is 85%.

Weight: 30%

Formula: No. of Student Arrivals in the Pool Who Stay in the Program
                          for 90 or More Calendar Days
                  All Student Arrivals with the Opportunity to Stay in the
                          Program for at least 90 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 analyses of historical data have 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 90-day commitment (30%) than the Level 1 Zero Tolerance Non-separation rate (20%), which reflects the importance of students remaining at Job Corps for sufficient time to attain some tangible benefits from the program, such as education or vocation credentials.

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.

II. ROLES AND RESPONSIBILITIES

A. **National Office.** The National Office of Job Corps is responsible for establishing national policy for the OA outcome measurement system; monitoring the Job Corps Data Center's (JCDC) 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 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; the Regional Office must also ensure that the arrival goals 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 agencies and notify 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. They must also maintain and provide annually (or as revised) an updated list of OA agencies, contact addresses, and codes to the National Office of Job Corps.

3. **Monitoring Agencies.** Regional Offices must monitor and assess contractor performance against goals using OA Report Card overall ratings 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 the 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 -- State Employment Security 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 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 the JCDC, by e-mail to the Help Desk, of any address, staff, phone, or fax changes (cc: Regional Office).

Further, OA agencies should monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. Most importantly, OA agencies must submit information regarding

extenuating circumstances and/or unique factors, which can temporarily justify poor performance, to the Regional Office.   OA agencies must share the information in this Appendix and 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 the Center Information System (CIS). 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. Job Corps 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.   The JCDC coordinates specifications of the OA Report Card report with the National Office staff and ensures that the data generated in the reports accurately reflect the policy and programming design.   The JCDC provides Help Desk services regarding OA agency data, and reporting and oversight of OASIS. Additionally, the JCDC provides Help Desk services to the National Office of Job Corps and Regional Offices regarding OA agency data and reporting. Finally, JCDC provides training and services to the regions on OASIS.