

APPENDIX 501C
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2022
PERFORMANCE MANAGEMENT SYSTEM
CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM

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I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2022

Prior to reviewing this section, please read the Introduction to Appendix 501. The Introduction provides rationale, policies, and procedural changes that apply to all of the Program Year (PY) 2022 Outcome Measurement System (OMS) Report Cards, as well as Attachments pertaining to this section.

A. Overview

Contractors with Career Transition Services (CTS) responsibilities play a vital role in the continuum of service delivery to students. Job Corps emphasizes students' long-term success as a major indicator of the program's effectiveness. CTS contractors have the primary responsibility of ensuring that Graduates and Former Enrollees stay attached to the workforce after separation from the program.

The CTS Report Card is the accountability tool used to measure and account for performance of all contractors with CTS responsibilities. The CTS Report Card reflects CTS contractors' success in achieving specific goals and objectives pertaining to both the placement of Graduates and Former Enrollees, and their earnings.

B. PY 2022 Changes in Appendix 501C

For PY 2022, Job Corps has made minimal changes to the CTS Report Card goals and weights to align with the changes made to the Center and CTT Report Cards. These changes reflect increases in goals due to improved outcomes in hourly wages and earnings, as well as on the Full-Time Placement Quality indicator where national performance has exceeded the previous goal. Additionally, there is a slight redistribution of weight from the Q2/Q4 Placement Outcomes area to the CTS Placement Outcomes area. This realignment of weight emphasizes the importance of placing students after they exit from the program, while they are receiving career transition services, in their long-term success in the workforce (or education). There is also a weight readjustment within the Quality Placement Rating indicators with a 10 percent increase in the JTM Placement measure and corresponding decrease in the Full-Time Placement Quality indicator. This weight realignment increases focus on JTM placements which are a priority of DOL's, but still prioritizes full-time placements.

All attachments pertaining to the CTS Report Card can be found in the Appendix 501-Attachments.

Provided on the next page is a summary table outlining the PY 2022 CTS Report Card.

| PY 2022 CTS OMS REPORT CARD | | | |
|--|--|---------|--------|
| Measure | Definition | Goal | Weight |
| CTS PLACEMENT OUTCOMES (55%) | | | |
| Placement Rate | Number of graduates and former enrollees placed in a job, the military, <u>an education/training program, or a job/college combination</u> Number of graduates and former enrollees whose placement records are due or received | 83% | 25% |
| Placement Average Wage* | Sum of hourly wages of graduates and former enrollees <u>placed in a job or the military</u> Number of graduates and former enrollees placed in a job or the military | \$16.25 | 10% |
| Placement Quality Rating± | Rating based on weighted performance on two indicators relative to goals: (1) job-training match rate and (2) quality placement rate (percentage of all initially placed graduate and former enrollees in apprenticeship programs, full-time jobs, the military, full-time college, full-time college/job combination, or full-time post-secondary training) | 100% | 20% |
| Q2/Q4 PLACEMENT OUTCOMES (45%) | | | |
| Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter | Number of graduates and former enrollees who report on the Quarter 2 <u>survey they are in a job, the military, or an education/training program</u> Number of graduates and former enrollees who complete the Quarter 2 survey | 80% | 17.5% |
| Graduate and Former Enrollee Placement Rate in Q4 After Exit Quarter | Number of graduates and former enrollees who report on the Quarter 4 <u>survey they are in a job, the military, or an education/training program</u> Number of graduates and former enrollees who complete the Quarter 4 survey | 80% | 17.5% |
| Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit Quarter* | Sum of earnings of graduates and former enrollees who report <u>they are in a job or the military on the Quarter 2 survey</u> Number of graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military | \$7,700 | 10% |
| *Model-Based Goal ±Composite Measure | | | 100% |

| PY 2022 SUPPLEMENTAL CTS REPORT CARD | | | |
|---|--|------|--------|
| Indicator | Definition | Goal | Weight |
| PLACEMENT QUALITY RATING | | | |
| Career Technical Training (CTT) Completer Job Training Match (JTM) Rate | Number of CTT program completers placed <u>in a training-related job or the military</u> Number of CTT program completers placed in a job or the military | 65% | 45% |
| Full-Time Quality Placement Rate | Number of graduates and former enrollees placed in an apprenticeship program, a full-time job, the military, full-time college, full-time job/college combination or a <u>full-time post-secondary training program</u> Number of placed graduates and former enrollees | 85% | 55% |

C. **Impact of Level 1 Zero Tolerance (ZT) Separations on the CTS Report Card**

Students who separate due to Level 1 Zero Tolerance (ZT) infractions at any time and/or students who are enrolled in Job Corps for less than 60 calendar days are *not* included in the CTS Report Card since they are ineligible for post-center services.

