

## Job Corps and Health & Wellness Overview

Job Corps is the nation's largest residential educational and career technical training program for economically challenged young adults aged 16 to 24 (there is no upper age limit for individuals with disabilities who are otherwise eligible). Funded by Congress and administered by the U.S. Department of Labor (DOL), Job Corps has been training young adults since 1964. Students are offered such services as basic education, occupational exploration, career technical training, work-based learning, social and employability skills training, health care, counseling, recreation, and post-program placement support.

The mission of Job Corps is to:

1. Provide students . . .
  - Career and technical training programs that are rigorous and relevant
  - Competencies recognized for employment and advancement in high growth industries
  - Preparation for multiple jobs in a career path for life
  - Support services to optimize success
2. Provide employers . . .
  - A ready pool of qualified employees
  - Employees with industry-based skill standards and certifications
  - Opportunities to customize training programs with their employment needs
3. Provide communities . . .
  - Partnership opportunities in all phases of the Job Corps operation
  - Partnerships with education and local and regional workforce investment systems
  - A solid business base for those communities in which Job Corps resides
  - A viable resource for community service
4. Provide society . . .
  - Workers and citizens who will contribute to the Nation's economic growth and success

### Organization of Job Corps

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Job Corps is a national program administered by DOL through the National Office of Job Corps and six Regional Offices. The National Office of Job Corps establishes policy and requirements and facilitates major program initiatives. Job Corps' Regional Offices administer contracts and perform oversight activities.

There are currently over 120 operational Job Corps centers throughout the United States and Puerto Rico. Each center is part of a region. The six regions include: Atlanta, Boston, Chicago, Dallas, Philadelphia, and San Francisco. Each region has approximately 20 centers within its jurisdiction.

If your center is managed by a company that won the bid for a contract to operate the center, it is referred to as a contract center. If your center is operated by the USDA Forest Service, you are working at a civilian conservation center (CCC). Both contract centers and CCCs work toward the same goals and objectives.

Each Regional Office has Program Managers (PMs) who work closely with the centers. Your PM is the DOL representative and liaison who works with your center to ensure that you have the resources you need to do your job and that you are working successfully to meet the established program outcomes.

## Career Development Services System

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The Job Corps Career Development Services System (CDSS) is a comprehensive and integrated career management system for equipping all Job Corps students with the skills, competencies, knowledge, training, and transitional support required to facilitate entry into and sustain participation in a competitive labor market, the military or advanced education or training. The four CDSS periods within which health and wellness services and activities are conducted include:

- **Outreach and Admissions (OA) Period**—OA staff members administer a health questionnaire, request immunizations records, explain to applicants the kinds of health and wellness services available at their center, and review requests for accommodations during the admissions process.
- **Career Preparation Period (CPP)**—The CPP ensures that students are introduced to health and wellness services and are provided accommodations, if needed, to fully participate in program offerings.
- **Career Development Period (CDP)**—The CDP ensures that career management teams coordinate with health services on health-related issues, and students perceive good health as being critical to achieving career goals.
- **Career Transition Period (CTP)**—The CTP ensures that students understand health-related aspects of independent living, students with special needs have systems in place to support transition to and retention of employment, and post-center service providers know how to coordinate with Job Corps when needed to help graduates succeed.

## National Health and Wellness and Disability Programs

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The National Office, Health Support Contractor, and Accommodation Support Contractor guide the operation of center Health and Wellness and Disability Programs as follows:

- **The National Office**—The Job Corps health and disability components are led by the National Office Health and Wellness Team Lead who is responsible for developing and

implementing the policies and procedures that guide the delivery of health care and reasonable accommodation on center.

- **The Health Support and Accommodation Support Contractor**—The Health Support and Accommodation Support Contractor works with the National Office, all Regional Offices, and all centers to develop and enhance center health and wellness and disability services. For example, the contractor assists the National Office in developing policy, training center staff on new health and wellness and disability initiatives, developing resource materials, collecting and analyzing health and disability program data, pilot testing new health and wellness and disability initiatives, and managing a national network of subject-area experts. Functioning under the auspices of the Health Support and Accommodation Support Contractor, a team of Health/Disability staff is assigned to each Regional Office. Every Regional Office has a Nurse Specialist, Medical Specialist, Mental Health Specialist, Oral Health Specialist, TEAP Specialist, and Regional Disability Coordinator. Health and Disability staff provide technical assistance to center Health and Wellness/Disability staff members and conduct center assessments for quality and compliance with the PRH.

## Center Health and Wellness Team

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The Health and Wellness Director (HWD) is the administrative team leader for the center’s Health and Wellness Program. All centers have the following staff as part of their health and wellness team:

- **Medical**—Center Physician, optional Nurse Practitioner/Physician Assistant (NP/PA), HWD, nurses, clerical staff
- **Mental Health**—Center Mental Health Consultant (CMHC)
- **Oral Health**—Center Dentist, Dental Assistant, Dental Hygienist
- **Trainee Employee Assistance Program (TEAP)**—TEAP Specialist
- **Disability**—Disability Coordinator (DC)

Required staffing levels have been established for each position based on the center’s contracted student enrollment capacity and are included in [Exhibit 5-5 Center Health Services Staffing Requirements](#).

The Center Director (CD) has the final administrative decision-making authority on all matters concerning students and staff.

## Center Assessments

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Program Compliance Assessments (PCAs) are much like the accreditation reviews that occur at health facilities nationwide. Approximately every 3 years, Health Support and Accommodation Support Contractor personnel visit each center as part of a PCA team. You can expect to have student health records (SHRs), appointment books,

**TIP:** Being familiar with the program requirements and the assessment criteria will make it easier to maintain a continuous level of quality and a consistent level of compliance.

and other records audited during this assessment. When the PCA is announced, an assessor will contact the HWD to set up an interview appointment with various members of the HWC staff. In preparation for the assessment, you will also be requested to complete the [Pre-HWPCA Questionnaire](#) that can be downloaded from the Job Corps Health and Wellness website.

This team uses the PRH and Health and Wellness PCA tools to conduct an overall assessment of your center's Health and Wellness Program. The PCA tools are designed to highlight the strengths of your program and identify program components and aspects that are out of compliance with the PRH. The PCA team will make recommendations to correct the noncompliant areas. After the PCA report is released, the center administration will develop and submit corrective action plans to the National and Regional Offices. You may be consulted to assist with formulating corrective action plans as necessary.

An unannounced Regional Office Targeted Assessment (ROTA) may also occur at any time to assess program compliance, follow up on a complaint, or other inquiry.

In addition to PCAs, ROTAs, and Corporate Office Center Assessments, the HWDs typically conduct their own internal record audits and program assessments on an ongoing basis.