

**APPENDIX 501C  
POLICIES AND PROCEDURES FOR JOB CORPS’  
PROGRAM YEAR (PY) 2024  
PERFORMANCE MANAGEMENT SYSTEM  
CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM**

**TABLE OF CONTENTS**

**I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2024**

- A. Overview..... 1
- B. PY 2024 Changes in Appendix 501C..... 1
- C. Impact of Level 1 Zero Tolerance (ZT) Separations on the CTS Report Card..... 4
- D. Career Transition Services (CTS) Placement Measures..... 4
  - 1. Placement Rate ..... 4
  - 2. Graduate and Former Enrollee Average Hourly Wage at Placement ..... 5
  - 3. Career Technical Training (CTT) Completer Job Training Match (JTM) Placement Rate ..... 5
  - 4. Full-Time Quality Placement Rate..... 7
- E. Quarter 2 and Quarter 4 Placement Measures..... 7
  - 1. Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter..... 7
  - 2. Graduate and Former Enrollee Placement Rate in Quarter 4 After Exit Quarter..... 8
  - 3. Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter..... 8
  - 4. Graduate and Former Enrollee Employer Retention Rate..... 9
- F. Performance Goals..... 9
- G. Weights ..... 10
- H. Overall Rating ..... 10

**II. ROLES AND RESPONSIBILITIES**

- A. National Office..... 11
- B. Regional Offices..... 11
- C. CTS Providers ..... 12

D. Job Corps Centers..... 13

E. Job Corps Data Center (JCDC)..... 13

## I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2024

*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) 2024 Outcome Measurement System (OMS) Report Cards, as well as Attachments pertaining to this section.*

### A. Overview

Service providers with Career Transition Services (CTS) responsibilities play a vital role in the continuum of service delivery to students. Job Corps emphasizes students' long-term career and financial success as a major indicator of the program's effectiveness. CTS providers have the primary responsibility of ensuring that Graduates and Former Enrollees successfully transition to quality academic or employment experiences leading to long-term attachment 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 CTS providers. This Report Card reflects CTS providers' success in achieving specific goals and objectives pertaining to both the placement of Graduates and Former Enrollees, and their earnings.

### B. PY 2024 Changes in Appendix 501C

For PY 2024, Job Corps has made a small number of changes to the CTS Report Card as enumerated below.

**Graduate Placement Prior to Program Exit Rate:** This measure, introduced in PY 2023 for informational purposes, has been removed from the PY 2024 CTS Report Card.

**Graduate and Former Enrollee Average Hourly Wage:** The national goal for the Graduate and Former Enrollee Average Hourly Wage measure is increased from \$17.50 to \$18.75. For PY 2024, CTS and regions continue to use model-based goals for this measure.

**Career Technical Training (CTT) Completer JTM Placement Rate:** The goal for the CTT Completer JTM Placement Rate is increased from 70 percent to 75 percent.

**Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter:** The goal for this measure is increased from \$7,700 to \$9,000. For PY 2024, CTS and regions continue to use model-based goals for this measure.

**Graduate and Former Enrollee Employer Retention Rate:** The goal for this measure is increased from 60 percent to 65 percent for PY 2024.

**Weights:** The weighting scheme has been adjusted to return to a differential weight structure to allow greater emphasis on those measures identified as of greater value and

importance to the program and department. The Graduate and Former Enrollee Placement Rate is weighted at 25 percent, with the Graduate and Former Enrollee Full-Time Quality Placement and Median Earnings in Quarter 2 measures weighted at 10 percent and 5 percent respectively. The remaining measures are each weighted at 15 percent, with the exception of the Employer Retention Rate measure which remains unweighted for PY 2024.

All policies and related attachments pertaining to the CTS Report Card can be found in Appendix 501 Introduction and Appendix 501 Attachments.

Provided on the next page is a summary table outlining the PY 2024 CTS Report Card.

PY 2024 CTS REPORT CARD			
Measure	Definition	Goal	Weight
<b>CTS PLACEMENT OUTCOMES (65%)</b>			
Graduate and Former Enrollee Placement Rate	Number of graduates and former enrollees placed in a job, the military, an education/training program, <u>or a job/college combination</u> Number of graduates and former enrollees whose placement records are due or received	83%	25%
Graduate and Former Enrollee 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	\$18.75	15%
Career Technical Training (CTT) Completer Job Training Match (JTM) Placement 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	75%	15%
Graduate and Former Enrollee 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%	10%
<b>Q2/Q4 PLACEMENT OUTCOMES (35%)</b>			
Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter	Number of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, <u>or an education/training program</u> Number of graduates and former enrollees who complete the Quarter 2 survey	80%	15%
Graduate and Former Enrollee Placement Rate in Q4 After Exit Quarter	Number of graduates and former enrollees who report on the Quarter 4 survey they are in a job, the military, <u>or an education/training program</u> Number of graduates and former enrollees who complete the Quarter 4 survey	80%	15%
Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter*	Midpoint of all Quarter 2 earnings reported by graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military	\$9,000	5%
Graduate and Former Enrollee Employer Retention Rate	Number of graduates and former enrollees who were employed by the same employer in <u>Quarter 2 and Quarter 4 after exit quarter</u> Number of graduates and former enrollees who complete the Quarter 4 survey and were employed in Quarter 2 after exit quarter	65%	0%
*Has Model-based Goal			100%

