

# POLICY AND REQUIREMENTS HANDBOOK

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## CHAPTER 5

## MANAGEMENT



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## **5.0 OBJECTIVES**

To enable Job Corps center, outreach/admissions, and career transition service providers to deliver quality services by establishing systems that ensure:

- Effective program organization and management
- Program integrity and accountability
- Staff professionalism and development
- Services are provided in a cost-effective and financially responsible manner.

To ensure that Job Corps provides safe, clean, well-maintained facilities that are adequately furnished and equipped to meet student needs.

## 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.

## 5.2 PERSONNEL

### PURPOSE

- P1. To recruit, hire, and retain qualified personnel to carry out all program components.
- P2. To ensure that staff work in an environment that is fair and non-discriminatory.

### REQUIREMENTS

#### R1. Organization and Staffing

- a. Center operators and OA/CTS contractors shall:
  - 1. Develop and submit a staffing plan (organizational chart) to the Regional Office for approval within 90 days of contract award.
  - 2. Submit current position descriptions for Regional Office approval within 90 days of contract award.
- b. Agency operators shall develop and submit a staffing plan (organizational chart) to the National and Regional Offices annually.

#### R2. Staffing Ratios

Center operators shall comply with the following staffing requirements:

- a. The staff to student ratio for instructional and training activities shall be 1:15, unless otherwise authorized by the Regional Office.
- b. Staff to student ratios for nationally contracted training programs shall be in accordance with contract provisions.
- c. Minimum staffing levels for health programs are specified in Exhibit 6-5 (Minimum Staff Requirements).
- d. All other staffing levels shall be based on center configuration and approved by the Regional Office.

#### R3. Personnel Policies

Center operators and OA/CTS contractors shall:

- a. Develop and implement personnel management policies to include staff hiring, supervision, evaluation, conduct, and disciplinary procedures.
- b. Define standards for acceptable and non-acceptable behavior between students and staff that protect individuals from exploitative, coercive, and traumatic experiences. Ensure that center rules for acceptable and non-acceptable behavior are equally understood and applied to all staff. These rules, which should be included in the employee handbook, should provide a clear explanation and rationale for appropriate and inappropriate behavior, and identify the consequences for unacceptable staff behavior. Staff should know the legal consequences of unacceptable behavior, if applicable.
- c. Establish labor management relations in accordance with agency guidelines for federally operated centers, and in accordance with the provisions of the National Labor Relations Act for contractors. The U.S. Department of Labor shall not undertake conciliation, mediation, or arbitration of organizations, nor may Job Corps pay legal or other fees generated by such disputes as direct costs against contracts.

#### R4. Staff Qualifications

- a. Center and OA/CTS contractors shall ensure that all staff hired meet the minimum qualification levels specified in Exhibit 5-3 (Minimum Staff Requirements).
- b. Center and OA/CTS contractors shall request written approval or waivers from the regional director for the following:
  1. Hiring of staff who do not meet minimum qualifications as specified in the approved position descriptions in which case a professional development plan must be submitted and updated annually
  2. Hiring of relatives of current staff members
  3. Appointment, continued assignment, or change in employment status of the center director, project director, or senior staff (i.e., all supervisory personnel who report directly to the center director)
  4. Where there is a need to pay individuals at rates higher than indicated in the approved salary matrix
- c. Regional Offices shall not grant a waiver if it would negatively impact the center's ability for accreditation or its ability to produce high school graduates.

- d. Agency operators shall advise the regional office of changes in employment status of center directors and senior staff.

R5. Staff Coverage

Center operators shall provide for coverage of staff absences for those positions with direct staff/student interaction. Use of students for this purpose is prohibited. All substitutes shall be trained in safety procedures.

R6. Staff Performance Appraisal

Center operators and OA/CTS contractors shall develop a staff performance appraisal system that allows for documentation of staff competence to include:

- a. Maintaining staff requirements specified in Exhibit 5-3
- b. The areas listed in Exhibit 5-4
- c. Staff's modeling and support of career development goals, the zero tolerance policy, appropriate social and employability behaviors and intervention techniques, and student placement efforts.

R7. Equal Opportunity/Civil Rights

Center operators and OA/CTS contractors shall:

- a. Provide equal opportunity for all employees without regard to race, religion, color, national origin, gender, citizenship, disability, political affiliation, or belief. Sexual harassment is prohibited in Job Corps. Discrimination is prohibited in all contracts, grants, and programs funded by the Department of Labor.
- b. Provide prompt, fair, and impartial consideration of discrimination or other civil rights complaints through an established and approved grievance system.
- c. Submit an affirmative action plan to the Regional Office for approval within 90 days of contract award in accordance with Appendix 602 (Civil Rights, Non-Discrimination, and Claims).

**QUALITY INDICATOR(S)**

- Q1. Staff display appropriate behavior and demonstrate appropriate interpersonal skills and are able to work effectively with applicants, students, employers, co-workers, and the public.
- Q2. Students perceive that staff are caring and responsive to their needs.

## **5.3 STAFF TRAINING**

### **PURPOSE**

- P1. To ensure staff acquire and maintain the skills necessary to perform their job duties and responsibilities and serve as role models for students.
- P2. To allow staff the opportunity for professional growth and upward mobility.

### **REQUIREMENTS**

#### **R1. Staff Training Plan**

Centers and OA/CTS contractors shall:

- a. Submit for approval by the Regional Office an annual staff-training plan.
- b. Include, at a minimum, the topics and frequencies specified in Exhibit 5-4 (Required Staff Training).
- c. Submit a professional development plan for all staff on waivers.

