

November 3, 2010

DIRECTIVE:	JOB CORPS PRH CHANGE NOTICE NO. 10-08 AND RELATED PAG CHANGES
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TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL OFFICE STAFF
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: EDNA PRIMROSE
National Director
Office of Job Corps

SUBJECT: PRH and PAG Chapter 2, Sections 2.2, 2.4, 2.6, and 2.7: Health and Wellness, Safety and Security Training, and Customer Service Training

1. Purpose. (1) To revise and update the Policy and Requirements Handbook (PRH), and related parts of the Program Assessment Guide (PAG), regarding the health and wellness program; safety and security training for new students during the Career Preparation Period (CPP); and customer service training requirements as part of Career Success Standards; and (2) to provide a sample safety insert for the student handbook.
2. Background. National Office of Job Corps health and wellness staff and regional health consultants recently conducted a review of existing health and wellness policies and requirements. Based on this review, revisions were made to enhance the efficiency, productivity, and effectiveness of the health and wellness program. Consequent revisions included in Chapter 2 are listed below.

Centers are required to provide students with an introduction to center life during the CPP, which includes a number of topics outlined in PRH Chapter 2, Section 2.2, R1. One of these required topics is “safety and security (including water safety).” There have been several questions from the field regarding what information should be discussed as part of this topic. PRH changes outlined below are intended to clarify what information should be communicated to new students regarding “safety and security (including water safety).”

Note: We have included a separate document as an attachment to this directive that provides recommended topics to be used by staff to inform students of their roles and responsibilities regarding safety. There is no requirement to use this resource.

In 2002, Job Corps introduced Career Success Standards, a set of eight behavioral expectations in the areas of employability, social development, and independent living skills. These expectations apply to staff and students on center and are an essential part of the Job Corps curriculum to support student employability for career success. The National Office of Job Corps is now integrating a customer service training requirement into the Career Success Standards. In addition to improving students' opportunities for employment, the benefits of customer service training include improved student retention, more effective communication among staff and students, and increased overall student achievement.

3. Explanation of Changes. Highlights of PRH changes in Chapter 2, Career Preparation Period, are as follows:

- a. Revised Section 2.2, Introduction to Center Life, R1.b.7(b) by adding “and anti-bullying” to sentence.
- b. Revised Section 2.2, R1.b.11 by creating sub-bullets “(a) Trainee Employee Assistance Program,” and “(b) Disability Program (e.g., reasonable accommodation)” from the items in parentheses.
- c. Revised Section 2.2, R1.b.12 to define “safety as it pertains to eliminating or preventing hazards that may result in injury, illness, or death.” This has been further detailed with a list of basic topics.
- d. Added Section 2.2, R1.b.13 to define “security as it pertains to center culture, personal comfort, and well-being.” This has been further detailed with a list of basic topics.
- e. Revised Section 2.2, R1.d by adding “4. Disability Coordinator” and renumbering the list.
- f. Added Section 2.2, Quality Indicator 5 (Q5): “Students are familiar with the center’s occupational safety and health program.”
- g. Revised Section 2.4, Personal Counseling, R2.a by adding “A copy of this assessment will be submitted to the health and wellness center for review and inclusion in the student health record” after first sentence.
- h. Revised Section 2.4, R2.e by adding “and documentation” to sentence.
- i. Revised Section 2.6, Navigating the Labor Market, R2.j by adding “(e.g., including reasonable accommodation in the workplace)” to sentence.
- j. Revised Section 2.7, Career Success Standards, R3. Customer Service Training.

4. Explanation of PAG Changes. PAG Chapter 2 has been updated to reflect each of the PRH changes outlined above.

5. Action Required. Addressees are to ensure this Change Notice is distributed to all appropriate staff.
6. Effective Date. November 3, 2010.
7. Inquiries. Inquiries should be directed to Carol Abnathy at (202) 693-3283 or abnathy.carol@dol.gov, or Marsha Fitzhugh at (202) 693-3099 or fitzhugh.marsha@dol.gov.

Attachments

- A – PRH Cover
- B – PRH Chapter 2
- C – PAG Cover
- D – PAG Chapter 2
- E – Job Corps Center Safety Training Sample CPP Guide