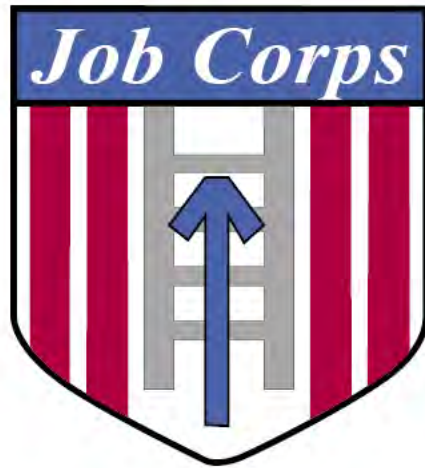


PROGRAM ASSESSMENT GUIDE



CHAPTER 6: ADMINISTRATIVE SUPPORT

October 1, 2013

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PRS Ratings Definitions and Scoring Scale
<i>Exceptional (8/9)</i>
Programs, procedures, and systems are well organized, clearly communicated, and administered to ensure quality delivery of all requirements and achievement of quality indicators. Innovative approaches result in program enhancements and improved outcomes. Through rigorous self-assessments and quality assurance, the operator safeguards program assets and maintains the integrity of program data.
<i>Very Good (6/7)</i>
Programs, procedures, and systems are consistently in place to ensure delivery of requirements and achievement of quality indicators. Some innovative approaches are employed to promote continuous improvement. A viable quality assurance plan ensures integrity and accountability of program assets and data.
<i>Satisfactory (4/5)</i>
Requirements and quality indicators are generally evident in applicable program areas with minor exceptions. A quality assurance plan is in place that demonstrates adequate controls to ensure integrity and accountability of program assets and data.
<i>Marginal (2/3)</i>
Requirements and/or quality indicators are missing or minimally evident in applicable program areas. Quality assurance is minimal resulting in inconsistencies in accountability and integrity of program assets and data.
<i>Unsatisfactory (0/1)</i>
Critical requirements are missing or minimally evident. Quality indicators are not achieved. The program lacks procedures and controls necessary to ensure compliance, quality, and data integrity.

Note: A glossary of acronyms is located at the end of the PAG Preamble.

6.0 OBJECTIVES

To ensure that students receive the support services and benefits necessary for successful participation in the Job Corps program.

To establish uniform systems to account for and document the participation and achievement of program participants.

6.1 STUDENT ATTENDANCE, LEAVE, AND ABSENCES

PURPOSE

- P1. To establish a uniform system to account for and document the whereabouts and participation of students during their Job Corps enrollment.
- P2. To establish criteria and systems to grant leave to students during their Job Corps enrollment.
- P3. To establish a uniform system to report and respond to unauthorized student absences.

REQUIREMENTS

R1. Student Attendance

Centers shall:

- a. Establish and implement a system that tracks and documents the whereabouts of each student, to include the following elements:
 1. Conduct a morning attendance check no later than one hour after a student's scheduled training day start time to establish present-for-duty status for all students. Documentation shall be authenticated by the signature of a staff member on the morning attendance check form.
 2. Maintain attendance records for all scheduled career development activities including on- and off-center academic and career technical training (CTT) classes, group activities, and off-center trips.
 3. Develop a procedure to document student arrivals and departures from the campus. Departure records shall indicate student destination, and estimated and actual time of return.
 4. Conduct, at a minimum, two bed checks each night for residential students.
 5. Develop a process for new enrollees, transfer students, nonresidential students, and students returning from off-center status, to sign in immediately upon their arrival on center.
- b. Report each student's duty status in the Center Information System (CIS) using the guidelines shown in Exhibit 6-1, Duty/Pay/Leave Status Chart, and the procedures stated in the CIS documentation.
- c. Document each pay/leave status change and the reason for such change in CIS.
- d. Maintain documentation of duty status for a minimum of three years.
- e. Establish and implement a system to encourage and promote regular attendance, and identify and remediate chronic absences, missed appointments, and tardiness.
- f. Monitor and document student attendance at off-center training activities, including work-based learning, off-center training (OCT), advanced career training (ACT), and other center-sponsored events.

Strategy:

- Review a sample of morning attendance-check reports to determine if the present-for-duty status is recorded for all students and reports contain staff signatures.
- Check the morning report from the residential area to ensure proper documentation of two nightly bed checks for residential students.
- Check the student sign-in process to ensure accurate, complete, and timely reporting for student arrivals and departures from the center. Determine if sign-ins are obtained for new arrivals, transfer students, nonresidential students, and students involved in off-center academic and CTT classes, group activities, and off-center trips.
- Review the standard operating procedure (SOP) pertaining to class attendance. Determine if the system addresses documentation of attendance, absence, and tardiness for on- and off-center classes, scheduled activities, WBL sites, and ACT. Determine if the process includes a system to address and remediate chronic absences, missed appointments, and tardiness.
- Review a sample of the attendance records to determine if all documentation is maintained for a minimum of three years. Ask the attendance clerk to explain the process of obtaining accurate and timely documentation from on- and off-center sites.
- Ask the Records Coordinator to demonstrate the system for recording information and verification documentation for pay/leave status changes in CIS and the filing system used to maintain hard-copy documentation, where necessary. Ask for an explanation of the storage and archive procedures for student leave and attendance records.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Authorized Absences

Centers shall:

- a. Designate, in writing, staff members who are authorized to approve student leave and passes.
- b. Grant breaks and leave to students based on the criteria shown in Exhibit 6-1.

Note: Leave shall not be granted as a means of artificially postponing the student's separation.

- c. Approve leave or overnight passes for minor students only with the written consent of the minor's parent or legal guardian. Pass consents must include, at a minimum, information specified on the Job Corps Parental Consent Form (see the forms.jobcorps.org website).
- d. Document all leave requested by students on a CIS leave request form. Each automated leave request form shall include justification, as appropriate, for the type of leave requested.
- e. Authorize overnight passes with the following restrictions:
 1. Only for periods that do not conflict with scheduled classes, unless an accommodation for a class schedule adjustment is approved for a student with a disability.
 2. For minors, only to destinations authorized by written parental consent.
- f. Report and maintain electronic copies of leave requests in CIS according to procedures shown in the CIS documentation and retain any supporting hard-copy verification documentation in the student's personnel file. Verification obtained from phone calls will be documented on the CIS leave form and will include: name of contact person, title, phone number, date of contact, and name and address of the facility.

Strategy:

- Review a sample of leave requests in CIS.
 - For minors, check files for parental consent forms and authorized destinations.
 - Using Exhibit 6-1, review leave requests to determine if authorized criteria are met for each type of leave/pass granted.
 - Determine if verification from phone calls was properly documented in the CIS record.
- Using the sign-in/sign-out log, identify a sample of students who signed out for overnight passes. Review the CIS leave/pass records for those students to determine if the absence was authorized and properly documented.
- Review CIS and EIS reports to identify any students that are exceeding limits for AWOL days, PDOF, etc.
- Review the sign-in log to verify the student's actual time of return. You may have to ask the team members who are reviewing residential and security to look at the logs.
- Ask the student Records Coordinator to explain the sign in/out process for leaves and overnight passes.
- Review the SOPs pertaining to signing in/out for leaves and passes.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Unauthorized Absences

Centers shall:

- a. Identify and report as AWOL any student who fails to return or report within three hours after the student’s scheduled training day start time. Report the AWOL within three hours of the student’s scheduled training day start time.
- b. If a student who was identified and reported as AWOL contacts the center with a credible and verifiable explanation, the student’s status may be changed to the appropriate leave category, effective the date of contact and receipt of documentation to support the status change.
- c. If a student who was identified and reported as AWOL returns to or reports to the center more than three hours after the student’s scheduled training day start time with no credible or verifiable explanation, the student remains in AWOL status for that day. The student may, however, participate in regularly scheduled activities for that day. Document in CIS case notes the student’s scheduled training day start time and actual report time, and include a printout of the Case Notes in the student’s personnel folder.
- d. Develop and implement procedures to locate and contact the student. Document retrieval efforts in CIS Case Notes and include a printout of the Case Notes in the student’s personnel folder.
- e. For minor students, contact the parents/guardian within 18 hours to inform them of the absence.
- f. Assist the student in arranging return transportation, at the student’s request and expense.
- g. Notify probation or parole officers, if applicable.

Strategy:

- Review a sample of sign-in logs to identify students who signed in more than three hours after the scheduled training day start time. For any students identified, check the student’s CIS file to determine if the student was reported as AWOL.
- In CIS, check a sample of records for students who show leave status changes. For those who were changed from AWOL status to another leave status, review the documentation to determine if the status change was appropriate. Determine if documentation supports the date of the status change.
- Review CIS Case Notes for students reported as AWOL to determine what AWOL retrieval efforts are documented. For minor students, check for documentation of parental notification.
- Review CIS for students with more than six consecutive training days in AWOL status. If the AWOL return date is the same as or one day after the leave return date, check the sign-in log to see if the student actually came back to the center, and check the Leave Request form in CIS to see if the reason for granting the leave was legitimate.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students can articulate the importance of regular attendance and understand the consequences of absences.

Strategy:

- Interview students. What happens when they have perfect attendance, poor attendance, or AWOL days? Who discusses attendance with them? Does anything happen to their pay when they are absent/AWOL? How is attendance linked to future employability? What happens when a student misses an appointment or social skills training? How many scheduled health/counseling appointments are missed?

- Review the student handbook. Does it clearly describe the center attendance policy? Review the student behavior policy. Are sanctions for poor attendance clear? How is student attendance monitored when students participate in off-center activities?
- Are instructors on time for classes? Do they model good attendance skills? How are instructors taking attendance?
- Review attendance records. Are they complete? Do instructors take attendance every day? Do records indicate that interventions are used when students do not comply with the policy? Are interventions consistent with the center’s behavior management policies?
- Review the methods used to manage unauthorized absences. Are students appropriately reported as AWOL? What procedures does the center use to contact AWOL students? Are attempts documented? Are parents contacted? Parole and probation officers?
- Review CIS and EIS reports to identify any students who were exceeding the limits allowed for AWOL days, PDOF, etc.
- Review counselors’ documentation of AWOL follow-up contacts and documentation via CIS Case Notes.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Staff actions encourage, support, and enforce center attendance rules.

Strategy:

- Observe staff around the center. Do they emphasize accountability for time and attendance as a workplace skill? Do they ask students who are wandering to show a pass?
- Review classroom attendance policies and practices. Do the policies and practices reflect that of the workplace? How are the policies/practices reinforced?

- Review lunchtime protocol. Are there staff members in the cafeteria? Do they frequent the recreational areas, smoking areas, and learning resource areas to encourage prompt attendance for the next period?
- Interview students. What have their career technical instructors told them about workplace expectations for time and attendance? What about residential staff, counselors, and the center Standards Officer? What is the incentive system for attendance?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. The center’s responsibility to safeguard minor students is achieved through granting leaves and passes in accordance with the limitations established by their parents/guardians.

Strategy:

- Ask students to tell you how a minor gets permission to get a pass.
- Determine which minor students were on pass the previous weekend; review their CIS files to verify the pass information. Ask to see records/logs regarding passes granted to minors. Are parental consent forms readily available?
- Review leave requests in CIS. Are they timely and do they include the items listed in PRH Exhibit 6-1?

	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.1 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
Average		Average	

6.2 STUDENT ALLOWANCES AND ALLOTMENTS

PURPOSE

- P1. To provide students with an allowance to defray the cost of incidental personal expenses while enrolled.
- P2. To establish a uniform system for issuing student allowances and transition payments earned through participation and achievement.
- P3. To provide a means for Job Corps students to defray the costs of dependent care during enrollment.

REQUIREMENTS

R1. Allowances

Centers shall:

- a. Issue pay allowances to students in accordance with the procedures specified in Exhibit 6-2.
- b. Ensure the physical security and financial accountability of payroll funds pending disbursement to students.
- c. Notify all students upon enrollment that they shall receive allowances as follows:
 - 1. Paid biweekly, in cash, for all days in paid status in amounts specified in Exhibit 6-2.
 - 2. For re-enrolled students, paid at base allowance levels as if they were newly enrolled (including students with prior fraudulent enrollments).
 - 3. For reinstated and re-established students, paid at their previous base allowance levels.
 - 4. Increases in base allowance levels paid as specified in Exhibit 6-2.
 - 5. Arrival pay in amounts as specified in Exhibit 6-2.
- d. Advise students that arrival pay, basic living allowance, transition payment, and other benefits are taxable and subject to withholding.
- e. Ensure that an income tax withholding form (W-4 form) is completed for each new enrollee as required by the tax code.
- f. Ensure that wage and tax statements (W-2 forms) received by the center from the Job Corps Data Center (JCDC) are immediately distributed to all enrolled students or forwarded directly to separated students.

Strategy:

- Review procedures pertaining to student allowance, allotments, and transition pay. Review the Student Handbook for clarification of the student financial system. Discuss with the

Records Coordinator how the center’s policies/procedures concerning allowance and allotments are communicated to the students.

- Review a sample of the student personnel files to determine if each contains signed documentation acknowledging receipt of arrival pay, W-4, and a CIS hard copy that supports that the center has been responsible in the maintenance and submission of accurate pay records. Review the Student Handbook for clarification of the student financial system. Ask the center’s finance department to provide a copy of the last corporate student payroll audit.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Transition Payments

- a. Outreach and Admissions (OA) contractors shall notify all applicants upon enrollment, and centers shall notify all students upon arrival that they may become eligible, at the time of graduation, to receive a transition payment as designated in Exhibit 6-2, to assist financially in the transition into the workforce.
- b. At the time of separation, students shall be notified that they must provide forwarding information to ensure proper delivery of the transition payments.
- c. Students shall be notified that failure to cash a received transition payment check or failure to report non-receipt of a check within 12 months of the date of separation will result in forfeiture of the payment.
- d. Students who re-enroll and subsequently graduate from the program are entitled to receive transition payment for those programs completed while enrolled in Job Corps according to the requirements stated in Exhibit 6-2 and are also entitled to the transportation benefits as shown in Exhibit 6-3.
- e. Centers shall disburse partial transition payments to graduated students at time of departure as shown in Exhibit 6-2.
- f. Students separated with reinstatement rights are entitled to receive their transition payments at the time of separation or may have these monies held in their accounts pending final separation.

Strategy:

- Review the center’s procedures pertaining to transition pay. Review a sample of student personnel files verifying that the appropriate amount was given at time of separation.