#### **R2. Staff Training Content**

Centers shall include, at a minimum, the following:

- a. Five hours of annual training in adolescent growth and development for all staff. Topics could include: effective communications, anger management, sexuality, suicide prevention, behavior management system, zero tolerance policy, appropriate staff/student boundaries, sexual assault prevention and response, sexual harassment and related social skills training, intervention techniques, and safety issues.
- b. An additional 5 hours of annual training designed to enhance each employee's professional development. Such training may include professional seminars, conferences, and classroom training provided on or off center, in-service training, and technology skills training.

#### **R3. Documentation**

Centers and OA/CTS contractors shall maintain up-to-date records of training completed by each employee.

**QUALITY INDICATOR(S)**

- Q1. Staff demonstrate the knowledge and skills necessary to perform their job functions (duties).
- Q2. Staff interact appropriately with students and serve as positive role models for students and other staff.



## 5.4 PERSONAL SAFETY AND SECURITY

### PURPOSE

- P1. To protect the personal safety and security of students, staff, and property on center at all times.
- P2. To protect students' rights and guarantee privacy and protection from unreasonable search and seizure.

### REQUIREMENTS

#### R1. Campus Access

Center operators shall establish rules regulating the entry, exit, and conduct of persons who seek access to the campus.

#### R2. Cooperation with Local Agencies

Center operators shall develop and maintain written cooperative agreements with federal, state, and local law enforcement agencies regarding management and jurisdiction for illegal activities.

#### R3. Prohibition of Firearms

Center operators shall prohibit the presence of firearms except in the following circumstances:

- a. For security of student payroll by non-center staff.
- b. For law enforcement personnel conducting routine law enforcement duties. If employed by the center, law enforcement personnel shall not carry firearms in the course of that employment.
- c. Personal firearms kept in on-center staff housing for personal use.

#### R4. Unauthorized Goods

Center operators shall ensure that the following unauthorized goods are not permitted on center:

- a. Firearms and ammunition
- b. Explosives and incendiaries
- c. Knives-with blades longer than 2 inches

- d. Homemade weapons
- e. All other weapons and instruments for which the primary use is to inflict personal injury
- f. Drugs and drug paraphernalia
- g. Stolen property
- h. Alcohol
- i. Tobacco for minors
- j. Any other items which are illegal under state law

R5. Student Notification

Center operators shall notify all students of the center's policies and procedures regarding unauthorized goods, searches, and seizures.

R6. Search and Seizure

Center operators shall conduct searches and seizures only in the following circumstances:

- a. General inspections of dorm rooms, lockers, and other center facilities may be conducted periodically.
- b. Searches for unauthorized goods may be conducted only when the center director believes such goods are being hidden on center. The reasons for the search must be documented.
- c. The scope of search may be no wider than what is necessary to accomplish the specific purpose of the search. Unauthorized goods found as a result of a search must be confiscated.
- d. A search of the person of an entire group of Job Corps enrollees is prohibited when the information in the possession of Job Corps officials indicates that only some members, or less than all members, of the group are in possession of contraband that is prohibited on center property.
- e. Job Corps shall not conduct strip searches of students. If the center director believes a strip search of a student is necessary, local law enforcement authorities must be contacted and requested to perform the search.

- f. Searches for evidence of crime may be conducted for evidence in criminal prosecution. These must always be done by a law enforcement officer with a search warrant, except when delay would endanger the physical well being of students.

#### R7. Disposal of Unauthorized Goods

Center operators shall dispose of unauthorized goods as follows:

- a. Stolen property must be returned to its rightful owner.
- b. Narcotics must be stored and disposed of according to agreements negotiated by the center and the appropriate local law enforcement agency.
- c. Confiscated weapons (including firearms) must be reported and disposed of according to agreements negotiated by the center with appropriate local law enforcement agencies. The center must maintain a list of weapons reported to local law enforcement agencies, giving the student's name, SSN, and the serial number, type, make, and model of the weapon.

#### R8. Use of Physical Restraint and Isolation

Center operators shall:

- a. Limit use of physical restraint to only those situations that seriously threaten persons or property. Ensure that no student is restrained for more than 1 hour without at least verbal consultation and approval from a physician. Staff may not use handcuffs, mace, pepper spray (or any derivatives) on students.
- b. Use on-center isolation facilities for temporary segregation of students from their peers only when behavior constitutes an immediate threat to themselves, other persons, or property.

A student placed in an isolation facility must be observed every 15 minutes and this observation must be documented on a signed log giving the exact time of observation and the signature of the staff member conducting the observation. Isolation may not exceed 12 hours unless accompanied by a statement from the center physician that the isolation is not medically prohibited.

**QUALITY INDICATOR (S)**

- Q1. Documentation of searches, seizures, and isolations reflect complete, thorough, timely, and appropriate actions.
- Q2. Cooperative working relationships exist between the center and law enforcement agencies.
- Q3. Students and staff display respect for and appropriately safeguard the property of individuals, the center, and the community.
- Q4. Students feel safe and secure on center.

## **5.5 MANGEMENT AND REPORTING OF SIGNIFICANT INCIDENTS**

### **PURPOSE**

- P1. To ensure proper and effective management of serious incidents involving program participants, staff, or facilities.

### **REQUIREMENTS**

#### **R1. Reportable Events**

Centers and OA/CTS contractors shall report the following types of significant incidents to the national and regional offices:

- a. Sexual assault/misconduct/batter
- b. Other assault
- c. Homicide
- d. Death
- e. Serious drug related incident
- f. Serious property related incident
- g. Serious medical incident
- h. Attempted suicide
- i. Protection, extortion, usury
- j. Gang related incident
- k. Possession of a gun or weapon
- l. Arrest
- m. Other incidents

#### **R2. Reporting Time Frames**

Centers and OA/CTS Contractors shall:

- a. Report significant incidents within 24 hours of the center being made aware of the incident (6 hours in the case of student or a reportable staff

death). In cases of student death, notify the Office of Worker's Compensation Program (OWCP) immediately, and the Office of the Assistant Secretary for Administration and Management (OASAM) within 6 hours.

