

APPENDIX 501b
POLICIES AND PROCEDURES
FOR PY 2014
OUTREACH AND ADMISSIONS
OUTCOME MEASUREMENT SYSTEM

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2014

Prior to reviewing this section, please read the Introduction to Appendix 501. The Introduction provides rationale, policies, and procedural changes that apply to all of the Program Year (PY) 2014 Outcome Measurement System (OMS) Report Cards.

- A. **Overview.** The Outreach and Admissions (OA) Report Card is the accountability tool used to measure and account for performance of OA providers nationwide. The OA Report Card reflects OA providers' success in achieving specific goals and objectives pertaining to the recruitment of eligible students to reach center capacity, the initial retention of those students in the program, and positive program outcomes.

OA providers are important to the continuum of service delivery to students in the Career Development Services System (CDSS) since they are the first to encounter prospective Job Corps students. Specifically, they help to lay the foundation for what will be a beneficial and rewarding experience for students. OA providers must focus their efforts on recruiting eligible students who are committed to staying in Job Corps, thus ensuring positive long-term outcomes for program graduates. Centers and Career Transition Services (CTS) providers are also responsible for helping students make the transition to becoming employable and independent, and must work closely with OA providers to ensure positive outcomes from start to finish.

- B. **PY 2014 Changes in Appendix 501b.** Provided below is a description of changes to the OA Report Card for PY 2014.

Both PY 2012 and PY 2013 proved to be unusually challenging years for the Job Corps program. Financial constraints and several periods of suspension of new enrollments followed by measured build-up strategies created major challenges for program operations and directly impacted OA performance. With this in mind, the OMS Workgroup carefully reviewed issues and challenges experienced by OA providers. In PY 2014, the measures and goals for the OA Report Card remain the same. Changes have been made however, to rebalance the weights (50% weight on Production Measures and 50% weight on Commitment Measures) to reinforce quality arrivals during build-up after the previous periods of enrollment suspension.

Changes in the PY 2014 OA Report Card are as follows:

1. **Total Arrival Rate:** For PY 2014, the weight for Total Arrivals is increased from 20% to 25%.
2. **Level 1 ZT Non-Separation Rate:** For PY 2014, the weight for Level 1 ZT Non-Separation Rate is decreased from 25% to 15%.
3. **90 Day Commitment Rate:** For PY 2014, the weight for 90 Day Commitment Rate is increased from 25% to 30%.

Provided on the next page is a chart outlining the PY 2014 OA Report Card.

PY 2014 OA REPORT CARD			
Measure	Definition	Goal	Weight
Quantity/Production – 50%			
Female Arrival Rate	$\frac{\text{No. of female arrivals}}{\text{Total female contracted quota}}$	100%	25%
Total Arrival Rate	$\frac{\text{No. of total arrivals}}{\text{Total contracted quota}}$	100%	25%
Quality/Commitment – 50%			
Arrivals With Level 1 Zero Tolerance (ZT) Non-Separation Rate	No. of Students in the pool who do not separate for a Level 1 ZT infraction under codes 5.1A or 5.2B within the first 30 calendar days or under code 5.2A within the first 45 calendar days All Student arrivals with the opportunity to stay in the program for at least 45 calendar days	98%	15%
Arrivals With 90-Day Commitment Rate	No. of Students in the pool who <u>stay for 90+ calendar days</u> No. of Student arrivals with the opportunity to stay for at least 90 calendar days	85%	30%
Graduate Rate	$\frac{\text{No. of Students who separate as Graduates}}{\text{No. of Separated Students}}$	70%	2.5%
Graduate Initial Placement Rate	No. of Graduates placed in a job, the military, or education/training or who transfer to an Advanced Training program at another center No. of Graduates whose placement records are due or received or who transfer to an Advanced Training program at another center	90%	2.5%
			100%

- C. **Quantity/Production Measures.** These measures are consistent with the need for Job Corps centers to operate at full capacity, per Workforce Investment Act of 1998 (WIA) requirements. OA contracts stipulate the OA provider's input schedule for eligible arrivals for the length of the contract. These input schedules, or quotas, are determined by Job Corps Regional Offices' Geographic Assignment Plans and represent the OA

providers' obligation to ensure the centers they serve reach full capacity.

The goals for the arrival measures are set at 100% of OA providers' contractual goals. Thus, if a Regional Office needs to adjust an OA provider's input schedule to meet changing regional or center needs, this system provides the flexibility to do so, as the goals will remain at 100% of the newly assigned quotas.

1. **Female Arrival Rate.** The Female Arrival Rate is the number of female arrivals compared to the total female arrival quota, as specified by the contract.

Pool: Female arrival contracted quota.

Measure: The percentage of female arrivals achieved.

Goal: 100% of the contracted female quota.

Weight: 25%

Formula:
$$\frac{\text{Number of female arrivals}}{\text{Total female contracted quota}}$$

2. **Total Arrival Rate.** The Total Arrival Rate is the number of total arrivals (both male and female) compared to the total arrival quota, as specified by the contract.

