

BRIEFLY...

Highlights of Report Number 26-12-006-03-370, issued to the Assistant Secretary for Employment and Training.

WHY READ THE REPORT

The Department of Labor's (DOL) Employment and Training Administration (ETA) oversees the Office of Job Corps (Job Corps), which administers and manages the Job Corps program. Job Corps' mission is to attract eligible young people, teach them the skills they need to become employable and independent, and place them in meaningful jobs or further education.

Job Corps used a complex performance management system to assess program effectiveness across multiple components of services and programs offered to Job Corps students at 125 Job Corps centers nation-wide and provide feedback to its centers on performance, while encouraging continuous program improvement.

WHY OIG CONDUCTED THE AUDIT

We conducted the audit to address the following question:

To what extent has the Office of Job Corps ensured its centers managed their academic and career technical training programs to meet performance goals and maximize student achievements?

Our scope covered Job Corps performance data for program years (PY) 2008 through 2010 (July 1, 2008, through June 30, 2011). We also reviewed performance data for the 3-year period and analyzed corrective actions taken by Job Corps headquarters and regional offices from PY 2008 to the present.

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to:

<http://www.oig.dol.gov/public/reports/oa/2012/26-12-006-03-370.pdf>.

September 2012

JOB CORPS OVERSIGHT OF CENTER PERFORMANCE NEEDS IMPROVEMENT

WHAT OIG FOUND

Job Corps centers did not consistently meet Job Corps' established Career Technical Training (CTT) program completion and High School Development/General Educational Development Certificate (HSD/GED) attainment goals.

Job Corps did not issue Performance Improvement Plans (PIP) to centers as required by the Workforce Investment Act (WIA) and Job Corps policy for CTT programs not meeting performance goals. Additionally, the CTT evaluation process Job Corps used to initiate PIPs did not effectively identify underperforming CTT programs, and changes made to the evaluation process for PY 2010 further reduced the visibility of poor performance. Job Corps also did not use Regional Office Center Assessments (ROCA) effectively to improve CTT program performance and did not consistently formalize, document, and track other oversight and monitoring methods.

We estimate \$37 million in funds can be put to better use if improvements to Job Corps oversight resulted in the underperforming programs meeting performance goals and up to \$118 million if all the students enrolled in these underperforming programs graduated.

These conditions resulted from Job Corps' lack of sufficient emphasis on ensuring it used PIPs, ROCAs, and other monitoring methods for CTT and academic programs effectively. Specifically, Job Corps' national and regional offices did not have mechanisms in place to ensure they conducted adequate oversight and that the monitoring methods used resulted in improved performance. During our audit, Job Corps initiated corrective action to address some of the oversight weaknesses we identified.

WHAT OIG RECOMMENDED

We recommended ETA require Job Corps to provide oversight that ensures PIPs, ROCAs, and other monitoring methods are used effectively to identify underperforming CTT and HSD/GED programs and improve performance. This includes documenting and reviewing all oversight activities conducted so that internal and external stakeholders can make informed decisions regarding the oversight's effectiveness.

ETA did not completely agree with our conclusions, but took corrective actions to address two recommendations and will take action on the remaining three.