- b. In cases of a critical incident (student death, substantial property damage, elected official inquiries), notify the regional and national offices immediately.

### R3. Reporting Format

Centers and OA/CTS contractors shall report significant incidents in accordance with the appropriate form (see the Forms Handbook).

### R4. Management

Center and OA/CTS contractor management shall:

- a. Investigate each significant incident
- b. Initiate appropriate action to resolve the incident
- c. Identify and implement appropriate procedures to prevent recurrence, to the maximum extent possible

### **QUALITY INDICATOR (S)**

- Q1. Center management resolves incidents in a manner that reduces negative impact on students, the community, and the program.
- Q2. Corrective action is taken to reduce or prevent recurrence.

## **5.6 PROCUREMENT AND PROPERTY MANAGEMENT**

### **PURPOSE**

- P1. To procure property, services, and supplies in a cost-efficient manner in accordance with government policies.
- P2. To provide procedures for receipt and accountability of government-owned property, materials, and supplies.

### **REQUIREMENTS**

#### R1. Procurement

Center operators and OA/CTS contractors shall follow all applicable procurement regulations, to include those contained in the Federal Acquisition Regulations (FAR), Department of Labor Acquisition Standards, OMB Circulars, and Executive Orders.

#### R2. Internal Controls

Center operators and OA/CTS contractors shall:

- a. Develop written procedures to procure materials and services on a timely basis and submit these procedures to the contracting officer as part of the standard operating procedures. Agency centers shall use established agency procedures for procurement of materials and services. (See Exhibit 5-1 Standard Operating Procedures.)
- b. Fully communicate procurement rules and procedures to all staff members involved in the purchase, receipt, custody, oversight, documentation, or inventory of materials and services.
- c. Establish systems for the periodic self-evaluation of procurement activities to ensure integrity, accountability, and prevention of fraud, waste, and abuse.

#### R3. Reporting

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

**R4. Receipt and Control of Property**

- a. Ensure that all supplies and equipment are received and signed into custody by persons other than those who authorize purchases.
- b. Receive material safety data sheets for all potentially hazardous material and distribute them to appropriate departments.
- c. Develop and maintain an inventory system to account for all expendable property in accordance with procedures in ETA 359, ETA Property Management Handbook.
- d. Maintain an inventory system to account for all non-expendable property through the use of the Electronic Property Management System (EPMS).
- e. Conduct a thorough inventory of non-expendable property annually and report the results to the contracting officer.
- f. Conduct a thorough inventory of all expendable property quarterly.

**R5. Motor Vehicles**

Center operators and OA/CTS contractors shall follow the requirements of ETA Handbook 359 and 48 CFR Chapter 1 Subpart 51.2 regarding acquisition and use of motor vehicles.

**QUALITY INDICATOR (S)**

- |  |
|--|
| <p>Q1. Supplies, materials, equipment, and services required to support program operation are obtained in a timely and cost-effective manner that is in compliance with FAR requirements.</p> <p>Q2. Expendable and non-expendable property is accounted for accurately.</p> |
|--|



## 5.7 FINANCIAL MANAGEMENT

### PURPOSE

- P1. To establish and maintain a financial management system that provides accurate, complete, and current disclosures by each contractor and agency receiving Job Corps funds.
- P2. To maintain sufficient cost data for effective planning, monitoring, and evaluation of program activities.
- P3. To ensure that expenditures of funds are necessary, reasonable, and auditable.

### REQUIREMENTS

#### R1. Budgeting

Center operators and OA/CTS contractors shall assure that budgets are developed, prepared, revised, and submitted in accordance with the requirements contained in Appendices 502 (Financial Reporting) and 503 (Job Corps Outreach/Admissions and Career Transition Services Cost Reporting and Budgeting Requirements).

#### R2. Financial Reporting

Center operators and OA/CTS contractors shall assure that required monthly reports are prepared and submitted in accordance with the requirements contained in Appendices 502 and 503.

#### R3. Vouchering

Center operators and OA/CTS contractors shall submit vouchers for the reimbursement of expenses in accordance with the procedures outlined in Appendices 502 and 503.

#### R4. Internal Controls

Center operators and OA/CTS contractors shall:

- a. Establish internal controls to provide reasonable assurance that:
  - 1. Management is made aware at an early stage of any situation in which available funding for contracted services is not adequate to secure the delivery of such services.

2. The integrity of the funds provided by the government has not been comprised.
  3. Assets are properly safeguarded.
- b. Submit written descriptions of control procedures to the contracting officer as part of the standard operating procedures in accordance with the schedule shown in Exhibit 5-1 (Standard Operating Procedures). Control procedures shall include:
1. Separation of duties
  2. Approval requirements
  3. Documentation requirements
- c. Establish procedures to regularly communicate budgetary goals and rates of expenditure to management staff who have responsibility for authorizing expenditures.

R5. Student Benefit Fund

Conduct an annual audit of the student benefit fund at each center to assure that the requirements listed in Section 3.21, R3 (Student Benefit Fund) are met.

R6. Reimbursement of Major Medical Costs

In the event of a medical emergency or unanticipated serious illness requiring off-center treatment, centers shall:

- a. Assist the student in seeking third party coverage prior to applying for major medical reimbursement through the regional office. If the student is covered by third party insurance, the center cannot seek reimbursement from the regional office.
- b. Request third party payment only for services beyond those basic services stipulated in the center operator's prime contract. The center operator cannot accept third party reimbursement received by health providers.
- c. Submit appropriate documentation to the regional office for major medical reimbursement requests of \$25,000 or less; requests for over \$25,000 shall be forwarded by the regional office (with complete documentation) to the national office for review and final decision. Centers shall be responsible for the first \$3,000 of major medical expenses.