**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 CTS provider will not receive credit for the Placement Rate measure for this student. The student will not be in the pool of the remaining CTS Placement measures (Full-Time Quality Placement, CTT Placement, and Average Hourly Wage) and the CTS provider will consequently not be eligible to receive credit for these. The Job Corps Data Center (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 2024 Initial Placements and Allowable Upgrades, for a chart outlining the upgrade hierarchy.

1. **Graduate and Former Enrollee 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 providers 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.

Measure: 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 \$18.75; CTS providers and regions have model-based goals for this measure. A model statistically adjusts each provider'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 provider, and adjusts the national goal accordingly for that provider, to set a provider-specific goal. See Appendix 501 - Attachments, Attachment 12: PY 2024 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 15%

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. **Career Technical Training (CTT) Completer Job Training Match (JTM) Placement 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 2024, 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 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.

Measure: 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 75%.

Weight: 15%

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 2024. 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 2024 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk and Request Form,



for the request form and instructions.

4. **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 efficient placement into employer or career pathway.

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

Measure: 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: 10%

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.7 (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 career and financial 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: 15%

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: 15%

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 Median Earnings in Quarter 2 After Exit**

**Quarter:** This measure serves as a barometer of graduates' and former enrollees' long-term financial 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 median earnings of placed graduates and former enrollees in the pool.

Goal: The national goal is \$9,000. CTS providers and regions have model-based goals for this measure. A model statistically adjusts each provider'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 provider, and adjusts the national goal accordingly for that provider, to set a provider-specific goal. See Appendix 501 - Attachments, Attachment 12: PY 2024 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 5%

Formula: Midpoint of all Quarter 2 earnings reported by graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military

4. **Graduate and Former Enrollee Employer Retention Rate:** This measure gauges graduates' and former enrollees' attachment to the workforce and aligns with WIOA reporting requirements.

Pool: All graduates and former enrollees who complete the Quarter 4 survey and were employed in the Second Quarter after exit.

Measure: The percentage of graduates and former enrollees in the pool who report in the Quarter 4 survey that they are employed by the same employer in the Second and the Fourth Quarters after exit.

Goal: The national goal is 65%.

Weight: 0%

Formula: 
$$\frac{\text{No. of graduates and former enrollees who were employed by the same employer in Quarter 2 and Quarter 4 after exit}}{\text{No. of graduates and former enrollees who complete the Quarter 4 survey and were employed in Quarter 2 after exit}}$$

## 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.

The following measures have *national* goals:

- Graduate and Former Enrollee Placement Rate

- CTT Completer
- Job Training Match (JTM) Rate
- Graduate and Former Enrollee Full-Time Quality Placement Rate
- Graduate and Former Enrollee Placement Rate in Quarter 2
- Graduate and Former Enrollee Placement Rate in Quarter 4
- Graduate and Former Enrollee Employer Retention Rate

The following measures have *model-based* goals:

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

Model-based goals for all CTS measures can be found in Appendix 501 – Attachments, Attachment 12: PY 2024 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 providers' 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 revised for PY 2024 to assign weight to measures based upon their relative importance and value as determined by departmental and programmatic priorities. The Graduate and Former Enrollee Placement Rate measure is weighted at 25 percent, the Graduate and Former Enrollee Full-Time Quality Placement is assigned 10 percent weight, and the Median Earnings in Quarter 2 is assigned a 5 percent weight. The remaining measures are each weighted at 15 percent, except the Employer Retention Rate measure which remains unweighted for PY 2024.

#### H. **Overall Rating**

Weighted performance ratings across each of the weighted measures are aggregated to create a CTS provider 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 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 providers.
- 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 providers 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 provider performance goals and requirements.
- Considering performance of CTS providers in procurement and contract administration activities.
- Ensuring that all CTS provider Requests for Proposals (RFPs) include language that informs the provider 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 providers monthly using the CTS Report Card, the Center Quality Assessment, and information gathered from visits, assessments, and review of other reports and analyses.
- Reviewing information submitted by CTS providers 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 provider'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 provider changes (locations or service) prior to implementing the change; and maintain and provide annually (or as revised), an updated list of CTS providers, their addresses, and codes to National Office staff.

### C. CTS Providers

All providers delivering career transition services, as well as centers with CTS provider 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 providers, 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 providers.
- Accurate coding of placer IDs when completing the Center Information System (CIS)/CTS termination screen.
- Assisting CTS providers 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 provider data, reporting and oversight of CTS, and training and services to the regions on CTS.