Pool: Total (male and female) contracted quota.

Measure: The percentage of total (male and female) arrivals achieved.

Goal: 100% of the contracted quota.

Weight: 25%

Formula:
$$\frac{\text{Number of total arrivals}}{\text{Total contracted quota}}$$

Note: For OA providers that do not have responsibility for female arrivals, the Total Arrival Rate will be given 50% weight, that is, all of the weight for production.

- D. **Quality/Commitment Measures.** These measures are consistent with the need to obtain students who will remain on center for more than 60 days in order to acquire some tangible benefit from the program, such as a learning gain, a High School Diploma (HSD) or High School Equivalency (HSE), or a Career Technical Training (CTT) completion. The longer students remain in Job Corps, the more opportunity they have to acquire all of the benefits Job Corps has to offer.

Making a commitment to students in this critical period should inspire students to make a commitment to Job Corps in return. OA providers are responsible for providing applicants with in-depth information about the program, such as policies, expectations, and center residential life, and for preparing incoming students to make a commitment to both themselves and Job Corps. In addition, these quality/commitment measures reflect the relationship between the enrollment of eligible and committed students, and its impact on students' length of stay at centers, which correlates to quality achievements and placements.

1. **Arrivals With Level 1 Zero Tolerance (ZT) Non-Separation Rate.** This measure includes all students who were recruited by the OA provider.

Pool: All students who had the opportunity to stay in the program for at least 45 calendar days.

For Example: The pool for PY 2014 would include all students who entered Job Corps between May 17, 2014, and May 16, 2015, as all these students had the opportunity to stay in the program for 45 or more calendar days by June 30, 2015.

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

Goal: The national goal is 98%.

Weight: 15%

Formula:
$$\frac{\text{Number of Student arrivals in the pool who do not separate for a Level 1 ZT infraction under codes 5.1A or 5.2B within the first 30 calendar days, or under code 5.2A within the first 45 calendar days}}{\text{All Student arrivals with the opportunity to stay in the program for at least 45 calendar days}}$$

2. **Arrivals With 90-Day Commitment Rate.** This measure also includes all students who were recruited by the OA provider.

Pool: All students who had the opportunity to stay in the program for at least 90 calendar days.

Measure: The percentage of students in the pool who stay in the program for 90 or more calendar days.

For Example: The pool for PY 2014 would include all students who entered Job Corps between April 2, 2014, and April 1, 2015, as all these students had the opportunity to stay in the program for 90 or more calendar days by June 30, 2015.

Goal: The national goal is 85%.

Weight: 30%

Formula:
$$\frac{\text{Number of Student arrivals in the pool who stay in the program for 90 or more calendar days}}{\text{Number of Student arrivals with the opportunity to stay in the program for at least 90 calendar days}}$$

- 3. Graduate Rate.** The Graduate Rate measure serves as an indicator of the OA provider's success in arriving committed and prepared students who can benefit from the program.

Pool: All separated students.

Measure: The percentage of students in the pool who meet the requirements for graduate status, as defined in PRH, Chapter 4, Section 4.2, at the time of separation.

Goal: The national goal is 70%.

Weight: 2.5%

Formula:
$$\frac{\text{Number of Students who separate as Graduates}}{\text{Number of Separated Students}}$$

- 4. Graduate Initial Placement Rate.** This measure encourages collaboration between OA, centers, and CTS providers in providing support and encouragement to students to successfully complete the program and enter into the workforce.

Pool: All graduates whose initial placement records are due or received, or who transfer to an approved Advanced Training (AT) program at another center during the period.

Measure: The percentage of graduates in the pool who are placed in a job, the military, an educational program, or a job/school combination according to the Job Corps placement definition, or who transfer to an approved AT program at another center.

<u>Goal:</u>	The national goal is 90%.
<u>Weight:</u>	2.5%
<u>Formula:</u>	$\frac{\text{Number of Graduates placed in a job, the military, an educational program, or a job/school combination, or who transfer to an approved Advanced Training program at another center}}{\text{Number of Graduates whose initial placement records are due or received or who transfer to an approved Advanced Training program at another center}}$

E. Performance Goals. Performance goals serve as the quantitative benchmarks to assess performance. A single performance goal is established for each measure, and performance is measured as a percentage of the goal(s) achieved. Thorough analyses of historical data have been conducted to assist in establishing reasonable and attainable goals for the system. All measures use national goals.

F. Weights. A weight is assigned to each measure to reflect: 1) areas of emphasis in OA providers' accountability for achieving positive student outcomes; 2) the importance attached to each measure; and 3) the number of students in the pool for each measure.

The weighting scheme of the OA Report Card has been shifted slightly in PY 2014. As indicated in the summary table, equal emphasis is now placed on the production measures and the commitment measures (both weighted at 50%). Within the production measures, equal weight is now placed on female arrivals and total arrivals (both at 25%). Within the commitment measures, weight has been decreased on the Level 1 ZT Non-Separation Rate (from 25% to 15%) and increased on the 90-day Commitment Rate (from 25% to 30%) to emphasize the importance of retention of students in the program. The two graduate measures, Graduate Rate and Graduate Initial Placement Rate, are weighted at 2.5% each.