Documentation submitted in support of all major medical requests must:

1. Indicate that reimbursement is for a health emergency or an unanticipated illness or injury.
2. Be received within 3 months after paying the bills and include:
  - (a) A statement describing the student's Medicaid or other insurer/payer eligibility/status (e.g., OWCP).
  - (b) Copies of paid bills.
  - (c) A copy of the clinical/hospital summary of diagnosis and treatment.
  - (d) A statement of how center health services shall be impacted if reimbursement is not obtained.

Conservation centers shall follow the above procedures when requesting major medical reimbursement. Once a decision is made, the DOL regional or national office (for requests over \$25,000) shall notify the appropriate Agency office of the decision and, if the Agency shall reimburse the center.

#### R7. Sale of Center-Produced Goods and Services

The sale of goods produced or services rendered by students or at Job Corps centers is prohibited except as follows:

- a. Objects or services may be sold at cost to students or center employees. For CCCs, sales to staff must be in accordance with approved Agency policy.
- b. Objects or services may be sold in the community when both of the following criteria are met:
  1. The sale of such products or services does not represent unfair competition with private sources in the area; and
  2. The center has received approval of the regional office.
- c. Vehicle repair services may be offered only when the additional conditions are met:
  1. Such services are made available to staff and the general public on an equal basis.

2. Vehicles serviced are selected on a first come, first served basis.
  3. Prior to acceptance for service of any vehicle, the owner signs an agreement relieving Job Corps of any responsibility for damage, and agreeing to pay for all parts and materials.
  4. Repair services shall not be provided to rebuild vehicles purchased for speculation or resale.
  5. Repair of vehicles owned by non-center Department of Labor and non-center Federal employees of operating agencies is prohibited.
- d. The proceeds from the sale of goods shall be credited to the cost category for the purchase of the materials.
  - e. Students shall not sell arts and crafts objects made with center provided materials for personal profit.
  - f. The sale of objects made with materials purchased by the student benefit fund is permitted only if proceeds accrue to the student benefit fund.

**R8. Taxation of Job Corps Contractors by States or Localities**

If state or local taxes are levied on a center or OA/CTS contractor, the contractor shall follow the procedures set forth in Appendix 504 (Taxation of Job Corps Contractors by States or Subdivisions Thereof).

**QUALITY INDICATOR (S)**

- |  |
|--|
| <p>Q1. Budgeting of expense is accomplished with reasonable accuracy.</p> <p>Q2. The program operates within its established budget.</p> |
|--|

## **5.8 ESTABLISHMENT OF JOB CORP CENTERS**

### **PURPOSE**

P1. To evaluate and select appropriate sites for new Job Corps centers.

### **REQUIREMENTS**

R1. Establishment of Job Corps Centers

The authority to initiate the following actions related to the establishment of Job Corps centers is reserved to the National Director, Job Corps:

- a. The determination that a center should be established, relocated, or expanded.
- b. Approval of the location and size of all Job Corps centers.
- c. The initiation of site evaluations. A site evaluation shall include:
  1. A market survey;
  2. An environmental assessment;
  3. A preliminary engineering evaluation of the condition and capacity of existing buildings, pavements, utility systems, major equipment, and all other real property components; and,
  4. A preliminary cost estimate for acquisition, rehabilitation, and new construction.
- d. The initiation of action to purchase or otherwise acquire new sites.
- e. Final approval of the design of new centers in accordance with Job Corps facility standards.
- f. Initiation of the construction of new centers.

R2. Notifications

Proposals to establish new centers must be approved by the Governor of the state in which the center is to be located. Notification of the Governor shall be by the Secretary of Labor. Governors shall be permitted 30 days from the date of notification to approve or disapprove the establishment of the center. Notice of disapproval shall be submitted in writing to the Secretary of Labor.

**QUALITY INDICATOR (S)**

Q1. Sites selected for Job Corps centers are suitable, appropriate, and cost-effective to meet program needs.

## 5.9 FACILITY STANDARDS

### PURPOSE

- P1. To ensure that centers provide adequate facilities to meet student needs and to achieve program goals.

### REQUIREMENTS

All persons involved in the design, construction, and rehabilitation of Job Corps centers shall adhere to the following standards:

#### R1. Legally Mandated Standards

##### a. Code of Federal Regulations

1. Safety and Health .....OSHA CFR Part 1926.62
2. Historical Preservation ..... 36 CFR Part 800
3. A/E Design Requirements ..... 48 CFR Part 36
4. Disability/Accessibility ..... 28 CFR Part 36
5. Life Safety Code ..... NFPA-101

##### b. Building Codes Used in the United States

Centers shall adhere to the most recent applicable Building Code adopted by the state in which the center is located, as follows:

1. BOCA (National Building Code)
2. UBC (Uniform Building Code)
3. SBC (Standard Building Code)
4. IBC (International Building Code)

#### R2. Job Corps Standards

##### a. Bathrooms

Bathrooms and showers shall be adequate in number, clean, brightly lit, odor-free, well ventilated, and adequately supplied.

b. Facilities

1. Residential buildings shall provide sleeping rooms, bath and lounge facilities, appropriate administrative spaces, and lockable storage space for student belongings.
2. Counselors shall be provided with private, secured offices with easy student access.
3. Laundry facilities shall be available for student use.
4. Recreational facilities shall include access to a gymnasium, multi-purpose recreation areas, and sports fields.
5. Academic buildings shall have adequate space for classrooms, computer labs, and learning resources.
6. Career training areas shall have classroom and shop space to satisfy the needs of each training program, and resemble the workplace to the extent possible.

c. Dining and Food Preparation

Cafeteria facility shall include a food preparation area, serving area, dining area, and storage areas.

d. Health Services

Medical/dental facilities shall include private medical examining rooms, a nurse's station, separate infirmary space for males and females, dental facilities, secure drug storage area, and consultation office.

e. Administrative Areas

Administrative areas shall include general office and meeting space.

f. Storage Areas

Center facilities shall include adequate, lockable storage to safeguard confidential records, supplies, equipment, and hazardous materials, and to secure excess property.



g. Child Development Centers

Child development centers and residential parent/child programs shall adhere to standards shown in Exhibit 6-9 (Facility Requirements for Child Development Centers and Residential/Parent Child Programs).

h. Furnishings

Furnishings shall be in satisfactory condition, adequate in number, and appropriate for their use.