The list of Level 1 ZT infractions can be found in the Job Corps Policy and Requirements Handbook (PRH), Chapter 2, Exhibit 2-1 (Infraction Levels, Definitions, and Appropriate Center Actions).

D. **Career Transition Services Placement Measures**

Provided below is a description of the performance measures under the Career Transition Services (CTS) Placement Outcomes area. The following criteria apply to these measures:

- For a placement to be credited it must
 1. meet the criteria described in PRH, Exhibit 4-1,
 2. have documentation consistent with the criteria in PRH, Exhibit 4-2, and
 3. be entered and approved in CTS according to the timelines in Chapter 4, Section 4.4.

If the verification is not received and/or the information is not entered into the CTS system for a valid placement within the time frame specified in Section 4.4, the center (and the CTS contractor) will not receive credit for the Placement Rate measure for this student. The student will not be in the pool of any of the Placement Quality Rating indicators and the center (and CTS contractor) will not receive credit for the Placement Quality Rating measure. JCDC will, however, include these placements in the National and Regional totals of the CTS placement measures if they otherwise meet placement requirements.

- Initial placement upgrades that occur during the placement window for former enrollees and graduates will be credited and may change the statistical status associated with a particular student. See Appendix 501- Attachments, Attachment 2: PY 2022 Initial Placements and Allowable Upgrades, for a chart outlining the upgrade hierarchy.

1. **Placement Rate:** The Placement Rate serves as a strong indicator of the program's success in equipping Job Corps graduates and former enrollees with the basic skills necessary for an effective job search and preparing them for engagement and retention in the workforce or further education.

Pool: All graduates and former enrollees whose placement records are due or received.

Measure: The percentage of graduates and former enrollees in the pool who are placed in a job, the military, an educational program, or a job/college

combination according to the Job Corps placement definition in Exhibit 4-1.

Goal: The national goal is 83%.

Weight: 25%

Formula:
$$\frac{\text{Number of Graduates and Former Enrollees placed in a job, the military, an educational program, or a job/school combination}}{\text{Number of Graduates and Former Enrollees whose placement records are due or received}}$$

2. **Graduate and Former Enrollee Average Hourly Wage at Placement:** The Average Hourly Wage at Placement holds CTS contractors accountable for their ability to secure jobs that will place graduates and former enrollees on the path to economic self-sufficiency.

Pool: All graduates and former enrollees placed in a job or the military according to the Job Corps placement definition in Exhibit 4-1.

Indicator: The average hourly wage of graduates and former enrollees in the pool associated with their initial or upgrade placement in a job or the military.

Goal: The national goal is \$16.25; CTS contractors and regions have model-based goals for this measure. A model statistically adjusts each contractor's goal to account for factors beyond their control (such as the characteristics of the labor market) that have been shown to impact their outcomes for this measure. The model aggregates the effects of the various factors for each contractor, and adjusts the national goal accordingly for that contractor, to set a contractor-specific goal. See Appendix 501- Attachments, Attachment 12: PY 2022 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 10%

Formula:
$$\frac{\text{Sum of hourly wages of graduates and former enrollees placed in a job or military}}{\text{Number of graduates and former enrollees placed in a job or military}}$$

3. **Placement Quality Rating:** This composite measure, introduced in PY 2022, is intended to incentivize higher-quality placements that are ultimately linked to better success in, and longer-term connection to, the workforce. Quality placements are defined as those that are full-time jobs or in full-time post-secondary education, higher paying jobs, and jobs that match the career training

completed.

Measure: The measure is calculated based upon the sum of the weighted performance relative to goals on the following two indicators: CTT Completer JTM Placement and Full-Time Quality Placement. The combined weight of the two indicators equals 100%. The composite measure is then calculated as an overall rating of the two indicators.

Goal: 100%

Weight: 20%

Below are the specifications of the two indicators.