G. Overall Rating. Results across each of the weighted measures are aggregated to create an overall rating. OA provider performance is weighted among the individual measures to obtain an overall rating. These ratings are reviewed to assess program effectiveness and play a key role in the procurement process. Overall ratings are also used to determine the program ranges for performance-based service contracting.

II. ROLES AND RESPONSIBILITIES

- A. **National Office.** The National Office of Job Corps is responsible for establishing national policy for the OA OMS; monitoring the Job Corps Data Center's (JCDC's) issuance of the OA Report Card; tracking performance of OA providers, distributing information, and providing technical assistance or training as needed; and establishing an administrative low rating to providers for lack of credible data.
- B. **Regional Offices.** Regional Offices are responsible for preparing the Requests for Proposals (RFPs) and awarding the contracts, reviewing data reports, and monitoring OA provider performance as follows:
1. **RFPs and Contracts.** Regional Offices ensure that proposals, contracts, and plans comply with the OA Report Card system established herein and that all OA contractor RFPs include language that informs the provider that new arrival quotas are issued each contract year through a unilateral modification (regardless of the base-year period or the award of an option year). Regional Offices must issue an amendment to the RFP to modify the award document prior to execution. **Prior** to contract award and **after** the RFP is issued, new arrival quotas are established by the Regional Office. Additionally, due to the enrollment freeze in PY 2012, and subsequent build-up into PY 2013 and 2014, Regional Offices must ensure that all OA contracts include the **monthly** arrival quotas that represent realistic expectations of monthly performance based on their past achievements and centers' needs. The Regional Office must also ensure that the arrival quotas are entered into the Financial Management System (FMS) in a timely manner.
 2. **Data Reports.** Regional Offices should review and forward electronic National Office data analysis reports to OA providers and notify both the National Office of Job Corps and JCDC of OA contractor contract changes (locations or service) **prior** to implementing the change. Regional Offices must also enter monthly OA arrival quotas into FMS in a timely manner to ensure that data reports contain accurate information. They must also maintain and provide annually (or as revised) an updated list of OA providers, contact addresses, and codes to the National Office of Job Corps.

- 3. Monitoring Providers.** Regional Offices must monitor and assess contractor performance against goals using OA Report Card overall ratings for procurement and contract administration activities. The Regional Offices should transmit any contractor's explanation of poor performance as part of the Contractor Performance Assessment Reporting System. Regional Directors will evaluate information submitted by the OA contractor, coupled with an assessment of the contractor's compliance with all other terms and conditions of the contract or agreement. Other factors, such as the Office of Inspector General (OIG) audits and special review findings, should also be taken into account in procurement-related decisions.
- C. OA Providers.** All providers, whether they are federal, state, or private, providing OA services, as well as centers with OA contractor activities, are responsible for maintaining all documents or automated information necessary for audits of activity. It is critical that accurate data are reported and entered into the Outreach and Admissions Student Input System (OASIS). The contractor must ensure that the OA Report Card system is used to provide maximum benefit to Job Corps applicants by immediately notifying JCDC, by e-mail to the Help Desk, of any address, staff, phone, or fax changes (cc: Regional Office).
- Further, OA providers must monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. Most importantly, OA providers must submit information regarding extenuating circumstances and/or unique factors, which can temporarily justify poor performance, to the Regional Office. OA providers must share the information in this appendix and implement the Job Corps OA Report Card goals with their respective employees. They must also monitor performance, recommend corrective action as required, submit corrective action plans to Job Corps Regional Offices when appropriate, and implement corrective action plans as directed.
- D. Job Corps Centers.** Job Corps centers are responsible for timely and accurate transmittal of OA information in OASIS and the Center Information System (CIS). In addition, they must ensure accurate coding of OA Identification codes when completing the OASIS and CIS obligations and assist OA providers to promote timely arrivals of eligible students. Job Corps centers must also provide center-specific information to OA

providers and work cooperatively with them to encourage retention once students arrive on center.

Note: A general failure to accurately enter data into CIS, or otherwise report information to JCDC, negatively affects the overall performance rating of individual providers in the OA Report Card. In addition, since enrollee information is critical to other data reports, any inaccurate OA data would also negatively impact other Job Corps program reports and outcomes.

- E. Job Corps Data Center (JCDC).** JCDC is responsible for ensuring that the OA Report Card and other reports are issued in accordance with the target release dates. JCDC coordinates specifications of the OA Report Card report with National Office staff and ensures that the data generated in the reports accurately reflect the policy and programming design. JCDC provides: Help Desk services regarding OA provider data, reporting and oversight of OASIS, Help Desk services to National Office of Job Corps and Regional Offices regarding OA provider data and reporting, and training and services to the regions on OASIS.