**QUALITY INDICATOR (S)**

- |   |
|---|
| <p>Q1. Job Corps facilities meet all legally mandated standards and state and local building codes.</p> <p>Q2. Job Corps facilities are adequate to support the delivery of the Job Corps services.</p> |
|---|

## 5.10 FACILITY IMPROVEMENTS

### PURPOSE

- P1. To assess conditions and prioritize facility rehabilitation, construction, and maintenance needs.
- P2. To provide funds needed to effect facility improvements.

### REQUIREMENTS

#### R1. Facility Survey

The National Director, Job Corps shall:

- a. Arrange for a facility survey of each Job Corps center on a regularly scheduled basis.
- b. Use the facility survey as the principal document to establish funding requirements and priorities for construction and rehabilitation at Job Corps facilities.

#### R2. Design Review

The National Director, Job Corps shall:

- a. Arrange for the engineering support contractor (ESC) to manage the design and construction of identified funded deficiencies.
- b. Depending upon the complexity of the project, arrange for review and approval of plans, specifications, and cost estimates by the ESC at the 30%, 60%, and final stages of design.
- c. For approved construction or rehabilitation projects in which contracting responsibility has been delegated to a center, review and approve the center's recommendation for award.
- d. Ensure that all capital improvement projects, including VST projects that involve student labor and cost more than \$25,000, are accomplished in accordance with a set of professionally prepared plans and specifications. (See Section 3.13, Vocational Training)

### R3. Construction Requests

- a. Where the contracting responsibility for approved construction or rehabilitation has been delegated to a center, the center shall:
  1. Submit a recommendation for award of the construction contract to the National Director, Job Corps. The center's recommendation package shall include:
    - (a) Results of the bid opening
    - (b) Bid abstract
    - (c) Results of investigation of contractor recommended for award
  2. Receive the approval of the regional director before awarding the contract.
- b. Before engaging in facility rehabilitation, including VST projects, which meets either of the conditions listed below, centers shall seek and receive approval from the National Director, Job Corps. Requests shall be submitted through regional offices (or agency headquarters for CCCs), which shall forward the requests, with recommendations for modification or approval, to the National Director, Job Corps. Approval must be obtained if the project involves:
  1. Changes to any building structural system.
  2. Changes to major mechanical, electrical, plumbing, egress, or fire and safety systems.
- c. Projects to (1) construct new facilities, (2) rehabilitate existing facilities, or (3) repair or replace existing facilities shall be constructed in conformance with professionally prepared plans and specifications, in accordance with 48 CFR Part 36.

### R4. Emergency Repairs of Replacement

- a. Centers shall submit requests for emergency facility funding to regional offices (or to agency headquarters for CCCs), which shall forward the requests, with recommendations for their modification or approval, to the National Director, Job Corps.

- b. All requests for emergency funding shall include the following information:
  - 1. Description of the project.
  - 2. Estimated costs, including any equipment requirements, and the basis for estimate. For projects exceeding \$25,000, every effort shall be made to obtain three estimated.
  - 3. Method for accomplishing construction (i.e., subcontract or center staff).
- c. Where the failure to immediately effect a repair would seriously disrupt the program, place other facilities at risk, or jeopardize the health and well being of students, and where it is not possible to contact the national office staff with approval authority, regional directors may authorize the expenditure of funds to accomplish the repair.

**QUALITY INDICATOR (S)**

- Q1. Facilities are upgraded, improved, and repaired in a systematic fashion according to long-range plans.
- Q2. Facility improvements are accomplished in an orderly, timely, and cost effective manner.

## **5.11 FACILITY MAINTENANCE AND PROTECTION**

### **PURPOSE**

P1. To maintain center facilities in a safe, attractive condition.

### **REQUIREMENTS**

R1. Center Maintenance Program

Center operators shall maintain the buildings, grounds, roads, sidewalks, and equipment for which the center is responsible by implementing a center maintenance program that includes:

- a. Written preventive maintenance procedures, submitted to the regional office for approval within 90 days of contract award, in accordance with Exhibit 5-1 (Standard Operating Procedures). Qualified maintenance personnel available or on call 24 hours per day, 7 days per week.
- b. A tracking system that documents scheduled maintenance, work orders, and the amount of time taken to complete work.
- c. Procedures for obtaining assistance to handle specialized emergency problems beyond the scope of maintenance personnel.
- d. Procedures for completion of rehabilitation projects by maintenance staff, provided that such projects are not subject to the prevailing wage provisions of the Davis-Bacon Act, or, if subject to the Act, that the requirements of the Act are met. Centers shall document the reasons for classifying projects as not subject to the Act, or, if subject, the actions taken to assure compliance.
- e. Procedures for handling emergency maintenance problems.
- f. Provisions for qualified staff to supervise students performing maintenance work as part of an approved vocational training program or center support program.

R2. Limitation on Use of Maintenance Funds

Centers shall not use maintenance funds for capital improvement projects.

**R3. Inactive Center Facilities**

The National Director, Job Corps, shall be responsible for protecting and maintaining a center when it is closed, in accordance with GSA requirements.

