



August 31, 2020

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 20-06

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL OFFICE STAFF
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL FOREST SERVICE CENTERS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: DEBRA CARR
Acting National Director
Office of Job Corps

**DEBRA
CARR**

Digitally signed by
DEBRA CARR
Date: 2020.08.31
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SUBJECT: Center Staff Protocol for Student Loaner Device Program

1. **Background.** Job Corps is implementing a student loaner device program. Under that program, each center operator will manage the receipt, distribution, use, accounting, and return of certain equipment to be furnished by the Government for the use of students for distance learning and on Job Corps campuses, as appropriate. This document outlines the center operator’s responsibility for managing this program.

At this time, Job Corps plans to distribute nationwide 25,000 Chromebooks, each with a carrying case, and 25,000 hot spots with data service, for use of students in distance learning and on campus, as appropriate. Students completely offline, i.e., without a Chromebook or similar device and no internet connectivity, are to be given priority when devices are distributed. The Chromebooks and hot spots are hereinafter referred to as “the Student Loaner Equipment.”

Job Corps will allocate Student Loaner Equipment to each center. In a previous Job Corps Data Center (JCDC) notice, Job Corps informed each center of the exact amount of Student Loaner Equipment to be allocated to the center. In that notice, each center was asked to provide the name and contact information for the center’s property management point of contact (POC).

The Student Loaner Equipment is Government-furnished property to be used exclusively by students and for the purpose of distance learning activities, in accordance with the distance learning plan approved for the center, and on campus when appropriate. It is imperative that the Student Loaner Equipment never be connected to the Job Corps network. Moreover, the Student Loaner Equipment may not be used by staff; only

eligible students assigned to the center may use Student Loaner Equipment. Each center shall take appropriate measures, including but not limited to those set out below, to ensure the use of the Student Loaner Equipment is consistent with all contract requirements and Job Corps directives, rules, and guidance, including those herein.

2. Student Responsibility. The purpose of the loaner device program is to provide students with the tools they need to participate in distance learning, and on campus when appropriate. The Student Loaner Equipment must not be used for personal or non-Job Corps related activities. Job Corps has taken and will continue to take measures to restrict access to inappropriate websites with the Student Loaner Equipment. The Student Loaner Equipment is solely for the use of the student to whom it is assigned and no one else, including members of the student's family and other students, may be allowed to use the equipment. This includes allowing others to connect to the hot spot for internet access.

Students must be required to retain the original packaging materials or similar sturdy shipping package. Students are responsible for returning the Student Loaner Equipment to the Job Corps center when it is no longer needed or the student leaves the program. Students should be required to contact the center property POC to obtain a return shipping label for this purpose. Alternatively, students can return unpackaged equipment in person and directly to the center's POC. Students wishing to return equipment in person must coordinate the drop-off of the equipment with center staff.

Students are not required to participate in this program, but if they do so, they must agree to accept financial responsibility for any loss or damage to Student Loaner Equipment given to them, which was intentionally caused, as further explained below. If Student Loaner Equipment is lost, stolen, damaged, or simply not returned, the student may be liable for the value of the equipment lost, stolen, or damaged, up to \$500. The center operator staff will enter any such student debt into the Center Information System (CIS) as "Student Loaner Equipment Damaged or not Returned." Use the notes field to specify Chromebook, hot spot, or carrying case. The student will repay any such debt through reimbursement through pay period deductions against his or her personal allowance not to exceed 50 percent per pay period. Any balance remaining at the student's time of separation may be deducted from his or her transition payment.

3. In Advance of Deployment. In preparation for this deployment, center property POCs must identify a secure location for the Student Loaner Equipment and prepare for its receipt and accounting, and its shipment or delivery to students, or proper storage.