- (a) **Career Technical Training (CTT) Completer Job Training Match (JTM)**
Rate: In PY 2005, a Job Training Match (JTM) Placement rate measure, crediting CTT completers placed in training-related jobs or the military, was added to the CTS Report Card. The measure was intended to lead to improved student long-term outcomes and career success by encouraging student placement in the trades for which they have been trained. In PY 2007, to further align with the program's emphasis on education, the measure was expanded to also credit CTT completers that enter a postsecondary education or postsecondary training as Postsecondary Credit (PSC). For PY 2022, the measure has been refocused on matching job placements with training received and removes from the pools and credits post-secondary education and training placements. While post-secondary education/training is highly valued and encouraged as a placement by Job Corps, it is now credited under the new measure of Full-Time Quality Placement Rate.

In PY 2010, an improved Job Training Match (JTM) Crosswalk was introduced that more directly aligned training programs with jobs. Between 2010 and 2014, the Office of Job Corps issued revised versions of the JTM Crosswalk each year to refine alignment with O*NET-SOC, the industry-recognized national occupational database. While minor adjustments were made, the Crosswalk remained largely unchanged.

Pool: All CTT completers placed in a job or the military.

Indicator: The percentage of CTT completers in the pool who are initially placed or have a placement upgrade, in a training-related job or the military.

Goal: The national goal is 65%.

Weight: 45%

Formula:
$$\frac{\text{Number of CTT program completers placed in a training-related job or the military}}{\text{Number of CTT program completers placed in a job or the military}}$$

The process created in PY 2007 for requesting the addition of an O*NET-SOC placement code to the JTM Crosswalk will continue to be available for PY 2022. A request should be submitted only if the current JTM Crosswalk does not already contain a specific placement code that: (a) is the most appropriate O*NET-SOC code to describe a placement outcome, and (b) is directly related to one of the Training Achievement Records (TARs), released in PY 2006 or thereafter, as they are aggregated into Training Program Areas (TPAs) within the crosswalk. If the request is approved, the proposed O*NET-SOC placement code will be added to the placement portion of the JTM Crosswalk, and JTM credit will be given to every student who completes any TAR in the same TPA and is placed in a position that is properly assigned the identified placement code. See Appendix 501-Attachments, Attachment 6: PY 2022 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk and Request Form, for the request form and instructions.

- (b) **Full-Time Quality Placement Rate:** Incentivizing the placement of graduates and former enrollees in positions that are full-time – whether full-time employment or full-time higher education – reinforces the importance of ensuring these students are placed in positions that would lead to long-term attachment to the workforce and a defined career path.

Pool: All graduates and former enrollees placed in a job or the military according to the Job Corps placement definition in Exhibit 4-1.

Indicator: The percentage of graduates and former enrollees in the pool who are placed in a full-time apprenticeship program, full-time job, the military, full-time college, full-time job/college combination or full-time post-secondary training program.

Goal: The national goal is 85%.

Weight: 55%

Formula:
$$\frac{\text{Number of graduates and former enrollees placed in an apprenticeship program, a full-time job, the military, full-time college, full-time job/college combination or a full-time post-secondary training program}}{\text{Number of placed graduates and former enrollees}}$$

E. Quarter 2 and Quarter 4 Placement Measures

Provided below is a description of the post-center, Quarter 2 and Quarter 4 placement measures that align with the WIOA's Quarter 2 and Quarter 4 metrics and its focus on longer-term employment. Appeals of placement and/or earnings outcomes reported from the Quarter 2 and Quarter 4 surveys may be filed as noted in Appendix 501 Introduction, Section F.8 (d) for the Placement Rate in Quarter 2 after Exit Quarter, Placement Rate in Quarter 4 after Exit Quarter, and Average Earnings in Quarter 2 after Exit Quarter measures. The placement appeal and earnings appeal instructions and forms can be found in Appendix 501- Attachments, Attachments 4 and 5, respectively.

1. Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit

Quarter: This measure is a program priority for the system and aligns with WIOA reporting requirements. All phases of Job Corps services work toward the goal of helping students achieve long-term success as a result of their participation in Job Corps.

Pool: All graduates and former enrollees who complete the Quarter 2 survey.

Measure: The percentage of graduates and former enrollees in the pool who report in the survey that they are employed, in the military, or enrolled in an educational program (that meets the Job Corps placement definition in Exhibit 4-1) or a job/college combination during the second quarter after exit quarter.

Goal: The national goal is 80%.

Weight: 17.5%

Formula:
$$\frac{\text{Number of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, or an education/training program}}{\text{Number of graduates and former enrollees who complete the Quarter 2 survey}}$$

2. Graduate and Former Enrollee Placement Rate in Quarter 4 After Exit

Quarter: This measure gauges graduates' and former enrollees' attachment to the workforce or advanced education environment and aligns with WIOA reporting requirements.