**QUALITY INDICATOR (S)**

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|--|
| <p>Q1. Center buildings, grounds, roads, sidewalks, and equipment are clean, well maintained, and free of hazards.</p> <p>Q2. Facilities, equipment, and systems are maintained in operating condition.</p> <p>Q3. Center facilities provide a safe and attractive living and learning environment for students and staff.</p> |
|--|

## **5.12 ENERGY AND WATER CONSERVATION**

### **PURPOSE**

- P1. To promote energy and water conservation at Job Corps centers.
- P2. To reduce overall center operations costs by reducing energy and water use.

### **REQUIREMENTS**

#### R1. Energy and Water Conservation

Centers shall develop and implement written energy and water conservation procedures that include:

- a. Procedures to reduce building energy and water consumption.
- b. Procedures to reduce energy consumption by motor vehicles.
- c. Assignment of responsibility for energy and water conservation goals to key individuals.

#### R2. Reporting

Centers shall submit quarterly energy and water consumption reports to the national office through the regional office in accordance with Exhibit 5-2 (Plan and Report Submission Requirements).

### **QUALITY INDICATOR (S)**

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| <ul style="list-style-type: none"><li>Q1. Centers demonstrate energy and water conservation awareness.</li><li>Q2. Energy and water usage is reduced or contained.</li></ul> |
|--|

## 5.13 ENVIRONMENTAL HEALTH

### PURPOSE

- P1. To ensure students and staff work and live in environmentally healthy surroundings.

### REQUIREMENTS

- R1. Governing Regulations

Centers shall adhere to federal, state, local, and Job Corps regulations concerning environmental health.

- R2. Inspections

Centers shall:

- a. Ensure that routine environmental health checks are conducted by supervisions in residential and food preparation and serving areas on a daily basis.
- b. Ensure that routine environmental health inspections are performed by the center safety officer at least monthly in the following areas:
  1. Residential facilities
  2. Training facilities
  3. Food preparation and serving areas
  4. Water and wastewater treatment facilities, when not a part of a municipal system
  5. Child development center, where appropriate
- c. Arrange for quarterly environmental health inspections by qualified non-center personnel in the following areas:
  1. Food service facilities
  2. Residential facilities
  3. Training facilities



4. Water supply and distribution facilities, when not a part of municipal systems
  5. Wastewater treatment facilities, except for septic systems, which shall be inspected annually, and municipal sewer systems, which are exempt from this requirement
  6. Child development center, where appropriate
- d. Submit quarterly environmental health reports and necessary corrective action, simultaneously to the regional office and the Job Corps environmental health support contractor within 7 days of receipt. (See Exhibit 5-2, Plan and Report Submission Requirements.)
  - e. Retain records of weekly and quarterly inspections for 3 years.

### R3. Hazardous Materials Management

- a. Centers shall conform with federal, state, local, and Job Corps regulations regarding:
  1. Hazardous waste generation, storage, and disposal
  2. Polychlorinate biphenyls (PCBs) in electrical transformers
  3. Underground storage tanks
  4. Lead in drinking water
  5. Materials containing asbestos
  6. Chemical product storage, labeling, and usage
  7. Mercury in fluorescent lamps
  8. Evacuation of air conditioning and refrigeration units
- b. Centers that ship hazardous materials off center shall comply with regulations regarding packaging, labeling and spill response. Depending on the type of hazardous materials transportation activity at the center, certain sections of 49 CFR 180 shall apply.
- c. Centers that store or handle hazardous materials, such as flammable/combustible materials, acids, caustics, compressed gases, oxidizers, etc., shall comply with facility storage requirements and

operational procedures as stipulated in DOD 4145e19-R-1 and 1910.110 and 111.

- d. Centers that use hazardous or toxic chemical shall comply with the regulations of Emergency Planning and Community Right-to-Know Act (EPCRTKA) of 1986.
- e. Centers shall notify the Job Corps regional director and the Job Corps National Office when a release of hazardous substance occurs. A release includes any discharge, spill, or leak into the air, water, or land, as stipulated in 40 CFR 302.
- f. Each center operator, center director, and center safety officer shall coordinate and ensure that hazards posed through the use of all chemicals produced or imported by chemical manufacturers or importers, and used by Job Corps students/staff, are evaluated. Such information concerning chemical hazards shall be communicated to affected students and staff via a comprehensive Hazard Communication program. The center director or designee shall structure the Hazard Communication Program to include:
  1. Organization and ongoing maintenance of materials safety data sheets (MSDS) on all hazardous chemical products purchased by or used by the center.
  2. Clearly readable identifying labels securely placed on all incoming containers of hazardous chemical products, and such labels are not removed or defaced.
  3. Supervisor/instructor maintenance of up-to-date MSDS file for each hazardous chemical product used within their respective areas.
  4. Proper training and instruction delivered to all users of hazardous chemical products, including identification of such products and the specific hazard(s) associated with such products.
  5. An established and approved chemical products purchase list.
- g. Asbestos-containing building material (ACBM) not immediately removed shall be managed as part of an Asbestos Operation and Maintenance (O&M) Program, in conformance with the appropriate OSHA and EPA guidelines. Centers which include buildings containing ACBM must have an O&M Program which includes the following:
  1. Documentation, including copies of the initial asbestos survey report, subsequent ACBM surveys or inspection reports, and all

asbestos abatement records which shall be maintained on center in a centralized asbestos record depository.

