

January 12, 2016

DIRECTIVE: JOB CORPS PRH CHANGE NOTICE NO. 15-08
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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: Policy and Requirements Handbook (PRH) Section 5.1, R2,c: Program Management, Quality Assurance, Revising Current Regional Office Center Assessment (ROCA) Cycle

1. Purpose. To discontinue the required 2-year ROCA cycle, and replace it with a risk-management/contract-based cycle and approach.
2. Background. Following the Job Corps Federal Management Team (FMT) meeting held February 25-26, 2015, a number of discussion points were raised concerning the need to standardize the frequency of formal ROCAs.
3. Reference. In an effort to be consistent throughout all regions in the Job Corps program, a workgroup was instituted and tasked with addressing the frequency of center assessments, among other topics.

4. Explanation of Change(s).

a. PRH Chapter 5, Section 5.1, R2,c. Program Management, Qualitative Assurance, has been revised to say the following:

Job Corps Regional Offices shall:

Conduct assessments on a need-based and risk management schedule. Every center shall have two full assessments during the life of a contract, ideally during year 2 and year 5. Centers should be assessed annually if on a Performance Improvement Plan (PIP). Targeted assessments will focus on program areas that were found deficient in the initial or full assessment or identified as potential cause of concern.

Triggers that could initiate a targeted or full assessment:

1. Unfavorable results of performance, operational and/or financial audits;

2. Issues with student safety, security and culture;
 3. Constituent issues (includes e-mails, telephone calls, and hotline report);
 4. Unsatisfactory center progress in response to a PIP;
 5. Element of performance that is significantly below par;
 6. Failure to address initially cited ROCA weaknesses;
 7. Significant Incident Reports (either a very serious single incident or a negative trend);
 8. Sharp decline in Student Satisfaction Survey results;
 9. Significant facility issues;
 10. Significant findings and concerns on operator annual assessments.
5. Action Required. Addressees are to ensure this Change Notice is distributed to all appropriate staff.
6. Effective Date. Immediately.
7. Inquiries. Inquiries should be directed to Bob Pitulej at pitulej.robert.w@dol.gov.

Attachment

PRH Chapter 5