Pool: All graduates and former enrollees who complete the Quarter 4 survey.

Measure: The percentage of graduates and former enrollees in the pool who report in the survey that they are employed, in the military, or enrolled in an educational program (that meets the Job Corps placement definition in Chapter 4, Exhibit 4-1) or a job/college combination during the fourth quarter after exit quarter.

Goal: The national goal is 80%.

Weight: 17.5%

Formula:
$$\frac{\text{Number of graduates and former enrollees who report on the Quarter 4 survey they are in a job, the military, or an education/training program}}{\text{Number of graduates and former enrollees who complete the Quarter 4 survey}}$$

3. Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit

Quarter: This measure serves as a barometer of graduates' and former enrollees' long-term success and aligns with WIOA reporting requirements.

Pool: All graduates and former enrollees who complete the Quarter 2 survey and report in the survey that they are in a job (that meets the Job Corps placement definition in Exhibit 4-1) or in the military.

Measure: The average earnings of graduates and former enrollees in the pool.

Goal: The national goal is \$7,700. CTS contractors and regions have model-based goals for this measure. A model statistically adjusts each contractor's goal to account for factors beyond their control (such as the characteristics of the labor market) that have been shown to impact their outcomes for this measure. The model aggregates the effects of the various factors for each contractor, and adjusts the national goal accordingly for that contractor, to set a contractor-specific goal. See Appendix 501- Attachments, Attachment 12: PY 2022 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 10%

Formula:
$$\frac{\text{Sum of earnings of graduates and former enrollees who report they are in a job or the military on the Quarter 2 survey}}{\text{Number of graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military}}$$

F. Performance Goals

Performance goals serve as the quantitative benchmarks to assess performance. A single performance goal is established for each measure, and performance is measured as a percentage of the goal(s) achieved. Typically, analyses of historical data, where available, are conducted to assist in establishing reasonable and attainable goals for the system.

The following measures have *national* goals:

- Placement Rate
- Placement Quality Rating
 - ✓ Job Training Match (JTM) Rate
 - ✓ Quality Placement Rate
- Graduate and Former Enrollee Placement Rate in Quarter 2
- Graduate and Former Enrollee Placement Rate in Quarter 4

The following measures have *model-based* goals:

- Graduate Average Hourly Wage at Placement
- Graduate and Former Enrollee Average Earnings in Quarter 2 after Exit Quarter

Model-based goals for all CTS measures and indicators can be found in Appendix 501-Attachments, Attachment 12: PY 2022 CTS Contractor Model-Based Goals and Worksheets. Details regarding model-based goals can be found in Appendix 501, Introduction, Section D.2.(b).

G. Weights

A weight is assigned to each measure to reflect: 1) areas of emphasis in CTS contractors' accountability for achieving positive student outcomes; 2) the importance attached to each measure; and 3) the number of students in the pool for each measure.

The weighting scheme of the CTS Report Card has been altered for PY 2022. The measures under the CTS Placement Outcomes area are now weighted at 55 percent (a 5 percent increase) with the Q2/Q4 Placement Outcomes area weighted at 45 percent. Under the CTS Placement Outcomes area, weight on the Placement Rate measure increased from 20 percent to 25 percent. The Quality Placement and Graduate and Former Enrollee Average Wage measure weights remain at previous levels of 20 percent and 10 percent respectively. Under the Q2/Q4 Placement Outcomes area, weight on the Quarter 2 and Quarter 4 Placement measures decreased slightly from 20 percent to 17.5 percent each, and the Quarter 2 earnings measure remains at 10 percent. This weight redistribution still aligns with WIOA's focus on long-term success in the workforce (and higher education) which is measured through the Quarter 2 and Quarter 4 placement outcomes, but also places emphasis on the importance of more immediate-term placements that occur after students exit the program while they are receiving career transition services.

H. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create a CTS contractor overall rating. These ratings are reviewed to assess program effectiveness and play a key role in the procurement process. Overall ratings are also used to determine the performance ranges for performance-based service contracting.

