




JUL 10 2017

DIRECTIVE: JOB CORPS PROGRAM INFORMATION NOTICE NO. 17-01

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
ALL CENTER USERS

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

SUBJECT: Significant Incident Reports (SIRs) Narrative Descriptions and Frequently Asked Questions

1. Purpose. To provide follow-up information on when centers should start using the Significant Incident Report (SIR) narrative format covered in the April 2017, SIR training; and to provide responses to questions raised during the training.
2. Background. According to Section 5.5 R1 of the Policy and Requirements Handbook (PRH), centers are required to report specific types of significant incidents to the National and Regional Offices. These reports assist the Office of Job Corps (OJC) in monitoring compliance with policy and regulations. With the exception of inquiries and visits by elected officials, all significant incidents must be submitted through the SIR system.

In the SIR, users must enter information into various fields, and include incident descriptions and corrective-action narratives. After reviewing many of these narratives, the OJC has observed a number of incident descriptions that fail to clearly relay basic details about the incident and provide reviewers with a comprehensive understanding of what occurred. Additionally, OJC observed that the corrective action provided in many SIRs appeared to be generic language, rather than a true assessment of the incident and methods that could be used to reduce recurrence to the maximum extent possible.

As a result of these observations, OJC conducted a PowerPoint presentation via Webinar to help centers better understand what information should be included in the incident description and corrective-action narratives. The Webinar was delivered April 26, 2017, and a repeat session was provided April 27, 2017. During this Webinar, centers were informed that when writing incident-description narratives in the SIR, they should use the RAP-C format, which generally represents the following:

- **Reason** – a brief explanation of the incident that prompted the report;
- **Assessment** – a detailed description of the incident (who, what, when, where, why);
- **Plan** – an explanation of immediate actions taken or planned (infraction level and type, whether student was sent home, whether fact-finding board scheduled, etc.);
- **Corrective Action** – steps center plans to take to reduce recurrence after determining the root cause and/or the center’s effectiveness of its current process.

In addition, several questions related to SIRs were raised during the training.

3. **Action Required.** Effective immediately, centers should begin using the RAP-C format when writing incident description and corrective-action narratives in SIRs. For more detailed information on the training and the RAP-C format, please review the attached PowerPoint Presentation. A recording of the April 26 Webinar is available at <http://webclass.jobcorps.org/p12mytyhr80/>. The April 27 recording is available at <http://webclass.jobcorps.org/p75cgpw6sxj/>.

Centers should also review the responses to the attached FAQs.

Addressees should ensure this Information Notice is distributed to all appropriate staff.

4. **Effective Date.** Immediately
5. **Expiration Date.** Until superseded.
6. **Inquiries.** Questions should be addressed to your respective Job Corps Regional Directors or Sheena Liburd-Perrus at liburd-perrus.sheena@dol.gov.

Attachments

- A – Training slides: “Writing Significant Incident Reports”
- B – SIR Frequently Asked Questions