- Confer with team member reviewing OA and Career Preparation Period (CPP) to determine that the information regarding transition pay has been satisfactorily explained. Confirm this through student interviews and focus groups.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Advances and General Indebtedness

- a. Centers may issue personal advances to students to help satisfy pressing financial obligation(s), such as court fine, bail bond, clothing, or other personal needs. Such advances shall not exceed \$250 at any given time. A personal advance may be issued only upon determination by the Center Director or designee that: practical alternatives are not available to the student; failure to satisfy the financial obligation would unduly interfere with the student’s successful enrollment in Job Corps; and there is a reasonable expectation that the student will be able to repay the advance. The Job Corps Data Center will promptly reimburse a center for its disbursement of allowable personal advances to students.
- b. Centers shall ensure that the following instances of student indebtedness to Job Corps are promptly and accurately recorded in CIS and also documented and maintained in the student’s personnel records. Items of student indebtedness that must be recorded in CIS include:
 - 1. Personal advance.
 - 2. The cost of government-furnished travel needed by the student to return to the center from AWOL.
 - 3. The cost of government-furnished travel based upon misrepresentation by the student.
 - 4. Student’s share of dependent’s allotment.
- c. Students shall repay their indebtedness to Job Corps. Repayment of indebtedness recorded in CIS shall be initiated through automatic payroll deductions from basic living allowances. In no case shall indebtedness deductions from basic living allowances exceed 50 percent of the basic living allowance. For students separating from the program prior to full reimbursement of indebtedness, the

outstanding balance shall be collected automatically from any transition payment monies available at the time of separation.

- d. Centers shall recover Other Student Indebtedness as specified below and in R3.c. above.
 - 1. Reimbursement for lost or damaged government property, with total indebtedness against a student not to exceed \$500. Student reimbursement for property loss or damage shall not exceed 50 percent per pay period as a deduction against student’s basic living allowance. Center operators shall apply such student reimbursements as offsets to be credited to the contract or interagency agreement and used to repair and replace damaged property or for other allowable costs. Any balance remaining due from the student at time of separation may be deducted from any transition payment due to the student. Thereafter, any remaining balance due shall be treated as uncollectible.
 - 2. Center-imposed disciplinary fines may be collected from the student after the student receives his or her biweekly living allowance, not to exceed \$5 per pay period. Such fines shall be paid to the Student Benefit Fund. Disciplinary fines may not be collected from any source other than a student’s biweekly living allowance.

Strategy:

- Check the Student Payroll Deduction list against the actual deduction. Finance should have its own record/journal to verify that the student received at least 50 percent of his or her net earnings after deductions, and that no deduction is more than \$5.
- Ask the individual responsible for the distribution of student payroll to explain the collection process. Be sure they address center fines, restitutions, and deduction receipts.
- Review several personnel files of students who had payroll deductions to determine if there is documentation for all deductions. The documentation may be kept in finance.
- Survey/interview students to determine if they understand the pay system and transition pay eligibility.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Allotments

Centers shall initiate allotments for those students who desire to make a support payment for dependents in accordance with Exhibit 6-2 and the following criteria:

- a. An allotment may be initiated by a student who has a child(ren) who draws substantial support from the student. The student must provide proof of dependency.
- b. Allotment amounts shall be matched by the government at five times the amount of the allotment. Students may contribute \$5 or \$10 initially, and then increase the amount to \$15, if they choose, after a minimum of 57 paid days in the Job Corps program.
- c. Allotments shall be paid according to procedures specified in Exhibit 6-2.
- d. Students shall be advised that the basic living allowance and transition payment will be reduced by the amount of their designated allotment(s).

Strategy:

- Check the appropriate personnel files for required documentation.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATOR(S)

Q1. Students can explain the allowance system and the relationship of their achievements to the transition payment they may receive at separation.

Strategy:

- Review center procedures that provide information to students on the pay and leave policies. Interview students to see if they understand the policies. Review materials provided by the center during the Career Preparation Period. Do they explain the policies clearly?

- Interview instructors and CTS staff. Ask for their explanation of the pay, leave, and transition pay policies. Is it correct? How do they provide information to students on the system, especially transition pay?
- Interview students who are in the CPP, CDP, and CTS. Ask them to explain what they will be leaving with in terms of accomplishments and what transition services and pay they will receive when they leave the center. Did they receive information from their Admissions Counselor? Their instructors? CPP and CTS staff? Ask them what they are eligible for now and what they will be eligible for once they leave. Are they working toward graduate status partially as a result of the increased transition pay?
- Contact a number of students who left the center at a variety of different time periods. Find out if they have received their payments and how the process is working out.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students understand what they must achieve to be eligible to receive a transition payment.

Strategy:

- Review center procedures that provide information to students on the pay and leave policies. Interview students to see if they understand the policies. Review materials provided by the center during the Career Preparation Period. Do they explain the policies clearly?
- Interview instructors and CTS staff. Ask for their explanation of the pay, leave, and transition pay policies. Is it correct?
- Interview students who are in CPP. Ask them to explain what they will be leaving with in terms of accomplishments and what transition services and pay they will receive when they leave the center. Did they receive information from their Admissions Counselor? Their instructors? CPP and CTS staff? Ask them what they are eligible for now and what they will be eligible for once they leave. Are they working toward graduate status partially as a result of the increased transition pay?

- Contact a number of students who left the center at a variety of different time periods. Find out if they have received their payments and how the process is working out.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Students are aware of the requirements to avoid forfeiture of a transition payment.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.2 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4			
Average		Average	

6.3 STUDENT RECORDS MANAGEMENT

PURPOSE

- P1. To ensure accurate documentation of the services provided, skills acquired, and benefits provided to students.
- P2. To establish uniform systems for the maintenance and disposition of student records.
- P3. To ensure that a student’s right to privacy is safeguarded.

REQUIREMENTS

RI. Records System

Centers shall develop and maintain a uniform records system to accurately document and regularly update the following types of information, services, and accomplishments for each student during enrollment as specified in the designated chapter:

Administrative Records (enrollment data, allowances and allotments, leaves and absences)	Chapter 6
Career Preparation and Development Records	Chapter 2 Chapter 3
Health History and Services	Chapter 6
Personal and Social Development Records	Chapter 3
Career Transition Information	Chapter 4

Strategy:

- Review several active student personnel files to determine if the required documentation and forms are present. Check to see if each personnel file contains a signed Consent for Release of Information.
- Review separated student personnel files to determine if files include TARs, verified GED/HSD attainment, and placement verification.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Student Personnel File

Centers shall maintain for each student throughout enrollment a personnel file, which shall include the following documents:

- a. Folder Inventory Form
- b. Student Job Corps Data Sheet (ETA 6-52)¹ and required enrollment forms
- c. Record of Issue/Spent Clothing Allowance
- d. Designation of Beneficiary (SF 1152)
- e. Zero Tolerance for Violence and Drugs Certification
- f. All hard-copy verification documentation supporting pay and leave status, including parental pass consent for minors. Leave requests shall be maintained electronically in CIS.
- g. Informed Consent to Receive Mental Health and Wellness Treatment
- h. Equal Opportunity Notice (Exhibit 6-11)

Strategy:

- Conduct audit of files to ensure that all required documentation is present in the student's file.

¹Form generated through OASIS (Outreach and Admissions Student Input System). For forms requiring signature, a signed copy shall be maintained in the student personnel file.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Separation

At the time of a student’s separation from Job Corps, centers shall combine all necessary records pertaining to that student into a single record and store it in a central location on center. Records of separated students shall contain documents as specified below:

1. All records indicated in R2 above
2. Final Student Profile (ETA 640)
3. Health Record
4. Accommodation Record
5. Copy of official General Educational Development (GED) certificate or, if not applicable, passing scores, or high school diploma or high school equivalency credential earned while in Job Corps including final high school transcript(s) (if the student earned their diplomas from a center accredited as a degree-conferring high school). Supporting documentation will also include special education services, as applicable for students with documented disabilities.
6. Notice of separation from CIS. (No change)
7. TAR
 - a. For students who complete their program while using a paper TAR, the completed original TAR is required for the students’ permanent file.
 - b. For students assigned to an e-TAR, e-TARs will be stored electronically and will be available through the Center Information System (CIS/CIS3G).
 - c. The full e-TAR will be permanently stored in the data warehouse. In

addition, as a contingency measure, centers will keep a hard copy of the e-TAR summary page in the student permanent record file and credential attainment results (refer to Chapter 3, Section 3.2, R.6.b. and c.).

- 8. Tests of Adult Basic Education (TABE) – Answer Sheets (when the TABE is not administered online) or the Student Testing System (STS) Tickets. (No change)
- 9. Documentation supporting disciplinary separation. (No change)
- b. Provide a copy of the student’s Job Corps consent for release of information as part of ETA Form 652 to the Career Transition contractor within five working days of separation. Information from confidential files shall not be released to Career Transition contractors.
- c. Maintain the permanent student record on center for at least three years, at which time it will be retired to the Federal Records Center, as directed by the Regional Office.

Strategy:

- Review several separated student personnel files to determine if the required documentation and forms are present. Review the SOP pertaining to archiving student records. Have the Records Coordinator explain and show you the archive process.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Student Death

In the event of a student’s death, centers shall forward the entire record to the National Office of Job Corps within 10 days. The record shall include the sealed health record, death certificate, relevant counseling notes and records, and autopsy and chemical analysis report, if received.

Strategy:

- Review the procedures pertaining to student death.

➤ Ask the Records Coordinator to explain the process.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Confidentiality of Student Records

Centers and Outreach and Admissions/Career Transition Services (OA/CTS) contractors shall safeguard and ensure the confidentiality of student personal information contained in records as well as verbal and written communications, in accordance with federal,

state, and local law, and as specified in Appendix 601 (Student Rights to Privacy and Disclosure of Information) and Appendix 607 (Transmission, Storage, and Confidentiality of Medical, Health, and Disability-Related Information).

Strategy:

- Review the SOP that pertains to confidentiality of student records to determine if all requirements are addressed. Ask the Records Coordinator to explain and show the system used for sharing personal information.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Access to Student Records

Centers and OA/CTS contractors shall provide students and parents/guardians of minors with access to their records on request. Access to medical records can be denied in accordance with the Notice (Exhibit 6-10) and Authorization (Chapter 1, Exhibit 1-3).

Strategy:

- Review the SOP pertaining to records accessibility. Ask the Records Coordinator to explain the policy.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Release of Information

Centers and OA/CTS providers shall respond to requests from former students or third parties for information concerning their enrollments upon receipt of a written, signed release of information, and in accordance with provisions of Appendix 601. This shall apply as long as the center has custody of the record.

Strategy:

- Review the SOP pertaining to the release of information. Ask the Records Coordinator to explain the policy. Review the Student Handbook and Career Preparation presentation to determine if disclosure of information and privacy are adequately addressed.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R8. Freedom of Information Act Requirements

Centers and OA/CTS contractors shall respond to requests for disclosure of personal information about students in accordance with the Freedom of Information Act as specified in Appendix 601.

Strategy:

- Review the SOP pertaining to disclosure of information. Ask the Records Coordinator to explain the policy.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R9. Subpoenas for Student Records

Centers and OA/CTS contractors shall forward all subpoenas to produce a student record or to testify regarding a student record to the Regional Office.

Strategy:

- Review the SOP pertaining to subpoenaing student records. Ask the Records Coordinator to explain the policy.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students and staff understand and respect confidentiality of student information.

Strategy:

- Observe and listen during meetings and informal conversations for discussions of individual student issues in the hallways, cafeteria, and other areas where they can be heard.
- Interview staff and students concerning confidentiality. What does staff do to protect the confidentiality of the students? What measures does the center take to protect the confidentiality of student information? Are student records adequately secured?
- Review procedures for releasing student information. Review files for subpoenas and requests from parents, employers, and other non-Job Corps individuals. Have the requests been processed as required?
- Review files for timeliness. How long does it take the center to respond to requests? Has it submitted subpoenas to the Regional Office for review in a timely manner?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Requests for information are responded to in a timely and professional manner.

Strategy:

- Ask the staff person who serves as the Disclosure Officer for the file containing requests for information.
- Review the request-for-information file. Are requests handled in a timely fashion? Is center-originated correspondence appropriate?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Student records accurately identify and document student progress and achievement.

Strategy:

- Use some of the student profiles pulled for review. Ask the teachers to pull student files and check to see if documentation of student progress is accurate and reflects student achievement. Does documentation in the record reflect individual progress as proposed in the student PCDPs?

- Determine if staff and resources are available to ensure reliable and accurate student data and record management.
- Interview staff. How do they share information about students in the students' records? Is it done electronically?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.3 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4			
R5			
R6			
R7			
R8			
R9			
Average		Average	

6.4 STUDENT ENROLLMENTS, TRANSFERS, AND SEPARATIONS

PURPOSE

- P1. To establish a uniform system that enables centers to enroll new students and account for the transfer of students from one Job Corps center to another.
- P2. To establish criteria for the transfer of students between centers.
- P3. To establish a standard system that clearly defines the types of separation codes to be used for recordkeeping and data processing at the end of a student’s enrollment in the program.

REQUIREMENTS

R1. Enrollments

Centers shall:

- a. Accept for enrollment all assigned new or transfer students who arrive at the designated arrival point or who report to the center. Students who depart for the assigned center on government-furnished transportation and do not reach the center are not considered arrivals.
- b. Upon arrival, enroll the student by creating a student record in CIS in accordance with procedures in the CIS documentation. The enrollment date is the scheduled date of departure, provided that the student followed his or her travel itinerary. If the student intentionally changed the itinerary, the date of enrollment shall be the date of arrival on center.

Strategy:

- Compare the departure date on the student’s travel itinerary with the enrollment date.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Transfers

Centers shall:

- a. By mutual agreement with another center and with notification of the Regional Office, arrange for the transfer of a student, including travel arrangements, if the student meets one or more of the following conditions:
 - 1. Is interested in and qualified for a training program not available at the current center.
 - 2. A change in environment or associations for the student will enhance the chances for graduation.
 - 3. Appeal of a disciplinary discharge is upheld and the Regional Director requests a transfer.
 - 4. Has medical needs that cannot be met at the current center and facilities and services are available at another center.
- b. The transferring center remains accountable for the student until the day he or she arrives at the receiving center.
- c. If student is receiving or has received medical services, including mental health, oral health, and TEAP, the transferring center will provide a legible or typed summary note on student’s current status, medication, and treatment compliance at least two weeks prior to student arrival. The student health record must arrive at the time of student arrival.
- d. Original centers must provide student files to the receiving center in the case of readmitted students.

Strategy:

- Review the procedures pertaining to student transfers.
- Ask the Records Coordinator to explain the transfer process.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Enrollment Extensions

Center shall:

- a. Grant extensions of up to one additional calendar year of enrollment (not to exceed three calendar years total) to students enrolled in designated advanced programs (Advanced Career Training [ACT] or Advanced Training [AT]).
- b. Request Regional Office approval to extend a student’s two-year enrollment limit for up to six months for the student to qualify for graduation. Maintain documentation of approval in the student’s personnel folder.

