

August 16, 2016

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 16-07
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TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL OFFICE STAFF
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: LENITA JACOBS-SIMMONS
National Director
Office of Job Corps

SUBJECT: Applicant File Review Log and Webinar

1. Purpose. To provide centers with a sample Applicant File Review (AFR) log that meets Policy and Requirements Handbook (PRH) standards, to share AFR log best practices, and to remind center staff of the “Maintaining and Managing the Applicant File Review Log” Webinar.

2. Background. While the AFR process is not specific to students with disabilities, it is the center’s primary documentation that determines compliance with many of the AFR process components. Therefore, when it does not exist or capture all the required information, the center’s Disability Program Compliance Review scores in this area are significantly impacted.

The AFR log is also critically important in the event that discrimination or other type of complaint is filed, as it provides a historical record of people who interacted with the file, the timeline of the file review process, and the final disposition of the application. Requirements pertaining to the AFR log can be found in PRH Section 1.4 R2 (a). Page 9 of Appendix 107 addresses the need for the AFR log delays including further explanation of the details it should contain (e.g., notes/explanations of any delays in the process, disposition of the file, etc.).

The Program Instruction Notice No. 14-06, released in August 2014, provided Records Managers with a sample AFR log that tracks all of the PRH stipulations. The sample AFR log has been updated based on feedback from center staff. The updated sample log is more user friendly, and still captures all the required components. The log can be customized for use on any center, and also includes examples of several applicant files with differing final dispositions. Centers may continue to use the sample log released in August 2014; the attachment to this notice is an enhance version of that log. Those centers not using an AFR log that captures all required components of the process can begin using the updated sample log. All centers are reminded to retain their previous logs after transitioning to the updated sample log.

Applicant File Review Log Best Practices:

- There should be only one AFR log that tracks all required components of the process. Using multiple logs to track the process is not acceptable. Starting a new log each program year is acceptable, but previous logs should be maintained.
- The Records Manager (or staff person who has oversight for the Records Department) accountable for ensuring the AFR log tracks all required components, and contains complete and accurate information. Regular audits of the log are recommended as a way to catch missing or inaccurate information.
- The log should, as a stand-alone document, track everything happened with each applicant file from its arrival on center through its final disposition.
- **No** applicant file entries should be deleted from the log.
- All fields of the log should be filled in as appropriate. If you previously left fields in a particular column blank all or most of the time, check with your Regional Disability Coordinator (RDIC) to ensure there is not something missing from the center's AFR process or an error in recordkeeping. Your RDIC can also review the center's log to ensure all required components of the process are being tracked with no obvious process issues.
- All files should be processed in 30 days or an extension should be requested from the center's Regional Project Manager. All requests for extensions should be documented in the log. The sample logs have a column that auto calculates the number of days a file has been in process.
- When indicating the reason files are returned to the Admissions Counselor (AC), be specific. For example, entries indicating "file returned to AC" or "file returned at AC's request" are not sufficient. Remember, applicant files can only be returned to the AC if the applicant withdraws, or the center cannot reach the applicant to conduct a clinical interview. It is a best practice to maintain written documentation indicating the reason files were returned to the AC (e.g., an e-mail from AC indicating the applicant has withdrawn his/her application).
- Any file sent to the Regional Office as a recommendation for denial must be tracked in the log and a final disposition indicated. If you do not receive a final disposition for the center's Project Manager, check in to ensure a final file disposition has been made.

The "Maintaining and Managing the Applicant File Review Log" Webinar reviews the requirements associated with the maintenance and management of the AFR log, offers suggested strategies and tips for efficiently managing the process, and educates staff on the pitfalls and red flags that can occur within the AFR tracking process. This webinar can be downloaded from the Job Corps Disability Web site and will be presented as a Webinar session soon after the release of the Program Instruction, exact dates and sign up information will be available on the Event

Registration page on the Job Corps Community Web site.

3. Action Required. Addressees are to ensure this Program Instruction is distributed to Records Managers, Disability Coordinators and other appropriate staff.

4. Expiration Date. Until superseded.

5. Inquiries. Inquiries should be directed to Johnetta Davis at (202) 693-8010 or via e-mail at davis.johnetta@dol.gov.

Attachment

2016 Sample Applicant File Review Log