

APPENDIX 501b
POLICIES AND PROCEDURES
FOR PY 2009
OUTREACH AND ADMISSIONS
OUTCOME MEASUREMENT SYSTEM

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2009

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 2009 Outcome Measurement Systems (OMS).

- A. **Overview.** 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) since they are the first to encounter prospective Job Corps students. Specifically, 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. **Changes in Appendix 501b.** In keeping with the National Director's mandate to preserve a stable Outcome Measurement System, no changes were made to the OA Report Card for PY 2009.

Provided below is a chart outlining the PY 2009 OA Report Card.

PY 2009 OA REPORT CARD			
Category	Definition	Goal	Weights
Quantity/Production – 45%			
Female Arrivals	<u>No. of Female Arrivals</u> Total Female Contracted Quota	100%	25%
Total Arrivals	<u>No. of Total Arrivals</u> Total Contracted Quota	100%	20%
Quality/Commitment – 55%			
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 <u>Code 5.2A within the first 45 Calendar Days</u> 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 <u>Program for 90+ Calendar Days</u> All Student Arrivals with the Opportunity to Stay in Program for at least 90 Calendar Days	85%	35%
			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, or quotas, 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.

The goals for the arrival measures are set at 100% of OA agencies contractual goals. Thus, if a region needs to adjust an OA agency’s input schedule to meet changing regional or center needs, this outcome measurement system provides the flexibility to do so, as the goals will remain at 100% of the newly assigned quotas.

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: 25%

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

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

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.** 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 High School Diploma (HSD) or GED (General Educational Development), or a CTT 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, such as policies, expectations, and center residential life, and for preparing incoming students to make a commitment to both 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 (ZT) 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 2009 would include all students who entered Job Corps between May 17, 2009 and May 16, 2010, as all these students had the opportunity to stay in the program for 45 or more calendar days by June 30, 2010.

Measure: The percentage of students in the pool who do not separate for a Level 1 ZT infraction under codes 05.1A or 5.2B within the first 30 calendar days or under code 05.2A within the first 45 calendar days. Level 1 ZT infractions are described in the Policy and Requirements Handbook (PRH) Chapter 3, Exhibit 3-1 and in the Introduction to Appendix 501.

Goal: The national goal is 98%.

Weight: 20%

Formula:
$$\frac{\text{No. of Student Arrivals in the Pool Who do Not Separate for a Level 1 ZT infraction Under Code 05.1A within the First 30 Calendar Days, or Under Codes 05.2B or 05.2A within the First 45 Calendar Days}}{\text{All Student Arrivals with the Opportunity to Stay in the Program for at least 45 Calendar Days}}$$

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 2009 would include all students who entered Job Corps between April 2, 2009 and April 1, 2010, as all these students had the opportunity to stay in the program for 90 or more calendar days by June 30, 2010.

Goal: The national goal is 85%.

Weight: 35%

Formula:
$$\frac{\text{No. of Student Arrivals in the Pool Who Stay in the Program for 90 or More Calendar Days}}{\text{All Student Arrivals with the Opportunity to Stay in the Program for at least 90 Calendar Days}}$$

- 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, more emphasis is placed on the commitment measures (weighted at 55%) than the production measures (weighted at 45%). Within the production measures, greater weight is placed on female arrivals (25%) to reinforce Job Corps' commitment to meet female enrollment goals. Within the commitment measures, greater emphasis is placed on the 90-day commitment (35%) than the Level 1 ZT 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 CTT 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 Requests for Proposals (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 Job Corps Data Center (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. They must also monitor performance, recommend corrective action as required, submit corrective action plans to Job Corps Regional Offices when appropriate, and implement 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 also 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.** 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; Help Desk services to the National Office of Job Corps and Regional Offices regarding OA agency data and reporting; and training and services to the regions on OASIS.