Strategy:

- ACT/AT students should have written documentation (form letter) that notes the date and reason for the Center Director granting the extension; all others must have DOL approval.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Separations

- a. Centers shall establish an orderly system to process students separating from the Job Corps program that includes at a minimum:
 - 1. Update of all student accomplishments in CIS, including attainment of General Educational Development (GED) and/or career technical completion.
 - 2. Documentation of the reasons for the student’s separation approved by the Center Director or designee, with the documentation filed in the student’s personnel file.
 - 3. Arrangements for transportation for the student to the appropriate destination.
 - 4. Notification of the parents/guardians of minor students regarding the student’s separation status, date, and scheduled time of arrival home. Such notification must be documented.
 - 5. A system to provide separating students with originals of any earned credentials, documentation of accomplishments, and contact information

- for Career Transition Specialists and support staff at the student's destination.
6. Assignment of the student to a Career Transition Services provider in the locale to which the student will return.
 7. Written notification to the student of name, location, and phone number of Career Transition Services providers.
 8. Notification and transmission of student separation data to the Job Corps Data Center within two working days of the student's separation, in accordance with procedures in the CIS documentation.
 9. Verification and update of student address and alternate contacts.
- b. Each student's separation status and eligibility for Career Transition Services shall be determined automatically by CIS based upon data entered regarding the student's accomplishments while enrolled, and in accordance with criteria shown in Chapter 4, Section 4.2, and Eligibility for Services.
- c. Centers shall enter separation codes for students in accordance with the following definitions and separation codes listed in the CIS documentation:
1. Orderly Separation – Student has separated as scheduled and none of the following codes apply.
 2. Maximum Benefits Separation – Formal determination has been reached through the student performance evaluation process and approved by the Regional Director that the student has achieved as much benefit from the Job Corps program as his or her abilities will allow. See Appendix 608 (Maximum Benefits Separation).
 3. Resignation Separation – Student freely decides to quit Job Corps. Resignations must be accepted at any time a student requests unless he or she is pursuing it as a means of avoiding a disciplinary discharge. Students in AWOL status may not resign unless they return to center, or the student's duty status is changed from AWOL to another leave status in accordance with criteria enumerated in Exhibit 6-1.
 4. Disciplinary Separation – Student has committed a behavioral infraction or has an accumulation of behavioral infractions of such gravity that it disqualifies him or her from further enrollment in Job Corps.
 5. Medical Separation – Student is no longer able to participate in Job Corps due to medical, dental, or mental health reasons; documentation of the student's medical condition must be provided. If at the time of medical separation, the student is determined to be eligible for reinstatement once the medical condition is resolved, the student is then separated as a Medical Separation With Reinstatement rights (MSWR), and may be reinstated within 180 days.
 6. Withdrawal of Parental Consent Separation – The legally responsible parent/guardian withdraws permission/consent for enrollment of a minor

student. The center must verify and document that the requesting parent has legal responsibility for the student.

7. Death Separation – Student dies while enrolled in Job Corps.
8. Fraudulent Enrollment Separation – A determination has been reached, with the approval of the Regional Director or designee, that the student was ineligible for enrollment or that he or she became enrolled as the result of a significant screening error.
9. Absent Without Leave (AWOL) Separation – A student is in AWOL status in excess of six consecutive training days, or 12 non-consecutive training days in a six-month period. The effective date of separation is at three hours after the student’s scheduled training day start time on the seventh or 13th day of absence, as applicable. The summer and winter breaks are considered paid non-training days. For students in AWOL status at the onset of the break, the count of AWOL days will be suspended and will resume on the first training day following the break. **Note:** If a student in AWOL status for six consecutive training days or 12 non-consecutive training days in a six-month period, reports on the seventh or 13th day (as applicable) within three hours of their scheduled training day start time, the student will not be separated as AWOL.
10. Administrative Separation With Reinstatement (ASWR) – For temporary or anticipated long-term center closure when designated by the Regional or National Office, and for students who are called to active military duty and must temporarily suspend their participation in Job Corps.
11. Withdraw HIPAA Consent – If the student or parent/legal guardian of a minor student revokes the HIPAA consent.

Strategy:

- Review the SOP pertaining to student separations. Compare the date on the CIS termination edit sheet to the actual separation date to determine if they are the same. Review the personnel files of separated students to determine if correct codes were used, adequate documentation to justify the separation is available, copies of all earned credentials and accomplishments were given to the student, and the CTS contractor was contacted. Review the student’s personnel file to determine if there is documentation that identifies the parent/guardian and that they have legal responsibility for the student.
- Compare the name, and if possible the signature, of the requesting parent to the name/signature on the ETA 6-52 and Parental Consent form.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Re-enrollments

Centers shall effect reinstatements or re-establishments of students according to the following:

- a. Reinstatement shall be used to expedite the return to active participation of a student who was separated for medical reasons with reinstatement rights (MSWR) or administrative separation with reinstatement rights (ASWR). Reinstatement is a resumption of the previous enrollment, not a new enrollment. Reinstatement is effective the date the student physically reports back to the center. To qualify for reinstatement under MSWR, the student must:

- 1. Return within 180 days from separation date.
- 2. Provide documentation showing resolution of the medical condition (including medical, mental health, oral health, alcohol, or drug abuse conditions) and ability to participate in the program.

To qualify for reinstatement under ASWR, the student must:

- 1. Return within 12 months from separation date.
- 2. Provide appropriate military documentation, if the separation reason was a call to active duty.

- b. Re-establishment shall be used, with approval from the Regional Office, to return to active participation a student who:

- 1. Received disciplinary discharges that are overturned by the Regional Office.
- 2. Was separated due to arrest for a felony or misdemeanor charge and was later exonerated.
- 3. Was separated because of clerical error.

Re-establishment is a resumption of the previous enrollment, not a new enrollment. Re-establishment is effective the date the student physically reports back to the center and must be documented in the student’s personnel file. For re-established students who were separated because of clerical errors, the student will be retroactively placed on paid leave under the Not Present for Duty – Separation in Error leave type as indicated in Exhibit 6-1. For re-established students who were separated because of disciplinary charges or due to an arrest, the student will be retroactively placed in a Not Present for Duty – Disciplinary Overturn leave type, in either paid or unpaid status, as determined by the Regional Office.

Strategy:

- Review re-enrollment records to ensure proper procedures were followed.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATOR

Q1. Student separation transactions are processed in a timely and accurate manner.

Strategy:

- Obtain a listing of students who are separating during the week. Get a copy of the center’s operating procedure for separation. Select a few students and follow the separation process to see if procedures, time frames, and data recordings are accurate and timely.
- Interview students who are completing and/or those who separated/completed within the past three months to determine if the center identified the students’ transitional needs and assisted in providing strategies to meet identified needs.
- Check the center’s operating procedures to determine what copies of documents students are to receive when they leave; ask each department how they provide the documents.

- Review the files of students separated as Maximum Benefits Separation. Do records indicate the student achieved the maximum level in training that Job Corps could provide in both career technical training and education? Did the center make every effort to support the student in completing their training?
- Review transfer records. Were students transferred for appropriate reasons?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.4 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2			
R3			
R4			
R5			
Average		Average	

6.5 STUDENT CLOTHING

PURPOSE

- P1. To ensure that students are adequately clothed to participate in the Job Corps program.
- P2. To assist students in building a wardrobe that will be suitable for their chosen career fields.

REQUIREMENTS

R1. Student Clothing

Centers shall:

- a. Issue, at no cost to the student, uniforms, specialized and safety equipment, and clothing necessary for a student to participate in career technical training. Such clothing and equipment shall meet safety and health requirements and industry standards so that the student is able to function comfortably and effectively in all weather conditions.
- b. Issue, but retain as government property, such clothing and safety equipment that is determined to be serviceable and that can be sanitized.
- c. Issue, for retention by the student, safety shoes and other items that cannot be sanitized.

Strategy:

- Review procedures. Do they comply with PRH requirements? Check student’s file to ensure the student is receiving adequate allotment.
- Determine the cost to students for CTT uniforms, and the percentage paid by the center. Compare this information to the SOP.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Cash Clothing Allowance

Centers shall establish a system to provide clothing allowances for students in the amounts indicated and according to the time schedule shown below:

Time Period	Amount
Between 30 and 90 days	\$100
Between 90 and 270 days	\$100 additional
Between 270 and 365 days	\$117 additional
TOTAL FOR YEAR 1	\$317
Between 14 and 18 months	\$103 additional
TOTAL FOR YEAR 2	\$103
Between 26 and 30 months	\$103 additional
TOTAL FOR YEAR 3	\$103

The first cash clothing allowance for students shall be used by centers, rather than provided directly to students, to purchase or supply to students the uniform(s) required for student participation in academic and career technical training. Subsequent cash clothing allowances for students, after the initial one, shall be given to the students in the form of cash or coupons for shopping off center for appropriate clothing.

- a. Students transferred to advanced programs before the end of the first year of enrollment shall receive the balance of the first year cash clothing allowance prior to transfer. Students transferred after the start of the second year of enrollment shall receive the balance of the second year cash clothing allowance prior to transfer.
- b. For students reinstated less than one year after the prior separation, the amount of clothing allowance previously provided shall be subtracted from the maximum allowance authorized during the current enrollment. Students reinstated after one year shall be considered new enrollees for clothing allowance purposes.

Strategy:

- Review procedures pertaining to the issuing of cash clothing allowances. Review the CIS for documentation of cash clothing allowances.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Emergency Clothing

Centers shall provide for emergency clothing needs and deduct the amount provided from the student’s clothing allowance.

Strategy:

- Review the SOP pertaining to student clothing allowance. Ask the student Records Coordinator to explain the policy. Review the Student Handbook and other materials pertaining to the purchasing of clothing.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Dress Code/Clothing Selection

Centers shall develop a Student Dress Code that reflects center policy regarding appropriate dress as well as the Job Corps Student Dress Standards. Outreach and Admissions staff must include each center’s specific dress code and use of uniforms as part of their presentation to applicants on Job Corps policies and requirements. The dress code should be published in each center’s Student Handbook and include the following minimum expectations for general student, academic classroom, career technical classroom, and off-center dress:

- a. General Student Dress Standards
 - 1. Pants must be appropriate in size and worn at the waist at all times.
 - 2. Clothing depicting violent or nude scenes, and clothing bearing profanity, references to drugs and alcohol, or otherwise provocative or inappropriate slogans, will not be permitted at any time.
- b. Academic Classroom Dress Standards
 - 1. To allow students the opportunity to use the clothing in real work situations, the academic uniform should be without a center logo, a Job Corps logo, or any type of printing.
 - 2. Shoes are to be neat, clean, laced and tied, and free of graffiti or markings.

- c. Career Technical Skills Classroom Dress Standards
1. If career technical skills uniforms are issued, they should always be worn during career technical class hours.
 2. Uniforms will be neat and clean, without tears or holes, and free from markings.
 3. Pants will be belted, properly fastened, and worn at the waist.
 4. Clothing must be appropriate in size and worn at the proper body position. No undergarments of any kind may be visible.
 5. Shoes will be issued with regard to safety issues. Where safety shoes are not required, the choice of shoes will be a standard that would appear in the workplace for that particular vocation. All footwear will be clean, polished, tied, and free of graffiti or markings.
 6. For business vocations (e.g., business clerical, accounting technician, medical records assistant, computer repair, retail sales), either the academic outfit or career technical uniform (if issued) may be worn. Acceptable vocational (business) attire includes: business dresses (knee length), dress pants (worn at the waist), business shirts, pant suits, or skirts (knee length). Shoes are to be clean, polished and tied, and free of graffiti or markings.
- d. Off-Center Activities Dress Standards
1. Students are expected to represent themselves as models and representatives of the center, the Job Corps program, and the Department of Labor. All elements of the dress standards will apply (see those described in R4.a–c above).
- Centers shall provide guidance to students regarding appropriate types of clothing for the workplace in their chosen fields, and centers shall ensure that purchases made by students with their cash clothing allowance are for interview- and work-appropriate clothing.

Strategy:

- Review the Student Handbook description of the dress code to determine if it complies with PRH standards. Observe student attire. Do standards appear to be uniformly enforced? Does staff provide guidance to students? How?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Documentation

Centers shall maintain records and receipts in each student’s personnel file for each clothing purchase. Such records shall include a signed receipt for all clothing allowances issued to the student. Form ETA 6-105 may be used for this purpose. The purchased amount shall be entered into the student’s record in CIS.

Strategy:

- Determine if there are ETA 6-105s (or like documents) signed by the student, along with the appropriate sales receipts available in the student personnel folder for each clothing issue.
- Determine if there is a CIS hard copy that supports that the center has been responsible in the maintenance and submission of accurate clothing allowance records.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Inventory

Centers shall:

- a. Conduct and record an inventory of clothing and other personal effects when a student enters the residential program, and update the inventory after each clothing issue or purchase.

- b. Inventory and secure a student’s clothing and personal effects when the student is absent from the center without permission for more than 24 hours.

Strategy:

- Review the student personnel file to determine if initial clothing inventory forms are present.
- Ask residential staff to explain the policy for inventory of personal effects. Does the residential staff update the inventory after each clothing issue or purchase?
- Ask residential staff to explain the policy for securing personal effects. Who is responsible for securing these items? When are the items secured?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Welcome Kit

Upon arrival, centers shall provide each residential student with the following personal items at no cost to the student:

- a. Towels and wash cloths
- b. Laundry bag
- c. Toiletries

Strategy:

- Review welcome kit contents provided by the center. Review the Business Management Plan (BMP) for the proposed kit.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students are able to describe appropriate attire for their career fields.

Strategy:

- Interview students. Ask about attire for their trade and what they will be expected to wear when they begin work. Can the students tell you where to get the clothing and how much it costs?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Student clothing purchases are appropriate for career and leisure time needs.

Strategy:

- Interview students. Are they purchasing the appropriate clothing now that emulates workplace standards? Ask to see the clothing they have already purchased for their career.
- Review residential folders for additions of new clothing to the student’s personal belongings inventory.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Center recordkeeping systems appropriately account for disbursement, receipt, and proper expenditure of clothing allowance funds.

Strategy:

- Review the process for maintaining clothing inventories. Does it match the operating procedure related to clothing purchase and inventory?
- Review the procedure for giving students funds to complete clothing purchases.
- Are students responsible for those funds? How does the center account for the funds?
- Look at the ETA 2110 for this line item and check for accuracy with regard to on-board strength, etc.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q4. Student clothing inventories accurately reflect student belongings.

Strategy:

- Check several students' inventory against their belongings. Do they match? Is the inventory current?

- Evaluate reported thefts of personal belongings that were submitted as student claims to the Regional Office.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.5 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4		Q4	
R5			
R6			
R7			
Average		Average	

6.6 STUDENT TRANSPORTATION

PURPOSE

P1. To establish a system to provide students with economical and expedient transportation while enrolled in the program.

REQUIREMENTS

R1. Government-Furnished Transportation

Centers shall provide Job Corps students with government-furnished transportation in accordance with procedures issued by the Regional Office, under the conditions and circumstances shown on Exhibit 6-3 (Student Transportation).

Strategy:

- Use the active and terminated student audit sheets and/or the Accountability History Roster to identify furnished transportation; review the appropriate personnel files for copies of signed ETA 6-105s, initial Travel Itinerary/Authorization, Leave Request forms, signed receipt/form for any meal allowance given, and CIS hard copies for each transportation allocation.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Travel Costs

Centers shall develop a system to provide economical transportation to students while enrolled that includes the following features:

- a. Use of federal credit cards or other means as prescribed by the Regional Office to assure students arrive at their scheduled destinations using the safest, most economical mode of travel.
- b. Provide the student with \$5.00 for each meal period that is missed due to travel.

