

**§ 670.970 What are the reporting requirements for center operators and operational support service providers?**

The Secretary establishes procedures to ensure the timely and complete reporting of necessary financial and program information to maintain accountability. Center operators and operational support service providers are responsible for the accuracy and integrity of all reports and data they provide.

**§ 670.975 How is the performance of the Job Corps program assessed?**

The performance of the Job Corps program as a whole, and the performance of individual program components, is assessed on an ongoing basis, in accordance with the regulations in this part and procedures and standards, including a national performance measurement system, issued by the Secretary. Annual performance assessments are done for each center operator and other service providers, including screening and admissions and placement agencies.

**§ 670.980 What are the indicators of performance for Job Corps?**

(a) At a minimum, the performance assessment system established under § 670.975 will include expected levels of performance established for each of the indicators of performance contained in WIA section 159(c). These are:

- (1) The number of graduates and rate of graduation, analyzed by the type of vocational training received and the training provider;
- (2) The job placement rate of graduates into unsubsidized employment, analyzed by the vocational training received, whether or not the job placement is related to the training received, the vocational training provider, and whether the placement is made by a local or national service provider;
- (3) The average placement wage of graduates in training-related and non-training related unsubsidized jobs;
- (4) The average wage of graduates on the first day of employment and at 6 and 12 months following placement, analyzed by the type of vocational training received;

(5) The number of and retention rate of graduates in unsubsidized employment after 6 and 12 months;

(6) The number of graduates who entered unsubsidized employment for 32 hours per week or more, for 20 to 32 hours per week, and for less than 20 hours per week.

(7) The number of graduates placed in higher education or advanced training; and

(8) The number of graduates who attained job readiness and employment skills.

(b) The Secretary issues the expected levels of performance for each indicator. To the extent practicable, the levels of performance will be continuous and consistent from year to year.

**§ 670.985 What happens if a center operator, screening and admissions contractor or other service provider fails to meet the expected levels of performance?**

(a) The Secretary takes appropriate action to address performance issues through a specific performance plan.

(b) The plan may include the following actions:

- (1) Providing technical assistance to a Job Corps center operator or support service provider, including a screening and admissions contractor;
- (2) Changing the management staff of a center;
- (3) Changing the vocational training offered at a center;
- (4) Contracting out or recompeting the contract for a center or operational support service provider;
- (5) Reducing the capacity of a Job Corps center;
- (6) Relocating a Job Corps center; or
- (7) Closing a Job Corps center. (WIA sec. 159 (f).)

**§ 670.990 What procedures are available to resolve complaints and disputes?**

(a) Each Job Corps center operator and service provider must establish and maintain a grievance procedure for filing complaints and resolving disputes from applicants, students and/or other interested parties about its programs and activities. A hearing on each complaint or dispute must be conducted within 30 days of the filing of the complaint or dispute. A decision on the

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complaint must be made by the center operator or service provider, as appropriate, within 60 days after the filing of the complaint, and a copy of the decision must be immediately served, by first-class mail, on the complainant and any other party to the complaint. Except for complaints under §670.470 or complaints alleging fraud or other criminal activity, complaints may be filed within one year of the occurrence that led to the complaint.

(b) The procedure established under paragraph (a) of this section must include procedures to process complaints alleging violations of WIA section 188, consistent with DOL nondiscrimination regulations implementing WIA section 188 at 29 CFR part 37 and §670.995.

### **§670.991 How does Job Corps ensure that complaints or disputes are resolved in a timely fashion?**

(a) If a complaint is not resolved by the center operator or service provider in the time frames described in §670.990, the person making the complaint may request that the Regional Director determine whether reasonable cause exists to believe that the Act or regulations for this part of the Act have been violated. The request must be filed with the Regional Director within 60 days from the date that the center operator or service provider should have issued the decision.

(b) Following the receipt of a request for review under paragraph (a) of this section, the Regional Director must determine within 60 days whether there has been a violation of the Act or the WIA regulations. If the Regional Director determines that there has been a violation of the Act or Regulations, (s)he may direct the operator or service provider to remedy the violation or direct the service provider to issue a decision to resolve the dispute according to the service provider's grievance procedures. If the service provider does not comply with the Regional Director's decision within 30 days, the Regional Director may impose a sanction on the center operator or service provider for violating the Act or regulations, and/or for failing to issue a decision. Decisions imposing sanctions upon a center operator or service pro-

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vider may be appealed to the DOL Office of Administrative Law Judges under 20 CFR 667.800 or 667.840.

### **§670.992 How does Job Corps ensure that centers or other service providers comply with the Act and the WIA regulations?**

(a) If DOL receives a complaint or has reason to believe that a center or other service provider is failing to comply with the requirements of the Act or regulations, the Regional Director must investigate the allegation and determine within 90 days after receiving the complaint or otherwise learning of the alleged violation, whether such allegation or complaint is true.

(b) As a result of such a determination, the Regional Director may:

(1) Direct the center operator or service provider to handle a complaint through the grievance procedures established under §670.990; or

(2) Investigate and determine whether the center operator or service provider is in compliance with the Act and regulations. If the Regional Director determines that the center or service provider is not in compliance with the Act or regulations, the Regional Director may take action to resolve the complaint under §670.991(b), or will report the incident to the DOL Office of the Inspector General, as described in 20 CFR 667.630.

### **§670.993 How does Job Corps ensure that contract disputes will be resolved?**

A dispute between DOL and a Job Corps contractor will be handled according to the Contract Disputes Act and applicable regulations.

### **§670.994 How does Job Corps resolve disputes between DOL and other Federal Agencies?**

Disputes between DOL and a Federal Agency operating a center will be handled according to the interagency agreement with the agency which is operating the center.

### **§670.995 What DOL equal opportunity and nondiscrimination regulations apply to Job Corps?**

Nondiscrimination requirements, procedures, complaint processing, and compliance reviews are governed by, as