2. Designation of an Asbestos Coordinator who shall be responsible for ensuring compliance with all asbestos regulations and policies. The designated Asbestos Coordinator shall receive initial training in asbestos Operations and Maintenance within 1 month of appointment. Training shall consist of minimum of 16 hours of both classroom and practical Asbestos O&M training provided by an EPA-accredited training provider.
3. Provision of a minimum of 2 hours of asbestos awareness training for all custodial and maintenance employees within 1 week of hire.
4. Annual refresher training for the Asbestos Coordinator and all custodial/maintenance employees. Documentation of training must be maintained in the central asbestos record depository.
5. Notification of the presence of asbestos within center buildings to all students and employees at least annually through a written notice or posting of a statement in the common areas of all buildings containing asbestos. The notice must contain a brief description of the location and type of ACBM, and the name and contact information for the designated Asbestos Coordinator.
6. Posting of asbestos warning signs in all mechanical rooms, crawlspaces, custodial closets, or other work areas where maintenance or custodial employees may come into contact with ACBM. Warning signs shall meet the requirements specified in 29 CFR 1910.1001, and shall be posted so as to be visible immediately upon entering the room or workspace.
7. Inspection of all ACBM in center buildings at least twice each year to verify the physical condition and identify any significant damage. Evidence of significant damage and/or other deterioration in physical condition which presents a potential health hazard must be reported to the Department of Labor Regional Safety Officer.
8. Review of all VST or center managed renovation projects by the Asbestos Coordinator to ensure that no ACBM will be affected by the proposed project. Under no circumstances are Job Corps students or staff to conduct asbestos abatement activities.

**R4. Food Handling**

Centers shall ensure that food handling practices meet state, local or US Public Health Service Food Codes, whichever is more stringent. All meat products shall meet US Department of Agriculture standards.

**R5. Pest Control**

Centers shall:

- a. Take adequate measures to control insects and rodents in all areas. Only pesticides that are safe for use in food service areas shall be used in food service facilities.
- b. Ensure pesticides are applied only by a licensed professional pest control contractor in food service, residential, and education facilities. The following information shall be obtained from the contractor and kept on file for at least 3 years:
  1. Name/type of chemicals used
  2. Amount of chemical applied
  3. Areas where applied and amount specific to location
  4. Date when applied
  5. MSDS for the chemicals used
- c. Ensure pesticides are not stored for usage on centers except those which are approved by EPA for use in landscaping and gardening projects. Proper training on storage, use, and application of these chemicals shall be provided to staff and students.

**R6. Unsanitary Conditions**

Centers shall ensure that staff and students are not required or permitted to reside, work, be trained, or receive services in buildings or surroundings that are unsanitary, hazardous, or lack proper ventilation.

## R7. Water Treatment

Centers shall ensure that when non-municipal water and waste treatment facilities are used, the following requirements are met:

- a. Water supplies meet center needs and satisfy EPA Primary Drinking Water Standards (40 CFR 14).
- b. Prior to construction or renovation, the standards or regulations of federal, state, and local health authorities are consulted. Renovation/building plans and specifications are sent to the national office, with a copy to the regional office, for review.
- c. Records are maintained showing the amount of water treated, amount of chlorine used, daily free chlorine residual, and other data pertaining to water treatment.
- d. All required bacterial and chemical tests are performed by state or local health authorities, with the exception of the daily routine residual chlorine test that is to be conducted by center staff.
- e. The center complies with the water quality and related standards of the state and with the standards established by the Federal Water Pollution Control Act 33 U.S.C. 1151 et seq.
- f. Records are maintained of the water/waste water treatment pursuant to standards set by the EPA and local authorities. Waste treatment problems are brought to the attention of the appropriate EPA coordinator and the regional office.
- g. Records of influent and effluent monitoring data are maintained as required by the plant's effluent monitoring data are maintained as required by the plant's effluent discharge permit and other data pertaining to waste water treatment.
- h. The analysis of all influent and effluent, as required by the discharge permit, is performed by a certified laboratory.

## R8. Bloodborne Pathogen Control Plan

Centers shall develop, implement, and maintain a Bloodborne Pathogen Control Plan which is in compliance with the OSHA a Occupational Exposure to Bloodborne Pathogens; Final Rule (29 CFR Part 1910.1030). The plan shall be submitted annually for review and approval to the regional office and, at a minimum, contain the following:

- a. Identification of job classifications where there is no, low, or high risk of exposure to blood or other potentially infectious materials.
- b. Explanation of the protective measures in effect to prevent occupational exposure to blood or other potentially infectious materials and a schedule and methods of compliance to be implemented.
- c. Procedures for evaluating the circumstances of an exposure incident.

#### R9. Food Storage

Centers shall ensure storage of food complies with the following:

- a. Storage areas protect food from the elements, fire, rodents, insects, organisms, and other causes of spoilage.
- b. Chemicals, soaps, and poisons are properly labeled in accordance with Hazard Communication Standard (29 CFR Part 1910.1200) and stored separately from food.
- c. Storerooms are well ventilated and food items are stored a minimum of six inches above the floor in a manner that protects the food from splash and other contamination and permits easy cleaning of the area. Exceptions are:
  1. Metal pressurized beverage containers and cased food packaged in cans, glass, or other waterproof containers.
  2. Containers stored on dollies, racks, or pallets provided such equipment is easily moveable.
- d. Storerooms are free of exposed or unprotected sewer lines, water lines (except automatic fire protection sprinkler heads), un-insulated steam lines, water heaters, refrigeration condensing units, or other heat producing devices.

#### **QUALITY INDICATOR (S)**

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|---|
| <ol style="list-style-type: none"><li>Q1. Centers meet federal, state, local, and Job Corps environmental health standards and food sanitation standards.</li><li>Q2. Residential and dining facilities are clean and neat in appearance.</li></ol> |
|---|

## 5.14 SAFETY AND OCCUPATIONAL HEALTH

### PURPOSE

To provide a training, living, and working environment that ensures the safety and occupational health of students and staff.