Strategy:

- Review procedures pertaining to student transportation. Ask the student Records Coordinator to explain transportation and meal allowance procedures. Review appropriate personnel folders of students who received a meal allowance for signed document acknowledging the receipt of meal money.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Unused Ticket Recovery

Centers shall develop a system to promptly identify and report any unused, lost, or stolen travel tickets in accordance with Regional Office direction. Such tickets shall be returned to the issuing agency for credit to the government-travel account. When tickets are not returned or used, the center shall document the amount of the ticket that is to be deducted from the student’s allowance.

Strategy:

- Ask the student Records Coordinator to explain the recovery process.
- Review the student’s personnel file for a hard copy of a CIS screen that supports the deduction was accurately and timely entered.
- Review the Unused/Lost Ticket Log to verify appropriate tickets are recorded and the government account is being credited.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Local Transportation

Centers shall:

- a. Provide transportation to and from the center daily for nonresidential students.
- b. Provide transportation to and from the center’s designated arrival point for students using government-paid transportation.
- c. Provide transportation for students to and from off-center training, work-based learning, and off-center activities.

Strategy:

- Collaborate with the team members who are reviewing WBL and center vehicles to determine if adequate transportation is furnished.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Staff Travel

Centers shall ensure that staff travel expenses for escorts and other purposes are paid from center operating funds.

R6. Transportation for Dependent Children

Centers shall provide government-paid transportation to and from home to children who participate in Job Corps Residential Parent/Child programs. Such transportation shall be authorized to the same extent as it is allowed for their parents.

R7. Student Vehicles

Centers shall not permit residential students to keep personal vehicles at Job Corps centers.

QUALITY INDICATORS

- Q1. Unused student travel tickets are recovered and credited to the government account.

Strategy:

- Review student transportation ticket records. Is there documentation that unused, lost, or stolen tickets are reported as required by the Regional Office?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Travel arrangements do not require students to travel in unsafe situations.

Strategy:

- Review the travel scheduled during the week. Look at the itinerary for students.
- How late are they arriving? How many connections are necessary? Are there long periods of time between connections?
- Interview students about their travel experiences.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.6 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3			
R4			
R5			
R6			
R7			
Average		Average	

6.7 FOOD SERVICE

PURPOSE

- P1. To ensure that students receive well-balanced, nutritious meals that enable them to remain healthy throughout their participation in the program.

REQUIREMENTS

RI. Food and Nutrition

Centers shall provide food services to students, to include:

- a. Meal service
 1. Provide three meals per day, except on holidays and weekends, when two meals are acceptable. In lieu of the third meal, healthy snacks shall be available to students on weekends and holidays.
 2. No more than 14 hours shall elapse between meal services.
 3. Meals shall be planned using a minimum of a 28-day cycle cafeteria menu.
 4. Meal service shall be consistent with schedules for work-based learning, off-center activities, late arrivals, etc.
- b. Food options
 1. Students shall receive a minimum of two choices of meat or non-meat protein sources at both lunch and supper.
 2. Students shall receive a minimum of the following daily:
 - (a) Five choices of fresh or frozen vegetables and/or fruits.
 - (b) Four servings of grain products.
 - (c) Low-fat and/or fat-free milk and dairy alternatives and water shall be available at all meals.
 3. Centers shall offer meals and food items that meet the dietary needs and desires of a diverse population, including ethnic, vegetarian, and low-fat alternatives.
- c. Nutrition
 1. Meals shall reflect the definition of a “Healthy Diet” as described in The Dietary Guidelines for Americans. Meals shall:
 - (a) Emphasize fruits, vegetables, whole grains, fat-free or low-fat milk and milk products, and dairy alternatives.
 - (b) Include lean meats, poultry, fish, beans, eggs, and nuts.

- (c) Be low in saturated fats, trans fats, cholesterol, salt (sodium), and added sugars.
- 2. Portion sizes shall reflect recommendations set forth in the Dietary Guidelines for Americans.
- 3. Foods of Minimal Nutritional Value (FMNV) as defined in Appendix B of 7 CFR Part 210 may be available to students in the cafeteria on a limited basis. Students may be given the option to purchase FMNV through vending machines, or student store.

Strategy:

- Visit cafeteria during a meal time, review menus, and check hours of operations.
- Interview food service staff to determine how food offerings reflect the Dietary Guidelines for Americans and required food options.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Dining Environment

Centers shall:

- a. Operate a dining room and serving and meal preparation areas that are clean, attractive, and comply with state or local (whichever is stricter) food handling and sanitation standards for the food service industry.
- b. Post the most recent environmental health inspection report at the serving line entrance.

Strategy:

- Conduct a walk-through of the cafeteria, checking for cleanliness and looking for postings of environmental health inspections.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Food Service Staff Health

Centers shall ensure that kitchen and dining hall staff comply with state or local food handling requirements, per PRH Chapter 5, Section 5.13, R4.

Strategy:

- How is staff trained? Are they certified food handlers?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Food Service Management and Control

Centers shall develop procedures for ordering, purchasing, receiving, storing, inventorying, and issuing food products that ensure:

- a. Prevention of fraud and abuse.
- b. Protection of food and food preparation equipment and areas from contaminants, insects, and rodents.
- c. Safe and sanitary handling and storage of food.

Strategy:

- Review SOPs for this area. Inspect food storage areas. What are pest control procedures?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Student Input

Centers shall develop procedures to obtain student input into the planning and evaluation of the content and quality of the meals and service provided.

Strategy:

- Interview staff, students, and food service staff to determine how student input is sought, obtained, and acted upon.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Staff/Visitor Meals

Centers shall provide staff and visitors access to meal service during regularly scheduled serving periods. All non-students shall be charged (unless prior Regional Office approval is granted) a price that covers cost of food and its preparation.

Strategy:

- How does staff pay for meals? Who monitors meal ticket usage? How is system monitored?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. The dining hall is clean and well maintained and provides a pleasant dining atmosphere.

Strategy:

- Observe staff and student behavior in the dining hall. Is the menu readable? Does it include the entire week? Is the food served the same as that advertised on the menu? Is the staff cleaning during meals? Do students pick up after themselves? Are students treated as adults and customers? Would you want local community members eating with staff and students?
- Interview kitchen staff. How does kitchen staff view their role in the center Career Development Services System (CDSS) plan?
- Eat a meal in the cafeteria. Are the quality and the cleanliness of the silverware, plates, and glasses appropriate? Are adult monitors responsible for ensuring student behavior is acceptable? Are a variety of foods available? Are they of good quality? Is there adequate seating room and serving areas to accommodate students?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students have input into meal planning.

Strategy:

- Ask to see the minutes of the food service meetings in which students have participated. Have any surveys been taken recently? How are food service meetings conducted? Does documentation provide evidence that students have given suggestions and that they have been taken? How are decisions made regarding meal changes? Who follows up on student suggestions and complaints?
- Interview students. How have they been involved in meal planning? Are suggestions received? Does center staff follow up on suggestions?
- Review menus. Are some meals reflective of diversity (e.g., include foods native to other countries and cultures)?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Students are satisfied with the center food service.

Strategies:

- Observe the kitchen during meal time. Do students appear to like the food? Do they choose a range of entrees or does everyone eat the same thing?
- Interview students. Solicit their views about the quality of food service.
- Review minutes of food committee meetings. Are committee recommendations accepted and acted on by center management?
- Ask students if they feel they get enough food? Is the center providing appropriate and adequate snacks on weekends and holidays?
- Review the student survey for questions pertaining to this area. Determine if follow-up activities have been undertaken to address any issues with poor student survey responses.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.7 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4			
R5			
R6			
Average		Average	

6.8 STUDENT CIVIL RIGHTS, INCLUDING RELIGIOUS RIGHTS, AND LEGAL SERVICES

PURPOSE

- P1. To ensure the protection of students' civil rights, including religious rights, and promote an environment free from discrimination and harassment.
- P2. To provide students with access to legal assistance.
- P3. To provide students with the opportunity to exercise their religious rights.

REQUIREMENTS

R1. Student Rights

- a. Centers and Outreach and Admissions/Career Transition Services (OA/CTS) contractors shall inform all applicants and students of their rights and protections regarding civil rights, including disability accommodations (see R2 below), sexual harassment (see R3 below), religious rights (see R4 below), and nondiscrimination (see Appendix 602). At a minimum, centers and contractors must provide applicants and students with the Equal Opportunity Notice set forth in 29 CFR 37.30 (see Exhibit 6-11). The Notice must be included in each student's file, and provided in alternate formats upon request to applicants and students with visual impairments. Where an alternate-format Notice has been provided, a record that such a Notice has been given must also be made a part of the student's file.
- b. Staff Training
Job Corps centers must ensure that all Job Corps center staff are fully apprised of, and annually trained in, requirements regarding civil rights, including religious rights. See Chapter 5, Exhibit 5.4.

Strategy:

- Is there an Equal Employment Opportunity (EEO) program for students? Interview students to determine if they are aware of the program.
- Identify the student EEO Coordinator on center.
- Determine if students have received training on the EEO program and are aware of the EEO Coordinator's identity.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Disability Accommodations

a. Accommodations for Applicants and Students With Disabilities

All applicants and students with disabilities must be provided the opportunity to request and receive reasonable accommodation in accordance with Section 188 of the Workforce Investment Act of 1998, Section 504 of the Rehabilitation Act of 1973, and their implementing regulations. Guidelines for providing reasonable accommodation are outlined in Appendix 605 and on the Job Corps Disability website.

b. Definition of Disability

For accommodation purposes, a disability is defined as a physical or mental impairment that substantially limits one or more of a person’s major life activities.² Appendix 605 contains information explaining this definition, and related requirements, in detail. Whether a particular person has an impairment that satisfies this definition, and whether a specific accommodation is appropriate for a particular person, must be determined on a case-by-case basis by someone with appropriate expertise in the field.

Strategy:

- Interview staff to determine if they are aware of responsibilities to provide accommodations.

² Applicants and students who have a record of a disability, or who are regarded as having a disability, are protected from discrimination by federal disability nondiscrimination laws. However, the laws do not entitle these people to the positive actions, such as reasonable accommodations, that must be provided to applicants and students with actual, current disabilities.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Bullying and Sexual Harassment Training

Centers shall provide students regular proactive education on bullying, sexual harassment, appropriate behavior, appropriate staff/student boundaries, and consequences.

Strategy:

- Interview staff to determine how often students receive training on sexual harassment. Review copy of curriculum and documentation that training has been conducted.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Religious Activities / Treatment of Religious Organizations

Job Corps places a high value on the right of students in Job Corps to exercise their religious freedom. As detailed in R4.a-h, below, Job Corps centers are required to allow students to engage in religious activities on center.

In implementing this requirement, Job Corps centers must not discriminate among students on the basis of religion, religious belief, or lack thereof. Therefore, Job Corps centers must remain neutral in their treatment of various religions; must not require or, based on religion, prohibit participation by any student in religious activities; and must

neither encourage students in, nor discourage students from, belief in religion generally, or in any particular religion.

a. Respect for Religious Rights

Job Corps centers must ensure that each student has the right to worship, or not worship, as he or she chooses.

b. Religious Activities Permitted on Center

1. Job Corps centers must permit students to express their views related to religion and to exercise their right to religious freedom. Job Corps centers must permit residents to engage in voluntary religious activities, including holding religious services on center. Reasonable time, place, and manner restrictions may be imposed, however.

2. Job Corps centers must inform students about their rights to engage in religious activities on center. To the extent applicable, centers must also develop, and inform students about, procedures for scheduling (and monitoring, where appropriate) religious activities to ensure equitable allocation of space and other center resources. In preparing the calendar of recreational events and activities required by Chapter 3, Section 3.21 (Recreational and Leisure Time Activities), R1.a, centers must include those on-center religious services that are open to all students and/or supervised by Job Corps staff.

c. Religious Accommodations

1. Centers must develop, and inform students how to access, procedures for requesting religious accommodations (for example, special diet or exemption from center activities or rules for religious reasons).

2. If a center denies a request for a religious accommodation, the center must:

(a) Explain to the student the reason for the denial, and any appeal rights and procedures; and

(b) Create and keep a record describing the request, indicating that the request was denied, and explaining the reason for the denial.

d. Transportation to Local Religious Facilities

Job Corps centers may provide students with transportation to and from local religious facilities. The decision whether to provide transportation to a particular facility must not be based on religion. However, Job Corps centers may impose reasonable time, place, and manner restrictions. For example, a Job Corps center may decide that it will provide transportation only to facilities that are located within a particular distance from the center. If Job Corps centers choose to provide transportation to religious facilities, these centers must develop, and inform students about, procedures for requesting such transportation. Note: Providing such transportation does not relieve Job Corps centers of the obligation

in R4.b above to permit students to engage in voluntary religious activities on center.

e. No Discrimination on the Basis of Religion

In providing Job Corps services, Job Corps centers must not discriminate against or favor a current or prospective student on the basis of religion or religious belief or lack thereof. This requirement does not preclude Job Corps centers from accommodating religion or religious belief (e.g., permitting exemptions from certain Job Corps center rules for students based on religious reasons) nor does it require Job Corps centers to give similar treatment or exemptions to students who desire “accommodations” for reasons unrelated to religion or disability (see R2 above for information about accommodating students with disabilities). Job Corps centers are permitted to supervise on-center religious activities as appropriate to maintain good order and discipline, so long as Job Corps centers do not rely upon the religious (or non-religious) nature of an activity, or student gathering, in choosing which activities or gatherings to supervise.

f. Prohibited Activities

The following activities are always prohibited on center, regardless of any religious motivation.

1. Acts of violence
2. Animal sacrifice
3. Performance of curses, hexes, or other rituals or actions intended to harm others
4. Public nudity
5. Acts of self-mutilation or infliction of bodily harm
6. Use or display of weapons
7. Exclusion by race, ethnicity, color, or national origin
8. Sexual acts
9. Use, possession, or sale of controlled substances as defined under the Controlled Substances Act; being under the influence of, using, or possessing any narcotic drugs, hallucinogens, marijuana, barbiturates, or amphetamines; operating a motor vehicle while under the influence of alcoholic beverages; and being under the influence of or using alcoholic beverages
10. Possession of unauthorized goods, as defined in the Job Corps regulations at 20 CFR 670.120, which include:
 - (a) Firearms and ammunition
 - (b) Explosives and incendiaries
 - (c) Knives with blades longer than two inches
 - (d) Homemade weapons

- (e) All other weapons and instruments used primarily to inflict personal injury
- (f) Stolen property
- (g) Drugs, including alcohol, marijuana, depressants, stimulants, hallucinogens, tranquilizers, and drug paraphernalia except for drugs and/or paraphernalia that are prescribed for medical reasons
- (h) Any other goods prohibited by a center operator in a Student Handbook

11. Coercion or harassment of anyone based on religion or lack thereof

g. When Federal Support May Be Used to Support Inherently Religious Activity

Except as described in this PRH, Job Corps centers must not use direct federal support for inherently religious activities such as worship, religious instruction, or proselytization.

