

APPENDIX 501B
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2023
PERFORMANCE MANAGEMENT SYSTEM
OUTREACH AND ADMISSIONS OUTCOME MEASUREMENT SYSTEM

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I. **OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2023**

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) 2023 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 the performance of OA contractors nationwide. The OA Report Card reflects OA contractors' success in achieving specific goals and objectives pertaining to the recruitment of eligible students to reach center capacity, and the efficiency and efficacy of the admissions process.

OA contractors are essential to the delivery of Job Corps services since they facilitate the input pipeline of new students. Specifically, they respond to individuals who are interested in enrolling in Job Corps and conduct applicant screening based on PRH Chapter 1 requirements. They can also help to lay the foundation for a beneficial and rewarding experience for students. OA contractors must focus their efforts on serving all who are interested in enrolling in Job Corps fairly and equitably, so that Job Corps can reach its mission as reflected in the Workforce Innovation and Opportunity Act (WIOA).

B. **PY 2023 Changes in Appendix 501B**

The performance measures included in the PY 2023 OA Report Card are intended to encourage the forward progress of prospects and applicants to Job Corps.

For PY 2023, Job Corps has made significant changes to the OA Report Card to align with Job Corps 2.0 Pillar 1, modernizing the admissions process and ensuring that OA contractors are effectively serving all prospective students. The OA OMS changes support this framework by incentivizing the steps that lead to achieving arrival targets. Specifically, Job Corps has:

- Removed most quality/commitment measures that focused on outcomes occurring after program enrollment and that are outside the scope and influence of OA contractors; and,
- Added measures that focus on timely conversions at key points during the admissions process.

The specific changes to the OA Report Card are enumerated below.

Arrivals with 90-Day Commitment Rate: This measure is removed from the OA Report Card for PY 2023. A similar measure is added to the Direct Center Services Report Card, realigning responsibility for this metric to the centers.

Graduate Rate: This measure is removed from the OA Report Card for PY 2023 as it does not directly support the duties of OA contractors.

Conversion Rate Measures: Three new measures are added to the PY 2023 OA OMS that assess OA contractors' success in converting prospects to applications, applications to initial decisions, and accepted applicants to enrollments. Three timepoints are calculated for each conversion measure, with the intent to incentivize the shorter timeframes while encouraging continued effort to complete conversions that take longer. The new measures rely on data captured through the new MyJobCorps portal for calculating the outcomes. As such, these measures are unweighted for PY 2023, and no goals are set to allow for data to build and results to stabilize. Results from PY 2023 are considered baseline and will be used to determine goals for PY 2024.

Weights: The weight distribution of the OA Report Card is shifted for PY 2023. The weight of the Total and Female Arrivals Rate measures is increased from 30 percent to 40 percent each. The Non-Level 1 Zero Tolerance (ZT) Separation Rate is also increased from a weight of 5 percent to 20 percent.

Provided below is a chart outlining the PY 2023 OA Report Card.

PY 2023 OA REPORT CARD			
Measure	Definition	Goal	Weight
QUANTITY/PRODUCTION (80%)			
Female Arrival Rate	<u>Number of female arrivals</u> Total female contracted quota	100%	40%
Total Arrival Rate	<u>Number of total arrivals</u> Total contracted quota	100%	40%
CONVERSION (0%)			
Prospect to Applicant Conversion Rate	<u>Number of unique prospects that started an application within 14 days of initial submission of interest</u> The number of unique prospects whose initial submission of interest occurred 14 days earlier	---	---
	<u>Number of unique prospects that started an application within 21 days of initial submission of interest</u> The number of unique prospects whose initial submission of interest occurred 21 days earlier	---	---
	<u>Number of unique prospects that started an application within 30 days of initial submission of interest</u> The number of unique prospects whose initial submission of interest occurred 30 days earlier	---	---
Application to Initial Decision Conversion Rate	<u>Number of applications that received initial decision within 21 days of interview date</u> Number of applications with an initial interview date that was 21 days earlier	---	---
	<u>Number of applications that received initial decision within 30 days of interview date</u> Number of applications with an initial interview date that was 30 days earlier	---	---
	<u>Number of applications that received initial decision within 45 days of interview date</u> Number of applications with an initial interview date that was 45 days earlier	---	---
Accepted Application to Enrollment Conversion Rate	<u>Number of accepted applicants who enrolled within 30 days of acceptance</u> Number of accepted applicants whose acceptance date was 30 days earlier	---	---
	<u>Number of accepted applicants who enrolled within 45 days of acceptance</u> Number of accepted applicants whose acceptance date was 45 days earlier	---	---
	<u>Number of accepted applicants who enrolled within 60 days of acceptance</u> Number of accepted applicants whose acceptance date was 60 days earlier	---	---

PY 2023 OA REPORT CARD			
Measure	Definition	Goal	Weight
QUALITY/COMMITMENT (20%)			
Non-Level 1 Zero Tolerance (ZT) Separation Rate	Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days of enrollment or under code 5.2A within the first 45 calendar days of enrollment (first 45 calendar days of arrival to center <u>for VE students</u>) Number of student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival to center for VE students)	98%	20%
			100%

C. Quantity/Production Measures

These measures support Job Corps centers achieving and maintaining full operational capacity per the Job Corps PRH.