In advance of arrival of the Student Loaner Equipment, an introductory letter to students or guardian (Attachment A) and a Usage Agreement (Attachment B) provided by Job Corps with a postage paid return envelope must be mailed or emailed to the student. The student must indicate which equipment they are requesting and then sign, or have their parent or guardian sign if the student is under the age of 18, the Usage Agreement. The Student Loaner Equipment can only be shipped to students who submit a signed Usage Agreement. The signed Usage Agreement must be uploaded to the student's eFolder

under the financial category with the “Student Loaner Usage Agreement” document name.

4. Initial Deployment. When the Student Loaner Equipment is available to be shipped to the centers, JCDC will receive an electronic file from the equipment vendor’s shipping agent in advance of the shipment.

All Student Loaner Equipment delivered to a center is Government-furnished property and must be managed by the center operator in accordance with the requirements of the Policy and Requirements Handbook (PRH), including but not limited to PRH Section 5.6 and Appendix 505, the terms of the operator’s contract, and other requirements of law applicable to government property, including but not limited to the clause at Federal Acquisition Regulation (FAR) 52.245-1, Government Property (Jan 2017). Nothing in this notice alters those contract and legal requirements or excuses the contractor from compliance with requirements of its contract with DOL. Center operators are responsible for taking all reasonable measures to ensure all government property, including Distance Learning Equipment, is managed in accordance with the requirements of their contracts and the PRH.

The electronic file will indicate the serial numbers and location where Student Loaner Equipment will be shipped. The center property POC or their designee will also be notified when the shipment should arrive and will be expected to be on site to accept the delivery of the Student Loaner Equipment. The center property POC will arrange for the center director to observe, verify the count, and sign for receipt of the Student Loaner Equipment. The center director will email their Regional Office Director and helpdesk@jobcorps.org advising of the number of hot spots, Chromebooks, and carrying cases received. The helpdesk will forward the emails within JCDC in order to archive the emails validating that Student Loaner Equipment was received by the center.

The JCDC property manager will be responsible for creating an Electronic Property Management System (EPMS) acquisition document from the contracts awarded and uploading that information into EPMS. Subsequently, these items will be transferred to the custodianship of the receiving center. It is imperative that this information only be entered into EPMS by JCDC, and that the center accept the transfer when equipment is received and serial numbers verified. The center will email helpdesk@jobcorps.org if there are any discrepancies. JCDC will be responsible for requesting correction of any serial numbers. Once the items are transferred to the center operators, they become Contractor-Held Government Property as defined in Appendix 505 of the PRH.

Within 72 hours of receipt of Student Loaner Equipment, the center staff must verify the shipping addresses for the students who have opted to participate in the program by returning a signed Usage Agreement. Center staff will be responsible for coordinating with the property officer to complete the serial number information on the signed Usage Agreement, provide the verified shipping address for the student, and include a copy of the countersigned Usage Agreement and quick start guides with the equipment being

shipped. It is recommended that the shipments be insured, with confirmation of delivery.

The center property POC will enter the student ID for the equipment in EPMS in a newly created field in EPMS. Non-property center staff will have access to a newly created report of student loaner devices through CIS.

5. Lost, Stolen or Damaged Student Loaner Equipment at Initial Deployment. The center will immediately alert Job Corps via email to helpdesk@jobcorps.org if any equipment from the initial deployment or initial receipt from the vendor is missing or damaged and JCDC staff will arrange for a replacement or return merchandise authorization (RMA).
6. Student Support. The students will receive any needed technical support from the JCDC Help Desk at 1-800-598-5008 option 8, then option 2, or by email to helpdesk@jobcorps.org. The contact phone number and email address will be included in the student letter. Support is available Monday through Friday 7 am to 7 pm Central Standard Time.
7. Receipt of Returned Equipment and Reassignment. When the student returns Student Loaner Equipment to the center, center staff should examine it to determine if it is in good working condition. If the Student Loaner Equipment is in good working condition, the Usage Agreement should be signed as received by the center property POC and the student ID removed from the EPMS entry for those individual property IDs. Center property POCs will be enabled to remove student IDs to reassign property to another student or return property to inventory. A copy of the countersigned Usage Agreement should be mailed, emailed, or handed to the student as a receipt and uploaded to the student's eFolder under the financial category with the "Student Loaner Usage Agreement" document name. **The POC's entry of "good" in the condition field in the EPMS line item for the equipment constitutes the center's certification to Job Corps that the equipment was in good working condition and in receipt at the center on that date. Loss or damage to the equipment after that date will be the responsibility of the contractor as provided by the terms of the contract, including FAR 52.245-1, and the PRH.**
8. Lost, Stolen, or Damaged Student Loaner Equipment After Initial Deployment. When Student Loaner Equipment is not returned by the student or is reported lost, stolen, or damaged by the student, the center operator must determine whether this was the result of intentional conduct by the student. If the center determines the damage or loss was not the result of any intentional conduct by the student, or where the center or student can document the loss through a police report that the equipment was stolen, the student will not be held responsible for reimbursement of the value of lost or damaged government property.