At Job Corps facilities where there is such a degree of government control over the program environment that religious exercise would be significantly burdened absent affirmative steps by Job Corps operators (such as at isolated Job Corps facilities), program officials may take affirmative steps to ensure that program beneficiaries are able to exercise their religious freedom, including the use of direct federal support to provide access to religious services and activities where necessary to ensure the opportunity for exercise of religious rights. Indirect federal support – e.g., support received due to the exercise of genuine and independent choice by a Job Corps student – is not subject to these restrictions on providing Department of Labor (DOL) support to inherently religious activities.

Note: Center supervision of students engaged in religious activities and gatherings, to the extent such supervision occurs in a manner consistent with center supervision of students engaged in nonreligious activities and gatherings, does not constitute federal “support” for religious activities.

h. Religious Organizations Must Be Treated on a Basis Equal to That of Other Organizations

Religious organizations are eligible on the same basis as any other organization to participate in Job Corps programs or activities. Job Corps centers must not discriminate against or favor an organization on the basis of the organization’s religious character or affiliation or lack thereof. Religious organizations that participate in Job Corps programs must be permitted to maintain their religious identity. Religious organizations are permitted to use their facilities to provide services to Job Corps without removing or altering religious art, icons, scriptures, or other religious symbols from those facilities.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Applicant/Student Complaints

Job Corps centers must develop and implement systems to respond to complaints of discriminatory treatment of students or applicants, or violation of civil or religious rights, which includes the following features:

- a. A designated, trained Equal Opportunity Officer who will:
 - 1. Assist students and applicants in filing complaints with the center or with the DOL Civil Rights Center (CRC).
 - 2. Attempt to informally resolve complaints filed with the Job Corps center.
 - 3. Document all complaints filed with the Job Corps center (including keeping a complaint log) and all actions taken in connection with complaints.
 - 4. Provide center-wide training and publicity.
 - 5. Ensure that student complainants are not subjected to retaliation or other adverse treatment.
 - 6. Provide written notice of students’ right to file complaints, and written guidance to assist students in filing complaints.
 - 7. Advise students of appeal rights and procedures.
 - 8. Serve as the center’s liaison with CRC.
 - 9. Monitor and investigate the Job Corps center’s activities to make sure the center is complying with its nondiscrimination and equal opportunity obligations.
 - 10. Report directly to the appropriate official about equal opportunity matters.
 - 11. Undergo training to maintain competency.
- b. Complaint resolution procedures as specified in Appendix 602 (Civil Rights and Nondiscrimination).

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Access to Legal Services

Job Corps centers must provide students with information about the availability of legal assistance within the community at no cost to Job Corps, for those charged with a felony or misdemeanor.

Strategy:

- Is there information on legal services in the student handbook? Is it posted? Do counselors/EEO Officer know about it?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Student Legal Obligations

Job Corps centers must assist students in resolving minor legal obligations and civil fines or court-ordered restitution.

Strategy:

- Interview counselors. Do they have a referral system for legal services?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R8. Student Tort Claims

Job Corps centers must:

- a. Advise students of their status as federal employees for purposes of the Federal Tort Claims Act, 28 CFR Part 15 and 20 CFR 670.905.
- b. Assist students in submitting claims to the Regional Office for damage, loss, or destruction of personal property, when the property is under the control and custody of the center, in accordance with the Federal Tort Claims Act, 28 CFR Part 15, in accordance with procedures described in Appendix 602.

Strategy:

- Check SOP and Student Handbook for procedures. Review claim turnaround times. Do students know who is responsible for this?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. The environment is free of harassment, intimidation, and discrimination.

Strategy:

- Interview students regarding harassment, intimidation, and discrimination. Have they seen any behavior of this type? Do they feel comfortable on center regarding these issues? Do they think students leave because of harassment, intimidation, and discrimination?
- Determine if the center has a designated EEO Officer as required by the PRH. Is his or her picture posted? Are students and staff aware of who fulfills that role and of the procedures to file a complaint?
- Review the center operating procedure for civil rights, nondiscrimination, and harassment. Ensure that it meets the criteria in PRH Appendix 602. Review any EEO complaints and ensure the SOP was followed. Interview the center EEO Officer and ask for documentation of outcomes of any complaints in the past year. Determine if the complaints have been adequately resolved. Ask about any mediation efforts the center provides to intervene in harassment/EEO situations prior to complaints being filed.
- Review center efforts to provide education on sexual harassment, appropriate behavior, and the consequences to students. Are the efforts adequate? Is the content clear? Review the behavior management policy. Is it clear and firm in addressing harassment and discrimination? Are the sanctions appropriate and equally applied to male and female students?
- Interview the staff in charge of behavior management to see how he or she feels about these issues on center.
- Review behavioral files and incident reports for issues and actions that have been taken.
- Conduct interviews/focus groups with counseling staff and other staff and students to find out how they feel about this area. Do they keep track of issues such as these? Have they noticed any trends regarding early separations, etc.?
- Review files of students who have early separations. Are there any indications that students are leaving because of EEO issues?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students understand their rights and can describe the process for making a complaint of discrimination or harassment.

Strategy:

- Interview students. Do they understand the legal distinctions of discrimination, intimidation, and harassment? Can they discuss what each means? How would they make a complaint known? Who would they see? What happens? Can they talk about what might happen at work if those behaviors are displayed?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Students understand and are satisfied with their ability to exercise their rights to religious freedom on and off center.

Strategy:

- Interview students. Do they feel they are able to freely express their religious beliefs?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.8 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4			
R5			
R6			
R7			
R8			
Average		Average	

6.9 STUDENT SUPPORT SERVICES

PURPOSE

- P1. To provide students with the opportunity to exercise their voting rights.
- P2. To ensure that students receive basic support services necessary for a comfortable enrollment.

REQUIREMENTS

R1. Voting Rights

Centers shall develop and implement procedures to assist students to vote locally or by absentee ballot.

Strategy:

- Is there a voting registration program? Interview staff and students to find out how students are informed of voting rights and how voting is facilitated.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Use of Students During Emergencies

Job Corps centers shall, as necessary, provide emergency assistance, if requested by public officials, when there is a threat of or an actual natural disaster.

All students used during these situations must be volunteers and be at least 18 years old or have parental consent to participate.

- a. Except during community-wide relief activities, no student shall participate in emergency relief on private property or where the actions would result in private profit.
- b. No student shall participate in emergency relief connected with labor shortages, strikes, riots, or civil disturbances.

Strategy:

- Check to see if the center has had an emergency that required the assistance of students. If so, verify that all volunteers were over 18 or had parental consent to participate.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Forest Fire Suppression Activities

Centers shall allow students to participate in forest fire suppression and camp crews when the student:

- a. Has completed a fire control training program.
- b. Is at least 18 years old and in good physical and mental condition; however, minors may participate on camp crews with non-suppression duties in accordance with agency policies.
- c. Is paid by the benefiting organization at the same rate and provided with the same rotational schedule as other firefighters.
- d. Works in mopping-up no more than five days after the fire is controlled.
- e. Works no longer than a total of 3 weeks, without Regional Office approval.
- f. Is counted as present for duty.

R4. Laundry Services

Centers shall provide adequate laundry facilities and supplies to residential students at no cost to the student, and training to students in the proper use of laundry equipment.

Strategy:

- Check laundry facilities. Are they adequate? Are there signs posted on how to use facilities? Times available?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Mail Services

Centers shall establish a secure, confidential, and prompt system for the receipt and distribution of mail and packages through the U.S. Postal Service and commercial delivery services.

Strategy:

- Speak with the staff member responsible for mail for students. How are students notified? How are packages checked for contraband?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Telephone Services

Centers shall arrange for a sufficient number of pay telephones for student use. The establishment of toll-free numbers is not contract reimbursable and cannot be paid for with Job Corps funding.

Strategy:

- Check to see when and where phones are available. Are they in operating condition?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Linen and Bedding

Centers shall provide adequate linen and bedding for all residential students.

Strategy:

- When is bedding cleaned? Who is responsible? How are students notified?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students are satisfied with their opportunities to vote.

Strategy:

- Ask eligible students if they have voted and if they know what to do in order to vote.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students feel that support services are adequate for a comfortable stay in Job Corps.

Strategy:

- Ask students about the quality and availability of support services such as postal services, laundry, etc. How do they know what is available? Ask students about specific ways the center attends to their day-to-day needs to make their stay at Job Corps more comfortable. How do they get their mail? What do they do to call home? To call off center? How are they encouraged to manage their own needs?
- Ask staff and students how student feedback is sought (committees, surveys, etc.) to assess effectiveness of support services.
- Interview students with off-center assignments to determine if the schedules and services are flexible enough to meet their needs and satisfy elements of their Personal Career Development Plan.
- Ask SGA how the quality of support services for students is measured.
- Review center procedures for forest fire suppression. Do students receive fire control training prior to participation? Do procedures meet the requirements of PRH Section 6.9, R4?

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.9 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3			
R4			
R5			
R6			
R7			
Average		Average	

6.10 STUDENT HEALTH SERVICES

PURPOSE

- P1. To assist students in attaining and maintaining optimal health by providing basic on-center health services to include promotion, prevention, assessment, intervention, treatment, and follow-up.
- P2. To educate students on how to maintain a healthy lifestyle, which will contribute to their ability to retain employment.

REQUIREMENTS

R1. Health and Wellness Program (See Exhibit 6-4, Job Corps Basic Health Care Responsibilities)

Centers shall provide basic³ medical services to students. The Health and Wellness Program shall include the following components:

- a. A cursory health evaluation⁴ and a medical history within 48 hours of arrival on center. The medical history shall be documented on the Job Corps Health History Form. The cursory health evaluation and medical history shall be conducted by a qualified health professional designated by the center physician.
- b. A complete entrance physical examination⁵ and a review of the medical history within 14 days. The cursory evaluation, with the exception of the required entrance laboratory testing, may be omitted if the physical examination is conducted within 72 hours of a student's arrival on center. The physical examination must be provided by a qualified⁶ health professional and documented on the Job Corps Physical Examination Form.
 1. If a student refuses any part of the entrance physical examination not subject to waiver (Section 6.12, R7, Waiver of Medical Care), it may be deferred until after counseling, but no longer than an additional 48 hours beyond the scheduled physical exam. If the student continues to refuse, he or she shall receive a disciplinary separation.
 2. When indicated, the center shall furnish one pair of glasses that meet American National Standards Institute (ANSI) standards.
 3. Contact lenses shall be provided if clinically indicated. Students who lose or damage glasses provided by Job Corps shall replace them at their own expense.
 4. Students identified as having chronic health problems during the cursory or entrance physical shall be monitored as directed by the center physician or other appropriate center health-care provider.

³ For a description of basic services, refer to Exhibit 6-4 (Job Corps Basic Health Care Responsibilities).

⁴ Reinstated and transfer students are exempt from the cursory health evaluation/physical examinations.

⁵ Near and distant vision screening, color vision screening, and hearing screening shall be part of the entrance physical examination.

⁶ As determined by the center physician who authorizes the activity by a written personal authorization.

c. Laboratory tests within the time frames shown below:

Entrance Laboratory Testing Requirements	Required Time Frame
HIV Antibody Test	Within 48 hours after arrival (see waiver condition, Section 6.12, R7)
Syphilis Serology	Optional ⁷
Hemoglobin or Hematocrit	Within 48 hours after arrival
Sickle Cell Screening (must be offered to all at-risk students)	Within 48 hours after arrival
Urinalysis (dipstick) for Glucose/Protein	Within 48 hours after arrival
Drug Screen (urine)	Within 48 hours after arrival

Entrance Laboratory Testing Requirements—Males Only	Required Time Frame
Urinalysis (dipstick) for leukocyte esterase (gonorrhea screen)	Within 48 hours after arrival
Chlamydia Testing (urine)	Within 48 hours after arrival
Gonorrhea Testing if leukocyte esterase screen is positive (urine)	Within 48 hours after arrival

Entrance Laboratory Testing Requirements—Females Only	Required Time Frame
Pregnancy Test (urine)	Within 48 hours after arrival
Pap Smear	<p>Females age \geq 21 years (unless documented Pap smear results within 24 months before arrival on center)</p> <p>Within 14 days after arrival</p> <p>Students younger than 21 years only require pelvic/speculum exam for clinical indications such as pelvic pain, vaginitis, menstrual disorders, pregnancy, etc.</p>

⁷ Center physician may choose to continue screening for syphilis on entry if there is a significant prevalence in the center population.

Entrance Laboratory Testing Requirements—Females Only	Required Time Frame
Chlamydia Testing (endocervical or urine)	All females; perform on urine if age < 21 years Within 48 hours after arrival (or at time of pelvic exam if age ≥ 21 years)
Gonorrhea Testing (endocervical or urine)	All females; perform on urine if age < 21 years Within 48 hours after arrival (or at time of pelvic exam if age ≥ 21 years)

d. Immunizations

All applicants are required to provide Admissions Counselors with current immunization records at the time of application. Records will be reviewed by center health staff on entry to determine currency of immunizations. Centers shall immunize students for the following as directed by the Office of Job Corps:

1. Immunizations or boosters if the following immunization series are incomplete or if current immunization records cannot be produced:
 - (a) Tetanus and diphtheria toxoid (Td) or Tetanus-diphtheria-acellular pertussis (Tdap)
 - (b) Inactivated polio vaccine (IPV) for students younger than 18 years
 - (c) Measles, mumps, and rubella vaccine
2. Hepatitis B vaccine series

At a minimum, hepatitis B vaccine shall be provided to health personnel and health occupations training students. Vaccination consent/declination must be documented in the staff member’s personnel file or student health record. Vaccination of health occupations training students must begin 6 weeks prior to on-site clinical work experience.

Refer to the Immunizations and Communicable Disease Control TAG for optional immunizations (e.g., influenza vaccine) that may be recommended but not required by the center physician, based upon availability.

Centers should utilize the Vaccines for Children program to provide immunizations for eligible students according to the latest Centers for Disease Control and Prevention (CDC) guidelines.

- e. A tuberculosis skin test (Mantoux) is required of all new students who do not have documented proof of a previous negative Mantoux test taken within the last 12 months. Annual tuberculin testing should be done for students in health occupations and for students at increased risk of infection. In addition, students in

health occupations shall receive a Mantoux test prior to clinical work experience in accordance with state or local health department requirements.

Results of tuberculin skin testing should be interpreted without regard to a prior history of BCG vaccination.

Refer to Treatment Guidelines in the Health-Care Guidelines TAG, for management of students with a positive Mantoux test.