The goals for the arrival measures are set at 100 percent of OA contractors' contractual goals. Thus, if a Regional Office needs to adjust an OA contractor'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 percent 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: 40%

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 (all genders) compared to the total arrival quota, as specified by the contract.

Pool: Total (all genders) contracted quota.

Measure: The percentage of total (all genders) arrivals achieved.

Goal: 100% of the contracted quota.

Weight: 40%

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

Note: For OA contractors that do not have responsibility for female arrivals, the Total Arrival Rate will be given 80% weight, that is, all of the weight for production.

D. Conversion Measures

These measures focus on maintaining an effective and efficient OA pipeline, following the conversion process from prospects to applicants to enrollments. This aligns with Job

Corps 2.0 Pillar 1 and ultimately supports achievement of arrival goals. For PY 2023, these measures are for informational purposes only, as data accumulate and stabilize in the new MyJobCorps applicant system. For this reason, no goals or weights are assigned to the conversion measures for PY 2023. Results from PY 2023 will be used to determine optimal conversion timelines and appropriate stretch goals for PY 2024, when these measures will be weighted. Each measure calculates the conversions under three different timelines, with the intent to incentivize early/quick conversions with the shorter periods, while still encouraging as many conversions as possible with the inclusion of a longer period.

- 1. Prospect to Application Conversion Rate:** The conversion of unique prospects into opened applications is the first major step of the admissions process, and efficiently completing this step expedites the input pipeline. The measure is reported under three timeframes: conversions that occur in 14 days, 21 days, and 30 days.

Pool: Number of unique prospects whose initial submission of interest occurred “x” days earlier (where “x” is 14 days, 21 days, and 30 days)

Measure: Number of unique prospects that started an application within “x” days of initial submission of interest (where “x” is 14 days, 21 days, and 30 days)

Goal: 0%

Weight: 0%

Formula:
$$\frac{\text{Number of unique prospects that started an application within “x” days of initial submission of interest (where “x” is 14 days, 21 days, and 30 days)}}{\text{Number of unique prospects whose initial submission of interest occurred “x” days earlier (where “x” is 14 days, 21 days, and 30 days)}}$$

- 2. Application to Initial Decision Conversion Rate:** Completion of the application process and determining whether the applicant meets acceptance criteria is the next critical step in the admissions pipeline, and a point of increased focus. The measure is reported under three timeframes: conversions that occur in 21 days, 30 days, and 45 days.

Pool: Number of applications with an initial interview date that was “x” days earlier (where “x” is 21 days, 30 days, and 45 days)

Measure: Number of applications that received an initial decision by the Admissions Office within “x” days of interview date (where “x” is 21 days, 30 days, and 45 days)

Goal: 0%

Weight: 0%

Formula: Number of applications that received an initial decision by the Admissions Office within “x” days of interview date (where “x” is 21 days, 30 days, and 45 days)
 Number of applications with an initial interview date that was “x” days earlier (where “x” is 21 days, 30 days, and 45 days)

- 3. Accepted Applicants to Enrollment Conversion Rate:** The final step in the OA pipeline is the enrollment of accepted applicants into Job Corps. The measure is reported under three timeframes: conversions that occur in 30 days, 45 days, and 60 days.

Pool: Number of accepted applicants whose acceptance date that was “x” days earlier (where “x” is 30 days, 45 days, and 60 days)

Measure: Number of accepted applicants who enrolled within “x” days of acceptance (where “x” is 30 days, 45 days, and 60 days)

Goal: 0%

Weight: 0%

Formula: Number of accepted applicants who enrolled within “x” days of acceptance (where “x” is 30 days, 45 days, and 60 days)
 Number of accepted applicants whose acceptance date that was “x” days earlier (where “x” is 30 days, 45 days, and 60 days)

E. Quality/Commitment Measure

This measure is consistent with OA contractors’ responsibility to provide applicants with in-depth information about the program, such as policies and expectations regarding the Zero Tolerance (ZT) policy towards violent behavior, drugs, and alcohol use.

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

Pool: All students who had the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival to center for virtually enrolled [VE] students).

Measure: The percentage of students in the pool who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c (for an infraction that is categorized as alcohol possession, consumption or distribution while

on center or under center supervision) within the first 30 calendar days of enrollment or under code 5.2a within the first 45 calendar days of enrollment (45 calendar days after arrival to center for VE students). Level 1 ZT infractions are described in Exhibit 2-1, and in the Introduction to Appendix 501.

Goal: The national goal is 98%.

Weight: 20%

Formula: Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days after enrollment or under code 5.2A within the first 45 calendar days after enrollment (45 calendar days after arrival to center for VE students)

 All student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival on center for VE students)

F. 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. For PY 2023, the goals reflect federal expectations in performance levels for each metric. The new conversion measures do not have goals set for PY 2023 to allow data to accumulate and stabilize in the MyJobCorps applicant system.