II. ROLES AND RESPONSIBILITIES

A. National Office

The National Office of Job Corps is responsible for:

- Establishing national policy for the CTS OMS each program year
- Providing model-based goals for designated performance measures/indicators and administering the appeals process of the adjusted goals
- Administering the National Office appeals process of Quarter 2 and Quarter 4 outcomes reported from the post-separation survey
- Monitoring the JCDC issuance of the CTS Report Card
- Tracking and verifying performance of CTS contractors
- Communicating with Regional Offices to implement program or policy changes or adjustments
- Providing information, technical assistance and training to the Regional Offices and the Job Corps community as needed
- Establishing an administrative low rating to contractors for lack of credible data.
- Developing and supporting a standardized audit methodology for Regional Office staff

B. Regional Offices

Regional Offices are responsible for:

- Determining that proposals, contracts, and plans are consistent with CTS contractor performance goals and requirements
- Considering performance of CTS contractors in procurement and contract administration activities
- Ensuring that all CTS contractor Requests for Proposals (RFPs) include language that informs the contractor that new goals are issued each contract year through a unilateral modification (regardless of the base year period or the award of an option year)
- Issuing an amendment to the RFP or modifying the award document before execution if the RFP is issued and new goals are established by the National Office of Job Corps before the award of a contract and after the RFP is issued
- Monitoring the performance of all CTS contractors monthly using the CTS Report Card, the Center Quality Assessment, and information gathered from center visits, assessments, and review of other reports and analyses
- Reviewing information submitted by CTS contractors who fail to meet performance goals on extenuating circumstances and/or unique factors to substantiate the shortfall and sharing this information with the National Office Performance Team
- Evaluating the extenuating circumstances/unique factors in conjunction with the operator's compliance with all other terms and conditions of the contract/agreement and the results of any Office of Inspector General (OIG)

audits and special review findings in making procurement-related decisions

Regional Directors will notify both the National Office of Job Corps and JCDC of CTS contractor changes (locations or service) prior to implementing the change; and maintain and provide annually (or as revised), an updated list of CTS contractors, contact addresses, and codes to National Office staff.

C. CTS Contractors

All contractors providing career transition services, as well as centers with CTS contractor activities, are responsible for:

- Sharing the information in this Appendix 501c with all applicable staff
- Accurate and timely data entry of valid placement data within the reporting period specified in Chapter 4, Section 4.4 to ensure data integrity
- Data correction of errors in a timely manner, as requested and substantiated by centers and/or National Training Contractors (NTCs)
- Maintaining all documents, case notes, and automated information necessary for audits of activity
- Updating placement records with the most current student's contact and alternate (family and friends) contacts information to provide post-separation survey staff with the most current contact information increasing the likelihood of reaching students for the Quarter 2 and Quarter 4 surveys. (Complete and accurate alternate contact information for family members or friends (at a different address) is essential to obtaining high survey completion rates.)
- Ensuring the Career Transition System, the approved web-based application, is used to provide maximum benefit to Job Corps students eligible for post-center services
- Monitoring monthly performance against goals on the CTS Report Card
- Submitting information to Regional Offices regarding extenuating circumstances and/or unique factors that could possibly, temporarily, justify poor CTS Report Card performance
- Recommending corrective action, as required, and submitting corrective action plans to Job Corps Regional Offices when appropriate
- Implementing corrective action plans as directed

NOTE: A general failure to enter data accurately or otherwise report information to JCDC not only negatively affects the overall performance rating of the individual contractors, but also reflects negatively on the integrity of Job Corps program reports and outcomes. Please pay particular attention to:

1. Entering "yes" or "no" in the "Apprenticeship Box" **and/or** the "Placed by NTC Box" on the Placement Record data entry screen
2. Entering accurate placement O*NET codes for the position in which the former enrollee or graduate was placed on the Placement Record data entry screen
3. Coordinating contract updates with the Regional Office staff

D. Job Corps Centers

Job Corps centers are responsible for:

- Timely and accurate transmittal of placement-related Former Enrollees' and Graduates' information to CTS contractors
- Accurate coding of placer IDs when completing the Center Information System (CIS)/CTS termination screen
- Assisting CTS contractors and NTCs in placing Former Enrollees and Graduates in jobs, apprenticeships, the military, or educational programs

E. Job Corps Data Center (JCDC)

JCDC is responsible for:

- Ensuring that the CTS Report Card and other reports are issued in accordance with the target release dates
- Coordinating specifications of the CTS Report Card with National Office staff
- Ensuring the data generated in the reports accurately reflect the policy and programming design
- Providing Help Desk services regarding CTS contractor data, reporting and oversight of CTS, and training and services to the regions on CTS.