- f. A daily walk-in clinic outside of the training hours for students to receive routine health care.
- g. An inpatient unit (during office hours) for minor conditions, such as respiratory infections or flu symptoms.
- h. An appointment system for follow-up during the training day for treatment of chronic, urgent, and other conditions within the capabilities of center health professionals. Treatment guidelines for health shall be used to manage common acute and chronic conditions.
- i. Access to prescription medications.
- j. An off-center specialist referral system.
- k. A 24-hour emergency-care system, to include on-center CPR and first aid and written referral plan or agreement for off-center medical, oral health, mental health, substance use, and inpatient care.
- l. Explain and have the student sign, on the first visit to health services, the notice describing how medical information about students may be used and disclosed, and how students can get access to this information (see Exhibit 6-10).

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Oral Health and Wellness Program (See Exhibit 6-4, Job Corps Basic Health Care Responsibilities)

Centers shall provide basic dental services, as described below:

- a. The general emphasis of the Oral Health and Wellness Program shall be on early detection, diagnosis of oral health problems, basic oral-health care, dental hygiene, and prevention/education (e.g., oral hygiene instructions, caries risk assessments, the relationship between oral health and employability, oral health and wellness plans).
- b. A dental readiness inspection shall be completed within 14 days after arrival by the center dentist or designee as determined by the center dentist who authorizes the activity by a written personal authorization. The dental readiness inspection shall be documented in the appropriate section on the Job Corps Physical Examination Form.
- c. An elective oral examination, including bitewing x-rays, priority classification, and treatment plan, shall be completed and recorded on the Job Corps approved oral examination form by the center dentist upon student request as a follow up to the dental readiness inspection. The x-ray images should be securely stored as part of the student’s health record.
- d. Dental procedures to treat oral disease and correct oral health conditions that may represent employability barriers, to include: restorations, extraction of pathological teeth, root canal therapy on anterior/other strategic teeth, replacement of missing upper anterior teeth with a removable prosthesis, and dental hygiene treatment for periodontal disease.
- e. Written referral plan or agreement with community facilities for emergent or urgent conditions treatable beyond the expertise of a general dentist.
- f. Job Corps shall not pay for student orthodontics. Applicants with orthodontic appliances must furnish:
 - 1. Proof of orthodontic care visits during previous 3 months consistent with orthodontic treatment plan.
 - 2. Proof that a treatment plan is in place for continued care.
 - 3. A signed agreement that the cost of continued treatment and transportation related to treatment will be borne by the student, parent, or legal guardian.
 - 4. A signed agreement by the applicant (parent/guardian of a minor) that he or she will remain compliant with orthodontic care and schedule all orthodontic appointments such that he or she will not exceed authorized leave limits for elective dental treatment.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	

Rationale for Rating:

R3. *Mental Health and Wellness Program (See Exhibit 6-4, Job Corps Basic Health Care Responsibilities)*

Centers shall provide basic mental health services as described below:

- a. The general emphasis of the Mental Health and Wellness Program shall be on the early identification and diagnosis of mental health problems, basic mental health care, and mental health promotion, prevention, and education designed to help students overcome barriers to employability. The program uses an employee assistance program approach that includes short-term counseling with an employability focus, referral to center support groups, and crisis intervention.
- b. Assessment and possible diagnosis, to include:
 1. Assessments and recommendations for Job Corps applicants;
 2. Review of Social Intake Form (SIF) or intake assessment performed by counseling staff of students who indicate mental health history, current mental health problems, or who request to see the Center Mental Health Consultant within 1 week of arrival;
 3. Mental health assessments and recommendations for referred students. Students who are assessed as a safety risk to self or others must be continuously supervised, until their case is resolved. Disposition should occur as soon as possible;
 4. Determination when a MSWR or medical separation is appropriate and recommended for students with mental health conditions and/or substance use co-occurring conditions.
- c. Mental health promotion and education, to include:
 1. Minimum of a 1-hour presentation on mental health promotion for all new students during the Career Preparation Period with an emphasis on employability;
 - (a) Presentations shall explain the Mental Health and Wellness Program, what services are available, and how to make a self-referral;
 - (b) Students will learn basic skills in identifying and responding to a mental health crisis.

2. Presentation(s) on managing mental health-related symptoms and behaviors in the workplace for students during the Career Development and Transition Periods;
 3. At least one annual center-wide mental health promotion and education activity.
 4. Clinical consultation with Center Director, management staff, and Health and Wellness Manager regarding mental health-related promotion and education efforts for students and staff;
 5. Coordination with other departments/programs on center, including, but not limited, to residential, recreation, student government association, and HEALs, to develop integrated promotion and education services.
- d. Treatment, to include:
1. Short-term counseling defined as no more than six sessions with mental health checks as needed. The focus of these sessions should be on retention and behaviors that represent employability barriers;⁸
 2. Collaboration with TEAP specialist for short-term counseling of students with co-occurring conditions of mental health issues and substance use;
 3. Collaboration with center physician and Health and Wellness staff on psychotropic medication monitoring of stable students, with the advice of consulting psychiatrist, if appropriate;
 4. Collaboration with counseling staff in developing and/or leading psycho-educational skill-building groups to promote wellness (e.g., relaxation training, anger management, mood regulation, assertiveness skills, handling relationships, sleep hygiene, etc.);
 5. Information exchange through regular case conferences between the Center Mental Health Consultant, counselors, and other appropriate staff based on individual student needs;
 6. Crisis intervention, as needed. In the event of a mental health emergency, the Center Mental Health Consultant or the center physician shall conduct a mental health evaluation as soon as possible, and when necessary, refer the student for psychiatric care. If the center physician or Center Mental Health Consultant is not available, the student shall be referred immediately to the emergency room of the nearest medical facility. If there is a life-threatening situation, 911 or the emergency response team should be called;
 7. Referral to off-center mental health professionals or agencies for ongoing treatment and/or specialized services;
 8. A written referral/feedback system shall be established and documented in the student health record.

⁸Centers with intern, extern, or practicum graduate students may exceed this number and provide sessions that are skill based with a focus on managing behaviors and mental health symptoms in the work environment.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students are aware of the center’s health care delivery system and understand how to seek on-center health care.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students demonstrate a clear understanding of their individual health condition and treatment prescribed.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q3. Students' health status will be maintained or improved while they are at Job Corps.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.10 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
Average		Average	

6.11 RELATED HEALTH PROGRAMS

PURPOSE

- P1. To provide prevention and intervention services and short-term treatment that will enhance student participation in the program and employability.
- P2. To promote healthful choices that will have a positive impact on student physical and emotional well-being.
- P3. To provide students with information and skills that will allow them to make appropriate choices regarding their health care needs, and to demonstrate acceptable workplace behavior that will enhance their opportunity for employment.

REQUIREMENTS

R1. Trainee Employee Assistance Program (TEAP) (See Exhibit 6-4, Job Corps Basic Health Care Responsibilities)

Centers shall provide basic TEAP services, as described below:

- a. The general emphasis of TEAP shall be on prevention, education, identification of substance use problems, relapse prevention, and helping students overcome barriers to employability.
- b. Substance use prevention and education, to include:
 1. Minimum of a 1-hour presentation on substance use prevention for all new students during the Career Preparation Period. This presentation shall explain (1) TEAP prevention, education, and intervention services, (2) Job Corps drug and alcohol testing requirements and procedures, and (3) the consequences of testing positive for drug or alcohol use while in Job Corps;
 2. Presentation(s) on managing substance misuse, abuse, and dependency symptoms and issues in the workplace for students during the Career Development and Transition Periods;
 3. At least three annual center-wide substance use prevention and education activities;
 4. Clinical consultation with Center Director, management staff, Center Mental Health Consultant, and Health and Wellness Manager regarding substance use prevention and education efforts for students and staff;
 5. Coordination with other departments/programs on center, to include, but not be limited to, residential, recreation, student government association, and HEALs, to develop integrated prevention and education services.
- c. Assessment for identification of students at risk for substance use problems to include:
 1. Review of Social Intake Form (SIF) or intake assessment of all students performed by counseling staff within 1 week of arrival;

2. Formalized assessment measures (e.g., SASSI3 or SASSIA2), and clinical judgment to determine students' level of risk for substance use;
 3. Collaboration with the Center Mental Health Consultant to determine when a MSWR or medical separation is appropriate and should be recommended for a student with substance use conditions (see Section 6.11, R1, e5).
- d. Intervention services for students identified at an elevated risk for substance use, to include:
1. Individual and group intervention services with a focus on behaviors that represent employability barriers;
 2. Collaboration with the Center Mental Health Consultant for students with co-occurring conditions of mental health issues and substance use;
 3. Referral to off-center substance abuse professionals or agencies for ongoing treatment and/or specialized services. Any student separating from Job Corps who has a substance use condition shall be provided with a referral for support services in his or her home community.
- e. Drug and alcohol testing
1. Drug testing procedures
 - (a) Students in the following categories shall be tested for drug use:
 - (1) New and readmitted students shall be tested within 48 hours of arrival on center.
 - (2) Students who tested positive on entrance shall be retested between the 37th and 40th day after arrival on center.
 - (3) Students who are suspected⁹ of using drugs at any point after arrival on center (including during the 45-day intervention period) shall be tested; this testing shall take place as soon as possible after staff suspects use.
 - (4) Students who tested negative on entry and then positive on suspicion shall be retested between the 37th and 40th day after the positive suspicion-of-drug-use test.
 - (b) Biochemical testing is never permissible on a random basis, with the exception of designated licensed student drivers who are subject to 49 CFR Part 391 DOT Federal Motor Carriers Safety Administration. In addition, biochemical testing requested by work experience sites, union trades, or potential employers may only be performed by the requesting entity.
 - (c) If a student refuses to provide a specimen or has an unexcused absence from his or her follow-up drug test, he or she shall be

⁹ Reasonable suspicion includes (1) direct observation of drug use or behavioral signs or symptoms suggestive of drug use, or (2) reliable information that a student recently used drugs.

referred to the center's behavior management system for appropriate disciplinary action. Students who state they are unable to produce a specimen shall be referred to the center physician or designee for follow up.

- (d) Collection of urine for drug testing shall be in accord with chain-of-custody principles and conducted by health and wellness staff or a staff member trained in urine collection procedures.
 - (e) The Job Corps nationally contracted laboratory shall be used for all required drug testing. On-center urine drug testing is prohibited.
 - (f) Reinstated students shall not be subject to entry drug testing upon return to the center. Transfer students shall not be subject to drug testing upon arrival at receiving center. Both reinstated and transfer students shall be subject to testing for drugs upon suspicion of use only.
2. Alcohol testing procedures
- (a) Students who are suspected¹⁰ of using alcohol at any point after arrival on center shall be tested; this testing shall take place immediately after staff suspects use.
 - (b) Centers shall use devices that measure alcohol in the breath or saliva (e.g., breathalyzers or alcohol test strips/tubes/swabs). Alcohol testing shall only be administered by a staff member trained in the use of these testing devices. All testing shall be documented and the results submitted to the health and wellness center.
3. Students testing positive for drug or alcohol use:
- (a) New students and readmitted students not previously separated for drug use (ZT separation code 05.2a) who test positive on entry shall receive intervention services and a follow-up drug test. The results of the follow-up drug test shall be received on center prior to the end of the 45-day intervention period.

To remain in the program, students who test positive on entry must have a negative drug-test result within the 45-day intervention period.

If an intervention period takes place during a center vacation period (i.e., summer break or winter break), the intervention period is suspended and resumes the day the student is scheduled to return to the center (e.g., if a student is on day #30 of his or her intervention period at the time of the center vacation, the day count will be suspended at 30 days, and resume as day #31 the day he or

¹⁰ Reasonable suspicion includes (1) direct observation of alcohol use or behavioral signs or symptoms suggestive of alcohol use, or (2) reliable information that a student recently used alcohol.

she is due back on center). If a student does not report to the center on the day he or she is expected to return, the intervention period still resumes and the student is labeled AWOL.

Students who are AWOL on the day of their scheduled follow-up drug test will be tested on the day they return to the center. If this drug test is positive and the results are not received before the end of the 45-day intervention period, the student will be separated under the ZT policy and the separation will be counted in the center's statistics. Students AWOL during the intervention period who never return to the center cannot be separated under code 05.2a (a positive drug test is required for a 05.2a ZT separation); instead, the student shall be separated as AWOL.

- (b) Readmitted students previously separated for drug use (ZT separation code 05.2a) who test positive on entry or any time during their second enrollment at Job Corps must be separated immediately without a 45-day intervention period. Such students shall not be allowed to reapply to Job Corps.
- (c) Students who tested negative on entry but test positive on suspicion of drug use any time after entry shall be given a 45-day suspicion-intervention period, which shall begin on the day of collection of the specimen.

To remain in the program, such students must have a negative drug test result within the 45-day suspicion-intervention period.

Students who test positive within the 45-day suspicion-intervention period shall be separated in accordance with the ZT policy specified in Chapter 3. During the 45-day suspicion-intervention period, students in the driver's education program and student drivers who fall under DOT regulations are not permitted to drive. A second positive suspicion-of-drug-use test at any time thereafter will result in immediate separation in accordance with the ZT policy. (Students who tested positive on entry but tested negative at the end of the initial 45-day intervention period are not eligible for suspicion-intervention services and will be separated under the ZT policy for a positive suspicion-of-drug-use test.)

- (d) Students who test positive for drug use by an off-center facility shall be retested on center using the Job Corps nationally contracted laboratory as soon as possible, to include:
 - (1) Work-based learning students who tested positive on a drug test administered by experience sites, union trades, or potential employers;

- (2) Students who tested positive on a drug test administered at a referral health facility (e.g., hospital emergency department, urgent care facility).

This retest by the Job Corps nationally contracted laboratory shall be classified as a suspicion-of-drug-use test. For students who test positive for drug use on this retest, centers shall follow the same procedures outlined in (c) above.

- (e) Student drivers who test positive for drug use under 49 CFR Part 391 DOT Federal Motor Carriers Safety Administration shall follow the same procedures outlined in (c) above for positive suspicion tests. In addition, during the 45-day suspicion-intervention period, student drivers who fall under DOT regulations are not permitted to drive.
- (f) Students who test positive for alcohol use on suspicion shall be referred to the TEAP specialist for assistance and the center's student conduct system for disciplinary action.

4. Student notification of drug or alcohol test results

- (a) Students who test positive for drug use shall be informed of their results by the TEAP specialist, center physician, or designee within 24 hours of receipt of positive result, or as soon as possible, given staff and student availability. Minor student's parent/guardian shall be notified of positive test results as required by applicable state laws for the state in which the center is located.
- (b) Alcohol test results shall be provided to the student by the person administering the test.
- (c) Drug and alcohol test results shall be shared only with center personnel who have a need to know for purposes of discipline, counseling, administration, and delivery of services (in accordance with 42 CFR, Part 2).
- (d) If a student questions the validity of a confirmed positive drug test, he or she shall be referred to the center physician or designee for counseling.