G. Weights

A weight is assigned to each measure to reflect: (1) areas of emphasis in OA contractors' accountability for achieving positive applicant/student outcomes; (2) the importance attached to each measure; and (3) the number of prospects/applicants/students in the pool for each measure.

For PY 2023, Job Corps has made changes to the weighting of the OA Report Card from the previous year. The 35 percent weight from the 90-Day Retention Rate and Graduate Rate measures, which are removed in PY 2023, is redistributed to the Arrivals and Non-Level 1 ZT Separation Rate measures. For PY 2023 the Total Arrivals and Female Arrivals measures are equally weighted at 40%, and the Non-Level 1 ZT Separation Rate is weighted at 20 percent.

H. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create an OA contractor 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 plans.

II. ROLES AND RESPONSIBILITIES

A. National Office

The National Office is responsible for:

- Establishing overall policy for the OA OMS each program year.
- Monitoring the Job Corps Data Center's (JCDC's) issuance of the OA Report Card.
- Tracking and verifying performance of OA contractors and conducting trend analyses of outcomes and processes.
- Communicating with Regional Offices to implement program or policy changes or adjustments.
- Providing information, technical assistance, and training to the Regional Offices and Job Corps community as needed.
- Establishing an administrative low rating to contractors for lack of credible data.

B. Regional Offices

Regional Offices are responsible for preparing the Requests for Proposals (RFPs) and awarding the contracts, receiving, and reviewing data reports, and monitoring OA contractor performance as follows:

1. **Request for Proposals (RFPs) and Contracts:** Regional Offices review proposals, contracts, and plans for compliance with the OA Report Card system established herein and OA contractor RFPs to verify that all include language that new arrival quotas will be established, based on Job Corps data that demonstrate program demand in the assigned recruitment area, and will be 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 based on Job Corps data. **The Regional Office must also ensure that accurate arrival quotas are entered into the Financial Management System (FMS) in a timely manner.** Delays in entering quotas in FMS is a data integrity issue. Quotas not entered for one or more months in a reporting period can lead to over-inflated or missing results for the arrival measures in the OA Report Card, affecting the performance ratings and overall rating for that OA contractor.
2. **Data Reports:** Regional Offices should review and forward electronic National Office data analysis reports to OA contractors 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 that is based on program demand within the assigned recruitment area. They must also maintain and provide annually (or as revised) an updated list of OA contractors, contact addresses, and codes to the National Office of Job Corps.

3. **Monitoring Contractors:** Regional Offices must monitor and assess contractor performance against goals that are based on program demand within the assigned recruitment area, using OA Report Card overall ratings for procurement and contract administration activities. As noted previously, delays in entering monthly quotas in FMS leads to over-inflated or missing performance ratings and overall ratings in the OA Report Card. **It is important to therefore enter quotas in a timely manner to ensure the integrity of the data and Report Card results.**

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, analyze numbers of referrals sent to the contractor through Outreach and Admissions Student Information System (OASIS online applications and callers to the toll-free number (800-733-5627 [JOBS])) and perform an assessment of the contractor's compliance with Job Corps policy and 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. Outreach and Admissions (OA) Contractors

All contractors providing OA services are responsible for maintaining all documents, case notes, and automated information necessary for audits of activity. It is critical that accurate data are 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 JCDC Help Desk (helpdesk@jobcorps.org), of any address, phone, or fax changes (copy the Regional Office).

Further, OA contractors must monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. Most importantly, OA contractors must submit information regarding extenuating circumstances and/or unique factors, which can temporarily justify poor performance, to the Regional Office. This must include information on the numbers of prospect referrals received online and callers to the toll-free number (800-733-5627 [JOBS]). OA contractors 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, implement corrective action plans as directed, and make recommendations to the federal officer regarding approaches to better serve

applicants, meet program demand, and improve performance.

D. Job Corps Centers

Job Corps centers are responsible for:

- Timely and accurate handling of application information transmitted by the OA office/provider.
- Ensuring prompt review of each applicant's medical information.
- Ensure prompt contact with applicants and pre-enrollees to plan for travel and make travel arrangements.
- Ensuring accurate coding of OA Identification codes.
- Assisting OA contractors to promote timely arrivals of eligible students. **Job Corps centers must ensure expedient processing of applicant folders to fully support 100 percent on-board strength (OBS).**
- Providing center-specific information to OA contractors to ensure accurate information is being shared with potential new students.

Note: A general failure to accurately enter data, or otherwise report information to JCDC, not only negatively affects the overall performance rating of individual OA contractors but also reflects negatively on the integrity of Job Corps program reports and outcomes. In addition, since enrollee information is critical to other data reports, any inaccurate OA data negatively impacts 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.
- Coordinating specifications of the OA Report Card with National Office staff.
- Ensuring the data generated in the reports accurately reflect the policy and programming design.
- Providing Help Desk services regarding OA contractor data, reporting and oversight of OASIS, online application receipt and routing through OASIS, online application data, and training and services to the regions and OA contractors on the use of OASIS.