If the center determines that a student's intentional conduct caused the loss or damage, center staff will enter the value of the loss as a debt in CIS as "Student Loaner Equipment not Returned or Damaged." The amounts to be entered in CIS should correspond to the replacement value by using the cost information in EPMS. The notes for the CIS entry

should be used to designate a Chromebook or Hot Spot. The student will repay the debt through deductions from his or her personal allowance or transition payment. It is imperative that students in pre-separation status, those graduating or being separated for an infraction, return their equipment at least one week prior to their official separation date or upon request. This gives the center time to identify Student Loaner Equipment that is lost or damaged, and provides adequate time for center staff to enter information in CIS and deduct funds from the student transition payment when appropriate.

Any Distance Learning Equipment needing repair or replacement shall be promptly repaired or replaced by the center operator under the terms of manufacturer's warranty or an insurance policy obtained by Job Corps or by the operator at the direction of Job Corps. In the absence of such insurance or warranty, the center operator may repair or replace the equipment using operating funds. Further details on the replacement of equipment process is outlined in Section 9.

Center property POCs will need to file appropriate forms and follow the established process for disposing of the equipment in EPMS.

9. Funding and Accounting for Replacement of Student Loaner Equipment. Whenever the center operator determines that some Student Loaner Equipment is lost or damaged, the center operator is responsible for reporting the loss or damage and following the procedures for repairing or replacing the device. Replacement equipment must be the custom model and HP brand built specifically for Job Corps.

Student Loaner Equipment is being procured with a three-year warranty. Centers may contact the manufacturer directly for repairs and replacement under warranty or the insurer if the item is insured. Any replacement equipment purchased by the operator must carry the same or equivalent warranty.

10. Reissuance of Equipment to Student. If an active student owes a debt due to Student Loaner Equipment Not Returned or Damaged, the student can be issued replacement equipment. If the same student damages or loses the second set of equipment, the student will not be held financially responsible if the total indebtedness exceeds the \$500 threshold. If a third set of equipment is required, the Regional Office will have to advise of their approval depending upon the circumstances of the loss.
11. Center Operator Liability for Equipment. Centers shall not be liable for lost, stolen or damaged Student Loaner Equipment which occurred while the equipment was in the possession of the students except where such damage or loss is the result of inadequate management practices of the center operator, as provided in the PRH, the terms of the contract, and FAR 52.245-1. Center operator liability will be determined, if at all, through FAR 52.245-1 and the processes outlined Appendix 505 of the PRH. Center operators may request for a relief of accountability for any such lost, stolen or damaged equipment through the procedures outlined in Appendix 505. Center operators will have a responsibility to safeguard and monitor the equipment in a responsible manner. Failure to do so by a center operator may result Job Corps determining the center operator must

pay for replacement equipment without reimbursement or repay the Government the lost value as provided in Appendix 505.

12. Questions. Any requests for information not provided in this document should be emailed to helpdesk@jobcorps.org.

Attachments:

- Attachment A: Student Loaner Device Program Introductory Letter
- Attachment B: Student Loaner Device Program Equipment and Usage Agreement