### REQUIREMENTS

#### R1. Safety and Occupational Health Program

Center operators shall establish and operate a safety and occupational health program in accordance with Appendix 505 (Job Corps Safety and Occupational Health Program). The center's program shall fully comply with current OSHA standards at 29 CFR 1910, and 1960, and with USDOL regulations, policies, and procedures. It shall include, but not be limited by, the following features:

- a. Appointment of a center safety officer who is properly trained in OSHA courses listed in Exhibit 5-4 (Required Staff Training).
- b. Development of an annual safety and occupational health plan.
- c. Investigation and reporting of accidents and injuries.
- d. Enforcement of safety and health rules and regulations.
- e. Conduct of safety inspections and initiation of corrective actions.
- f. Development of a safety recognition program.
- g. Establishment of safety committees.

#### R2. Safety and Occupational Health Plan

Center operators shall develop and submit an annual center safety and occupational health plan to the regional office for approval by February 15. Once the plan has been submitted and approved, only subsequent revisions shall be submitted for approval. Each safety and occupational health plan shall consist of the following elements at a minimum, and conform to Appendix 505:

- a. Center safety orientation
- b. Staff training
- c. Basic equipment for safety officers

- d. Personal protective equipment for students and staff
- e. Fire and safety plan and risk assessment plan
- f. Hazard communication plan
- g. Recreational safety (including water safety)
- h. Asbestos operation and maintenance
- i. Safety and Occupational Health Committee

**QUALITY INDICATOR (S)**

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|--|
| <p>Q1. Few safety and health hazards are cited during inspections by the center's safety officer, OASAM, regional safety and health manager, and during environmental inspections.</p> <p>Q2. Center management staff fully implements the annual safety and occupational health plans and actively promotes and maintains a safe and healthy living and working environment on center for students and staff.</p> |
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## 5.15 FLEET MANAGEMENT

### PURPOSE

- P1. To ensure accurate documentation and reporting of all contractor-operated Job Corps fleet information.
- P2. To inform the Job Corps community of the requirements for all contractor-operated Job Corps centers acquiring new or replacement vehicles and for returning General Services Administration (GSA) lease vehicles.

### REQUIREMENTS

#### R1. Goal Achievement

The National Office of Job Corps shall work continuously to reduce petroleum fuel consumption through the following measures:

- a. Increasing the number of alternative fuel vehicles (AFVs) in Job Corps' fleet.

Job Corps centers shall make every effort to attain AFVs when replacing existing fleet or when acquiring new leases.

- b. Maintaining oversight of all new vehicle acquisitions, replacements, and returns.
  - 1. Job Corps centers with a need to acquire or replace a vehicle must justify this need or action to the National Office of Job Corps.
    - (a) To acquire a new or replacement vehicle, the requesting center must submit the "Request to Lease a GSA Vehicle" form to the center's Project Manager (PM) for submission to the National Office of Job Corps (see Appendix 507). Information on AFVs that can be leased directly from GSA can be found at [www.GSA.gov](http://www.GSA.gov) in the most current Product Guide for Alternative Fuel Vehicles (AFV). Appendix 506 contains descriptions of alternative fuels and additional AFV resources.

**Note:** When acquiring new vehicles or renewing existing leases, the agency code "1680" should be used to complete all necessary paperwork.

- c. Reducing the consumption of petroleum fuel through efficient fleet policies.

Center operators shall examine their center's fleet to determine which vehicles are necessary for center operations. Vehicles that are being consistently underutilized (driven less than 800 miles per month) for 3 consecutive months should be viewed as candidates for return. In order to retain these vehicles, justification must be provided to the National Office of Job Corps, Division of Program Accountability and Support. **(Note:** There are no eligibility requirements for returning a vehicle to GSA.)

- d. Establishing fleet standards that will lead to more efficient operations.

Center staff shall acquire vehicles based upon the fleet standards established by the National Office of Job Corps. Replacing high fuel consumption vehicles with fuel-efficient vehicles.

Center operators shall examine which of their vehicles are high fuel-consumption vehicles and replace them with more fuel-efficient vehicles. Although vehicle returns may be made at any time, replacements must meet the eligibility requirements set forth by GSA. Vehicle replacements must follow the process outlined in Chapter 5, Section 5.15, R1.a. and Section 5.15, R1.b.

Vehicle replacement standards are the criteria used to determine whether a GSA-leased vehicle is eligible for replacement. This information is listed in Exhibit 5-5, Minimum Requirements for Replacing Vehicles Leased from the General Services Administration Prior to the End of the Lease.

- e. Providing GSA with annual fleet acquisition requirements.

Upon the announcement of GSA's annual solicitation for the fleet acquisition requirements for the upcoming fiscal year, each Job Corps center shall prepare its fleet acquisition requirements and send to its Project Manager by August 15<sup>th</sup> for approval. Acquisition requirements will be forwarded to GSA by the Project Manager. Appendix 508 – GSA Annual Fleet Requirements Spreadsheet should be used by centers to submit this information.

## R2. Standard Operating Forms and Procedures

Center operators shall ensure that:

- a. Centers have standard forms and procedures in place to document the vehicle information that must be reported to the National Office of Job Corps on a monthly basis. The National Office of Job Corps has developed standard forms to assist in the tracking of fleet information. The standard forms include Exhibit 5-6, Vehicle Log, and

## Exhibit 5-7, Vehicle Maintenance Log.

## R3. Reporting

Center operators shall ensure that:

- a. Fleet Managers are entering all vehicle information into the Job Corps Fleet Management System on a monthly basis.
- b. Vehicle information is reported by the 10<sup>th</sup> day of the current month for the previous month. This information must be recorded in the Job Corps Fleet Management System, located at <http://jcfleet.exceedcorporation.com>. The information entered into the system will assist the National Office of Job Corps with its reporting requirements.

**QUALITY INDICATOR(S)**

- Q1. Job Corps centers are steadily decreasing their use of petroleum fuel.
- Q2. Job Corps centers are using their vehicles effectively and efficiently.
- Q3. Job Corps centers are acquiring only AFVs where possible.
- Q4. Job Corps centers are tracking and reporting all fleet information accurately on a monthly basis.