

June 9, 2004

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 03-22
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TO: ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

FROM: RICHARD C. TRIGG
National Director
Office of Job Corps

SUBJECT: Reporting of Significant Incidents

REFERENCE: Policy and Requirements Handbook (PRH) Chapter 5: Section 5.5

1. Purpose. To advise centers of the transition from the paper-based Significant Incident Reporting (SIR) system to the SIR Web-based system; to provide information on user access and training for the SIR Web-based system; and to reissue the procedures for submitting SIRs.

2. Background. Effective **July 19, 2004**, the SIR paper-based system will transition to a Web-based system. In response to ongoing concerns, a review of the SIR paper-based system was conducted. This review resulted in a recommendation to re-design the system in a Web-based format to improve reporting capabilities, data integrity and accuracy, and data comparability and analysis. A pilot of the Web-based system was rolled-out to 13 centers between January 1, 2004, and March 31, 2004. The new system is user-friendly, requires minimal training, and automatically distributes SIRs to the National and Regional Offices, as well as to the health support contractor.

To provide a smooth transition from the SIR paper-based system to the SIR Web-based system, an SIR Implementation Kit will be sent to all centers by June 21, 2004. This kit will include all materials necessary (e.g., SIR System Online User Guide, Training CD, SIR Back-up Submission Form, and Frequently Asked

Questions) to facilitate the utilization of the new system. In addition, centers will have a 1-month conversion period, which will take place between July 19, 2004, and c.o.b. August 20, 2004. During this time, centers may submit SIRs both online and manually. However, after **August 20, 2004**, use of the SIR Back-up Submission Form will be allowed **only** if access to the online system is unavailable (e.g., power outage, network/internet failure, or system failure).

- a. **User Access:** On the User Update Form, center directors must specify the center staff who will need access to create SIR reports (basic users), as well as those who will approve and submit reports (advanced users). Each center must submit a minimum of two advanced users. Center directors should also include on this form any center operator staff that will need to access the system. Once passwords and user names have been assigned to all users, the passwords and user names will be emailed directly to the center director for distribution. Each center director will receive an email by June 11, 2004, directing him/her on how to access the User Update Form via the Internet. This online form must be completed no later than **June 21, 2004**.
- b. **Training:** Online and CD-based training will be provided to all users. This training will provide an overview of the system, as well as specific instructions on the utilization of the new system. All users, basic and advanced, are encouraged to participate in the SIR Online Training. The SIR training coordinator, Yvonne Heffernan at (887) 608-3290, ext. 217, is also available to assist users with specific questions regarding the new system.
- c. **SIR Procedures:** In the past, there have been occurrences of centers not submitting SIRs as required by PRH Chapter 5, Section 5.5 and Program Instruction No. 99-14, dated November 15, 1999 (not submitting reports within the 24-hour time frame; and/or not submitting reports to the Regional Office and/or the National Office).

Centers are reminded that:

- All SIRs must be reported within **24 hours** of the center being made aware of the incident.
- Student or reportable staff deaths must be reported within **6 hours** (the National and Regional Office should be notified immediately by phone). (A reportable staff death is one that occurs on center or as part of his or her job.)

- Incidents involving students previously separated from Job Corps should not be reported unless the incidents:
 - involve media attention in which Job Corps is mentioned;
 - involve a student that has been medically separated with reinstatement rights; or,
 - involve a student death in which the student had been medically separated because of an incident on center.
- SIRs are to be grammatically correct with all words spelled correctly.

3. Action.

- Centers should immediately review this Program Instruction with all staff members who have SIR reporting responsibilities.
- By **June 21, 2004**, center directors should complete/update the online User Update Form for all users who will need access to the SIR system.
- Users are encouraged to participate in the SIR Online Training. Prior to June 21, 2004, center directors will receive an e-mail containing the URL needed to access the online training. The online training will be available on or about June 21, 2004. All users are urged to read the *SIR Online System User's Guide* in the forthcoming SIR Implementation Kit, in order to fully comprehend all updates and changes to the system, and ensure error-free reporting.

4. Expiration Date. Until superseded.

5. Inquiries. Inquiries should be directed to Barbara Grove at (202) 693-3116, or emailed to grove.barbara@dol.gov.