5. Medical Separations with Reinstatement Rights (MSWR) for substance use conditions

- (a) Students may be given a MSWR for a diagnosed substance use condition, allowing the student to return to Job Corps to complete his or her training within 180 days. To return to Job Corps, proof of treatment completion from a qualified provider must be received.
- (b) A MSWR for substance use conditions can only be given if the following conditions are met:

- (1) The TEAP specialist and center director agree that the student has a diagnosed substance use condition.
- (2) There is a documented assessment of the student’s diagnosed substance use condition by the TEAP specialist in collaboration with the center mental health consultant.
- (c) A MSWR cannot be granted in lieu of ZT separation when a positive 45-day intervention period follow-up test is reported.
- (d) If a student is placed on a MSWR during the 45-day intervention period, the intervention period is suspended and resumes the day the student is scheduled to return to the center.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Health Aspects of Sports

- a. All students participating in organized contact or rigorous sports (e.g., football, basketball, boxing, and running) shall be medically cleared by a health professional prior to participating. Physical examinations performed by center health personnel within one year of the organized sports activity can fulfill this requirement, at the discretion of the center physician. After one year, a current physical examination is required.
- b. A staff member trained in CPR/first aid, with specific authorization in the center’s standing orders, must be present at all organized contact or rigorous sports activities, including practice sessions and sports events.
- c. At a minimum, staff certified in CPR/first aid must be present at all student boxing events and contact football games.
- d. In case of possible emergency, adequate transportation must be on the scene of all center-sponsored organized sports.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Tobacco Use Prevention Program (TUPP)

Implement a program to prevent the onset of tobacco use and to promote tobacco-free environments and individuals. To support this program, a TUPP Coordinator shall be appointed (he or she need not be a health services staff member). At a minimum this program shall include:

- a. Educational materials and activities that support the delay and/or cessation of tobacco use.
- b. A smoke-free, tobacco-free environment that prohibits the use of all tobacco products in center buildings and center-operated vehicles.
- c. Designated outdoor smoking areas located a minimum of 25 feet, or as required by state law, away from the building entrance.
- d. Prohibition of the sale of tobacco products on center.
- e. Adherence to federal and state laws regarding the use of tobacco products by minors.
- f. Minors who use tobacco products shall be referred to the TUPP.
- g. All services provided should be documented in the student health record.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Family Planning Program

- a. A family planning program shall be provided to all students on a voluntary basis. At a minimum, this program shall include counseling, health promotion activities, and medical services. The Center Director shall appoint a staff member to implement and monitor this program.
- b. If a student is determined to be more than 12 weeks pregnant on arrival, she shall receive a medical separation with reinstatement rights (see Section 6.4, Student Enrollments, Transfers, and Separations).
- c. If a student is less than 12 weeks pregnant on arrival or becomes pregnant after enrollment, center staff shall determine whether (1) she is sufficiently motivated to continue her training, and (2) her particular needs can be met by resources available at the center and/or in the community.
- d. Pregnancy program services at a minimum shall include information on the options of continuing or terminating the pregnancy.
 - 1. If a student wishes to terminate her pregnancy, the center shall identify available community health/social resources and the student shall be given leave without pay/allowances for the medical procedure. The center shall not pay for direct or indirect services or expenses (i.e., transportation or staff escort), unless the Center Director and center physician consider the procedure necessary to safeguard the life of the student or in the case of rape. Under such circumstances the center shall pay for services and place the student on leave with pay and allowances.
 - 2. If the student chooses to continue her pregnancy while enrolled in Job Corps, the center shall:
 - (a) Provide or arrange for prenatal care until separation, to include a comprehensive gestational record.
 - (b) As required by applicable state laws where the center is located, notify the student’s parent/guardian of her pregnancy.
 - (c) Provide a medical separation with reinstatement at the end of the student’s 28th week of pregnancy. Longer retention is permitted at

the discretion of the Center Director, based on the recommendation of the center physician.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. HIV/AIDS

Centers shall:

- a. Test students for HIV infection under the following circumstances:
 - 1. As part of the cursory medical examination (see Section 6.10, R1.c).
 - 2. If a student exhibits signs and/or symptoms of a possible AIDS-related condition.
 - 3. Upon reasonable suspicion of student exposure to HIV.
 - 4. When student is diagnosed with a newly contracted sexually transmitted disease.
 - 5. When student is discovered to be pregnant.
 - 6. Upon student request and after physician consultation.
- b. Submit specimens for HIV testing to the nationally contracted laboratory. Centers shall not be reimbursed for HIV tests performed at other than the nationally contracted lab.
- c. Provide pre-test counseling, in accordance with state laws, to all students regarding the HIV test.
 - 1. Counsel each student about the test and its implications and document in the health record that the student received the HIV pre-test counseling and signed the “HIV Testing Information Sheet” in Exhibit 6-12.
 - 2. Student refusal (see Section 6.10, R1, b.1).

3. Testing waiver (see Section 6.12, R7, Waiver of Medical Care).
- d. Provide post-test counseling, in accordance with state laws, to all students regarding HIV test results.
 1. **HIV Negative Students.** Individually inform and counsel (e.g., measures to prevent HIV infection/transmission) all students with a negative HIV test result within 14 calendar days after receipt of test results.
 2. **HIV Indeterminate Students.** Individually inform and counsel all students with an indeterminate HIV test result within five calendar days after receipt of test results. A student who has an indeterminate test result shall be retested at three-month intervals until a conclusive test result (i.e., negative or positive) is obtained. If a conclusive result is not obtained within six months, no further testing is required.
 3. **HIV Positive Students.**
 - a. **Inform and Counsel.** Individually inform and counsel all students with a positive HIV test result, preferably within 24 hours, but not later than five calendar days, after receipt of the written positive result. The center Mental Health Consultant must be in attendance to assist in informing and counseling.
 - b. **Contact Notification.** HIV positive students must be instructed in how to notify their sexual contacts and intravenous drug contacts that they may have been exposed to HIV infection and to refer them for counseling and testing.

The center physician or designee shall report the student's HIV infection to the state and/or local health department, which will be responsible for contact notification both on and off center.
 4. **Students Off Center.** If a student is not on center (e.g., AWOL, on leave) when his or her positive or indeterminate test result is received by the center, the Center Director or designee must make every attempt to contact and inform the student of his or her result. The health department at the student's location shall be used to assist with the task of informing students who are no longer on center.
 5. Document post-test informing and counseling activities in the student's health record, including attempts to contact students not on center (d.4 above).
- e. Ensure that students who test positive for HIV infection are engaged in an interactive process to determine if an accommodation plan is needed (see center reasonable accommodation policy/process or national reasonable accommodation guidelines for specific requirements of accommodation process).
- f. Ensure that students who test positive for HIV infection are engaged in case management for chronic illness on center.

- g. Provide all students with information on HIV infection, including transmission and prevention (see PRH Section 3.17, R1 and Section 6.12, R10).

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Sexual Assault Prevention and Response

Centers shall:

- a. Establish a program for sexual assault prevention, counseling, treatment, and follow-up care.
- b. Develop a team response to sexual assault and involve center staff and outside resources.
- c. Report sexual assaults:
 - 1. To law enforcement authorities as required by state and local law.
 - 2. As significant incidents (see Chapter 5, Section 5.5, Management and Reporting of Significant Incidents).

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. *Healthy Eating and Active Lifestyles*

Centers shall provide students with an environment that supports healthy eating and active lifestyles and provide students with education and experiences that promote lifelong health and physical well being. At a minimum this program shall include the following components:

- a. Planning
 1. Establish a Healthy Eating and Active Lifestyles Committee to oversee and coordinate this program. At a minimum, this committee shall include the Health and Wellness Manager, Food Services Manager/supervisor, Recreation Supervisor or specialist, TEAP Specialist, Residential Manager, and student representative.
 2. Incorporate student interests and preferences when planning activities.
 3. Demonstrate collaboration between various departments on center.
- b. Environment
 1. Provide a variety of fitness activities open to all students as outlined in Section 3.18, R2.
 2. Provide healthy eating selections and limit non-nutritious eating selections as outlined in Section 6.7, R1.
- c. Education and counseling
 1. Provide educational activities and materials to all students that support regular physical activity, nutrition, and achieving a healthy weight as outlined in Section 3.17.
 2. Provide individualized weight management programming and/or counseling. Student participation in this program is highly recommended.
 3. Incorporate motivational interviewing and goal setting at student's level of readiness for change.
- d. Assessment
 1. Document, monitor, and assess program.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students can describe appropriate lifestyle choices.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students take personal responsibility for maintaining good health.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
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Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
Rationale for Rating:				

Q3. Students are able to identify and access appropriate health-related programs to meet individual needs.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.11 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4			
R5			
R6			
R7			
Average		Average	

6.12 HEALTH ADMINISTRATION

PURPOSE

P1. To ensure that quality health services are delivered in a professionally caring and cost-effective manner.

REQUIREMENTS

R1. Staffing

Centers shall:

- a. Ensure that health service staffing is in compliance with the staffing levels presented in Exhibit 6-5 (Center Health Services Staffing Requirements) and the minimum staff qualifications identified in Chapter 5, Exhibit 5-3 (Minimum Staff Qualifications).
- b. Employ or subcontract with medical, dental, TEAP, and mental health professionals (on both contract and conservation centers) subject to the prior approval of the Regional Office, in consultation with the Regional Health Specialists.
- c. Ensure that a health professional cannot serve as a consultant to, or an employee of, two or more Job Corps-related entities concurrently, when one entity has review and/or oversight responsibilities over the other(s). (Entities include Job Corps centers, health support contractors, and center operators.)

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Authorizations (Consent for Treatment)

Centers shall ensure that proper authorizations are obtained prior to delivery of health services to students.

- a. The signed consent form (ETA-653) serves as authorization for basic routine health care and shall be placed in the student health record by the time a student

arrives on center. Additionally, each student shall have a signed Informed Consent to Receive Mental Health and Wellness Treatment form in the student health record by the time the student arrives on center.

- b. Each time a student requires services other than those covered under the blanket consent signed on admission; written consent shall be obtained from the student or parent/legal guardian.
- c. In emergency situations, the Center Director may make an exception to the requirement for consent when a student who has reached the age of maturity cannot give consent or a parent/guardian of a student under the age of maturity cannot be contacted. This shall be documented in the student’s health record.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Basic Health Services Provided by Job Corps Centers

- a. Center operators are responsible for providing and paying for basic health care as detailed in Exhibit 6-4 (Job Corps Basic Health Care Responsibilities).
- b. Job Corps shall not pay for any health-related costs incurred by a student while on leave or pass unless previously authorized by the Center Director upon recommendation of a center health professional.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Health and Medical Costs Exceeding Basic Health Services Provided by Job Corps Centers

- a. Centers should assist students in seeking third-party health insurance coverage that will be available should the student have medical needs or costs beyond the basic health services provided by the center.
- b. If a student is determined to have a pre-existing or acquired health condition that significantly interferes with or precludes further training in Job Corps, or if a student is determined to have a health problem that is complicated to manage or for which necessary treatment will be unusually costly, the center must follow medical separation procedures (Section 6.12, R11, and Section 6.4, R4.c.5) and determine whether referral to the Office of Workers’ Compensation Programs (OWCP) is required (Section 6.12, R8).

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. Professional Standards of Care

All center health staff and providers shall follow accepted professional standards of care and are subject to prevailing state laws, including but not limited to:

- a. Maintaining a copy of current provider’s license, DEA registration, and proof of liability insurance, if applicable, in center health facility.
- b. Documenting all prescribed medications and treatment in student health record.
- c. Documenting all laboratory procedures ordered and recording the results in student health record.
- d. Following current standards of care when providing health services and treating illnesses and injuries.

Strategy:

- This area is assessed by the Job Corps health support contractor using health and wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Controlled Substances

Centers shall comply with all state and federal regulations regarding controlled medications and shall:

- a. Purchase, store, and administer all controlled substances in accordance with the regulation at 21 CFR Part 1300. Each center must maintain a controlled medication log and have a Drug Enforcement Administration (DEA) registration. The center can obtain its own registration or use the center physician’s DEA registration number when ordering controlled substances.
- b. Limit the use of controlled medications and stock only a small supply of those medications that will be prescribed by the center physician, center dentist, or psychiatrist. Documentation must be maintained showing that controlled medications in stock were prescribed by one of these individuals.
- c. Not stock Schedule II medications on center except when prescribed for a specific student. In such a case, the center shall order enough medication for a month’s treatment for the student.
- d. Store all Schedule II, Schedule III, and Schedule IV medications under a double-lock system in a secured area of the Health and Wellness Center. Only Health

- and Wellness staff who are authorized under their state license to dispense or administer controlled medications shall have access to the controlled medications.
- e. Ensure that two staff (one must be staff authorized under their state license to dispense or administer controlled medications) receive and sign for medications received, noting the name(s) of the medications, dosage, amount, and date on a controlled medication log.
 - f. Maintain a log of all Schedule II, Schedule III, and Schedule IV medications. When dispensing or administering these medications by order of the health care practitioner, the date, time, medication, and dosage shall be noted on the log and the nurse dispensing or administering the medication must sign his or her full name. The log shall be maintained in the locked area designated for controlled medications.
 - g. Inventory and reconcile controlled medications at least once a week. Two authorized staff members shall note the results on the controlled medications log. Any miscounts or missing medications identified during the inventory shall be immediately reported to the Regional Office by the Center Director.
 - h. Properly dispose of controlled medications that need to be destroyed because of expiration dates, contamination, or wastage, and document such actions on the controlled medications log. The log must be signed by two staff members (one of whom must be a Health and Wellness staff member).

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Waiver of Medical Care

- a. If a student refuses the pelvic exam, the center may defer it until after specialized counseling. If the student continues to refuse the **pelvic exam** two weeks after such counseling, a disciplinary separation may be necessary. The center physician may waive the pelvic examination if in his or her opinion there is sufficient justification. Such a waiver shall be clearly documented by the center

physician in the student’s health record and include an explanation as to why the decision was made.

- b. If a student refuses to submit to **HIV testing**, the center may defer it until after specialized counseling regarding HIV infection and AIDS. Such counseling should include the benefits of early diagnosis and the efficacy of available treatments. If two weeks after such counseling the student continues to refuse the HIV test, a disciplinary separation may be necessary. The center physician may waive the HIV test if in his or her opinion there is sufficient justification. Such a waiver shall be clearly documented by the center physician in the student’s health record and include an explanation as to why the decision was made.
- c. The center physician may grant waivers of immunization requirements for valid **medical and/or religious reasons**. Such a waiver shall be clearly documented by the center physician in the student’s health record and include an explanation as to why the decision was made.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R8. FECA/OWCP

- a. Students are considered federal employees for purposes of the Office of Workers’ Compensation Programs (OWCP). OWCP benefits do not begin to accrue until the day following a student’s separation from the program.
- b. The center shall complete the appropriate OWCP form(s) whenever a student is injured, develops an occupationally related illness, or dies while in the performance of duty. The center shall immediately comply with the procedures set forth in the Employment Standards Administration regulations at 20 CFR Chapter 1. The CA form portion of the SHIMS form and a copy of the ETA Form 6-61 (Notice of Student Separation) shall be filed with the OWCP district office only when the injury or illness results in separation and consent is received from the National Office. When separation does not occur, such forms shall be maintained in the student’s health record.

- c. If the student dies while in Job Corps, the center shall:
 - 1. Inform the next of kin of any possible FECA benefits if death occurred during the performance of duty. If the student did not die during the performance of duty, the government shall pay only for expenses involved in the preparation and transportation of the remains to a mortuary in the area selected by the next of kin, within the United States and its possessions.
 - 2. Arrange for burial at a site close to the center and at a cost not to exceed the amount authorized in Section 8134(a) of the Federal Employees' Compensation Act in the event that the next of kin refuses to accept the remains.
 - 3. Provide the National Office of Job Corps with documentation authorizing OWCP eligibility. If next of kin is eligible for benefits, further review by the National Office shall determine if any additional gratuity payments, not to exceed \$10,000 in accordance with Section 651 of Public Law 104-208 (The Omnibus Consolidated Appropriations Act), shall be awarded.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R9. Health Care Guidelines

- a. All health care guidelines shall be approved and signed annually by the center physician, CMHC, or center dentist, as appropriate.
- b. Current signed and dated health care guidelines shall be kept in the Health and Wellness Center.
- c. Annually, each center shall submit a memorandum to the Regional Office indicating which health care guidelines have been modified. Copies of any individual health staff authorizations and health care guidelines that have changed shall be sent to the Regional Office for approval. (Refer to Chapter 5, Exhibit 5-2, Plan and Report Submission Requirements, for reporting deadlines.)

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R10. Student Introduction to Health Services

Centers shall provide an overview of health services to new students by a member of the health services staff during the Career Preparation Period. This shall include an explanation of procedures/tests that are performed as part of the medical and oral exam, information on HIV and other sexually transmitted diseases, safe sex practices, family planning services, TEAP services, mental health services, the importance of good health to obtain/maintain employment, and the Notice describing how medical information about students may be used, disclosed, and how students can get access to this information.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R11. Medical Separations

Centers shall ensure that:

- a. Medical separations are initiated by health services staff.
- b. Students are medically separated when they are determined to have a pre-existing or acquired health condition that significantly interferes with or precludes further training in Job Corps, or the health problem is complicated to manage, or the necessary treatment will be unusually costly.
- c. If the center physician estimates that the student will be able to return to the center within 180 days, a medical separation with reinstatement rights (MSWR) will be given. If the student’s condition cannot be stabilized in 180 days, a regular medical separation will be given and the student may reapply in one year.
- d. Health and social service referrals are provided for all separated students.
- e. For medical separation with reinstatement rights (MSWR), students are contacted monthly by the Health and Wellness Manager to assess progress and plan their return to Job Corps within the 180 days allowed.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R12. Death

In the event of a student’s death, the center shall follow Significant Incident Report (SIR) reporting requirements (see Chapter 5, Section 5.6) and send the entire student personnel record (including sealed health record) to the National Office of Job Corps by signature-required mail or delivery within 10 days. The sealed health record shall include OWCP forms, written notification of death, plus the death certificate and autopsy and toxicology reports if available.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R13. Communicable Disease and Infection Control

The center shall:

- a. Report cases of disease to state and local health departments in accordance with state and local laws (see Chapter 5, Management).
- b. Manage all cases of communicable disease and use protective measures as recommended by the Centers for Disease Control and Prevention (CDC).
- c. Biologically monitor the function of autoclaves and maintain a log of spore test results.
- d. Follow infection control measures as mandated by state and federal law.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R14. Equipment and Supplies

The center shall:

- a. Provide necessary equipment and supplies for routine and emergency delivery of basic medical, dental, and mental health services. All such equipment shall comply with federal and state requirements.
- b. Purchase major dental equipment according to the current dental equipment list published periodically by the National Office of Job Corps.
- c. Maintain records on the dispensing, inventory, and disposal of medical and dental supplies and pharmaceuticals.
- d. Purchase from government supply service centers (GSA, HHS, VA), whenever possible.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R15. Continuous Quality Improvement

Center health staff shall seek feedback from students, employ mechanisms to document quality of care provided, and document quality improvement activities.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R16. Monthly Meetings with Center Director

The Center Director shall meet monthly with the center physician and CMHC to discuss clinical and organizational issues.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R17. Reporting

Centers shall ensure that the following reports are submitted (see Chapter 5, Exhibit 5-2):

- a. Health and Wellness Center Program Description
- b. Health Services Utilization Report
- c. Alcohol Testing Report

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATORS

Q1. Students utilize available health services appropriately.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students are satisfied with the quality and delivery of health services.

Strategy:

- This area is assessed by the Job Corps health support contractor using Health and Wellness ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.12 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3			
R4			
R5			
R6			
R7			
R8			
R9			
R10			
R11			
R12			
R13			
R14			
R15			
R16			
R17			
Average		Average	

6.13 CHILD CARE ARRANGEMENTS

PURPOSE

- P1. To provide assistance to Job Corps applicants in arranging suitable child care for their dependent children so that they may enroll in the Job Corps program.
- P2. To provide students with access to child care services for their children.

REQUIREMENTS

R1. Establishment of Child Care Arrangements

- a. Prior to enrollment, Job Corps Admissions Counselors shall assist parenting applicants with identifying and establishing suitable arrangements for the care of dependent children.
- b. During enrollment, centers shall assist parenting students in maintaining suitable child care arrangements for dependent children.

Strategy:

- Interview Admissions Counselors or center staff to determine how they assist applicants/ students in making child care arrangements.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Identification of Local Child Care Resources

- a. Centers shall promote the development and implementation of local linkages for child care for students to the maximum extent feasible.
- b. Centers located in areas where local child care programs cannot meet student needs, and which have space and non-Job Corps funding sources for child care, may request approval to establish on-center child development programs, in accordance with requirements in PRH Appendix 604 (Job Corps Child Development Programs).

Strategy:

- Interview center staff to determine what local child-care resources have been identified and what linkages have been established to assist parenting students.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

QUALITY INDICATOR

Q1. Parenting Job Corps students maintain suitable child care arrangements for the duration of their enrollment period.

Strategy:

- Interview parenting students. Determine how center staff members have assisted in helping them maintain child care arrangements during enrollment.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.13 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2			
Average		Average	

6.14 DISABILITY PROGRAM

PURPOSE

- P1. To provide individualized and coordinated services to all students with disabilities.
- P2. To provide a Disability Program with a center-wide focus.
- P3. To ensure equal opportunity for all students, including those with disabilities.
- P4. To ensure all policy and legal requirements related to serving students with disabilities are met.
- P5. To ensure access for students with disabilities that focuses on employability and independent living.

REQUIREMENTS

R1. Disability Coordinators

- a. The Health and Wellness Manager (or a health staff designee) and Academic Manager (or an academic staff designee) will function as Disability Coordinators (DCs) to oversee the program. Additional DCs may be appointed. Centers may choose to hire a full or part time DC to oversee the program rather than or in addition to appointing an academic and health DC.
- b. The roles and responsibilities of each DC will be defined in an SOP.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R2. Applicant File Review Process

- a. To ensure equal opportunity for all applicants, including those with disabilities, all centers are required to follow the same applicant file review process. This process will be described in an SOP (See Exhibit 5-1) that describes in detail how an applicant file is processed, from the time it is received from the admissions contractor, until the applicant is accepted into the program and assigned a start date, or recommended for denial and a final disposition is made by the Regional Office.

- b. The applicant’s file must be processed within 30 calendar days from receipt by center. If the center reasonably can substantiate needing longer than 30 days to complete the file review process, then an extension may be discussed with the respective Regional Office Project Manager.
- c. While each center file review procedure may have unique aspects, all center procedures must incorporate the following requirements:
 - Location where files are sent and logged in upon arrival to the center and the method of tracking the movement of the file to include an explanation of the center’s disposition of the file.
 - Responsibilities and roles of applicant file review team members to include the Health and Wellness Manager, the center clinicians, and the center’s disability coordinator(s) which usually will include the center’s Health and Wellness Manager.
 - Procedures for reviewing an applicant file to include the acceptable reasons for recommending denial of an application.
 - Procedures for reviewing and determining reasonable accommodation.
 - Procedures for processing application withdrawals both before and after submitting a file for regional review.
 - Timeframe the center establishes to complete the file review process to ensure it meets the PRH required timeframe of 30 calendar days.
 - Storage, transmission and maintenance of the applicant file information (see Appendix 607).

See 1.4, R1-3 and Appendix 107.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R3. Reasonable Accommodation Process

- a. An applicant or student with a disability may request and receive reasonable accommodation to participate in the Job Corps program at any time during the admissions process or enrollment. Each center will have a process for ensuring applicants/students with disabilities who request accommodation, indicate they may need accommodation, and/or provide documentation of a disability are engaged in an interactive process to consider/determine the functional limitations resulting from their disability and the potential accommodations that would allow them to participate in the Job Corps program. An SOP describing this process is required (See Exhibit 5-1) and it and the center’s reasonable accommodation process will include all the components outlined in Appendix 605.
- b. The DCs will coordinate the center’s reasonable accommodation process.
- c. During Career Transition Readiness all students will receive information about workers rights and responsibilities including reasonable accommodation in the workplace (see Section 3.21, R2, g).

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R4. Introduction to Center Life

- a. Centers shall provide new students with information that will lead to an understanding of the opportunities and benefits available as part of the center’s Disability Program (see Section 2.2, R1, b11).
- b. Centers shall provide a variety of opportunities for new students to meet and interact with the DCs (see Section 2.2, R1, d4).
- c. The student handbook will include information about the Disability Program (see Sections 2.2, R1, b and 2.2, R2).

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R5. CIS Disability Data Collection and Accommodation Plans

- a. A DC will accurately enter the required data in the disability data collection and accommodation plan icons in CIS as soon as possible after the student enters the program.
- b. For students who require TABE testing accommodations, this data will be entered prior to the administration of the first TABE test.
- c. Only the DCs will have access to the disability data collection entry screen, disability data report and the accommodation plan report with notes report in CIS.
- d. Generally only the DCs will have access to the accommodation plan entry screen; however, if a designee is appointed to enter accommodation plans, this staff person can have access.
- e. All center staff responsible for providing accommodations will have access to the accommodation plan report in CIS.
- f. Accommodation plans will not contain any medical or diagnostic information.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R6. Partnerships/Resources

- a. Each center must develop resources and partnerships with outside agencies and programs that will assist the center in serving students with disabilities. Special focus should be given to developing resources and partnerships that can assist the center in identifying or providing accommodation support that promotes student independence and employability.
- b. The Business and Community Liaison staff and other appropriate staff should be involved in this process.
- c. Each center will document efforts to develop resources/partners by completing the Disability Partnership Tool available on the Job Corps Disability website or their customized Disability Partnership Tool available from their Regional Disability Coordinator.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

R7. Referral Process

- a. A written referral/feedback system shall be established to document a referral to the DCs when a student discloses a disability and may want reasonable accommodation or staff suspects a student may have a disability that is impacting his/her success in the program and should meet with the DCs to consider reasonable accommodation.
- b. All referral forms will be stored in the student’s accommodation file or in the student health record if no accommodation file exists.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	

<p>Rationale for Rating:</p>

R8. Readily Achievable Barrier Removal

Each center must consider readily achievable barrier removal—things center staff can do to make the center more accessible that are easily accomplishable and able to be carried out without much difficulty or expense. To accomplish this, centers must:

- a. Determine potential improvements to the physical accessibility (e.g., ramps, elevators, adjustable work stations, restrooms, etc.) of the center, by completing the ADA Checklist for Readily Achievable Barrier Removal (a link to this checklist is available on the Job Corps Disability website).
- b. Determine potential improvements to the programmatic accessibility (e.g., communication options such as audio tapes, large print, etc.; center’s public materials contain a statement that reflects a commitment to providing reasonable accommodations for all of their programs, etc.) of the center, by completing the program Center Accessibility Tool (this document is available on the Job Corps Disability website).
- c. Develop an accessibility plan with priorities and next steps based on the results of the ADA Checklist for Readily Achievable Barrier Removal and Center Accessibility Tool. The plan will be used as a tool for center staff to think about the simple things that can be done to ensure that students with disabilities can access/participate in the program on an equal basis with students without disabilities. This plan is not intended to be used to determine compliance for new construction or facilities being altered and is separate from the center’s facility survey requirement in PRH 5:5.10.
- d. The accessibility plan will be reviewed and updated annually by June 30th (see Exhibit 5-2).
- e. The safety and facilities maintenance staff should play a primary role in completing the plan with support from managers in all areas.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal			Satisfactory		Very Good		Exceptional

Rationale for Rating:

R9. Staff Training

Centers will provide disability-related staff training in accordance with Chapter 5, Exhibit 5-4 (Required Staff Training).

Additional guidance and tools for meeting all Disability Program requirements are available on the Job Corps Disability website.

QUALITY INDICATORS

Q1. Students are able to identify and access appropriate disability-related supports and/or services to meet individual needs.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q2. Students are able to explain their accommodation needs and self-advocate for needed supports.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	

Rationale for Rating:

Q3. Accommodation plans demonstrate employability readiness by featuring accommodations that foster student independence.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

Q4. Staff members are aware of Disability Program requirements and their individual role in supporting students with disabilities.

Strategy:

- This area is assessed by the accommodation support contactor using their ROCA tools.

0	1	2	3	4	5	6	7	8	9
Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
Rationale for Rating:									

PRH 6.14 - Summary Rating

Requirement	Rating	Quality Indicator	Rating
R1		Q1	
R2		Q2	
R3		Q3	
R4		Q4	
R5			
R6			
R7			
R8			
R9			
Average		Average	

Sample Consolidated Rating Matrix

Administrative support is exclusively a Job Corps center function. Below is a sample matrix for use on Job Corps center assessments.

SAMPLE CENTER CONTRACT MATRIX

Management Job Corps Center	Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional	
	0	1	2	3	4	5	6	7	8	9
Program Compliance Rating	Rating Based Upon PRH Requirements									
6.1 Student Attendance, Leave, and Absences										
6.2 Student Allowances and Allotments										
6.3 Student Records Management										
6.4 Student Enrollments, Transfers, and Separations										
6.5 Student Clothing										
6.6 Student Transportation										
6.7 Food Service										
6.8 Student Civil Rights, Including Religious Rights, and Legal Services										
6.9 Student Support Services										
6.10 Student Health Services										
6.11 Related Health Programs										
6.12 Health Administration										
6.13 Child Care Arrangements										
6.14 Disability Program										
Average Compliance Rating										
Program Quality Rating	Rating Based Upon PRH Quality Indicators									
6.1 Student Attendance, Leave, and Absences										
6.2 Student Allowances and Allotments										
6.3 Student Records Management										
6.4 Student Enrollments, Transfers, and Separations										
6.5 Student Clothing										
6.6 Student Transportation										
6.7 Food Service										
6.8 Student Civil Rights, Including Religious Rights, and Legal Services										
6.9 Student Support Services										
6.10 Student Health Services										
6.11 Related Health Programs										
6.12 Health Administration										
6.13 Child Care Arrangements										
6.14 Disability Program										
Average Quality Rating										