

**APPENDIX 501C**  
**POLICIES AND PROCEDURES FOR JOB CORPS’**  
**PROGRAM YEAR (PY) 2023**  
**PERFORMANCE MANAGEMENT SYSTEM**  
**CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM**

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## I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2023

*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) 2023 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 career and financial success as a major indicator of the program's effectiveness. CTS contractors 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 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 2023 Changes in Appendix 501C

For PY 2023, Job Corps has made a small number of crucial changes to the CTS Report Card in consideration of the broader revisions to the OMS and in alignment with the Job Corps 2.0 strategic plan. Job Corps has:

- Replaced the composite measure of Placement Quality Rating with its corresponding indicators;
- Added a new measure to capture key graduate placements that occur prior to program exit;
- Moved the Employer Retention measure from the Center Report Card to the CTS Report Card, maintaining this measure for informational purposes;
- Increased goals where performance was approaching or above PY 2022 goals; and,
- Redistributed weights so that all measures are weighted equally, thereby placing equal importance on all the CTS and Quarter 2/Quarter 4 placement measures and requiring CTS contractors to focus equally on achieving all the metrics and goals.

Additionally, for PY 2023, Job Corps will only issue a program year cumulative CTS Report Card to allow data to accumulate for the new measure reporting graduate placements prior to program exit, as there are no prior data to report.

The specific changes to the CTS Report Card are enumerated below.

**Replaced composite measure with its corresponding indicators:** The composite measure of Placement Quality Rating has been removed, and it's two indicators – Job

Training Match (JTM) Placement Rate and Full-Time Quality Placement Rate – are reinstated as stand-alone measures.

**Graduate Placement Prior to Program Exit Rate:** A new measure capturing the rate of placements of graduates that occur prior to program exit has been added to the CTS Report Card for PY 2023. The goal is set at 40 percent. This measure supports the Job Corps 2.0 Pillar 5, Ensure Successful Transition to the Workforce by encouraging any type of full-time (or part-time JTM) placements of graduates prior to separation. This allows for strong and continued transitional support for the graduate as they adjust to the work or schooling experiences outside of the Job Corps environment. To ensure that placements recorded align with the intent of this measure, the placement must meet certain key criteria. Specifically:

- The placement cannot occur earlier than attainment date of student’s first credential necessary to be a graduate (i.e., career technical training or, if no High School Diploma/Equivalency (HSD/HSE) at entry, academic credential);
- All placements must still meet Job Corps’ placement and verification criteria, and be approved within 90 days of date reported;
- Participation in activities that are part of the Job Corps training program (i.e., Advanced Career Training (ACT), HSD/HSE program, Other Training Providers (OTP), or Worked-Based Learning (WBL)) or are temporary employment situations (e.g., leisure time employment, employment during break days) during enrollment do not constitute placement. If the activity continues past separation (i.e., evidence of continued college attendance, or transition from an off-center WBL internship to a paid job with that same employer) a placement can be recorded with a date reported prior to separation, as long as the placement verification indicates that the placement continued for at least 7 days past the exit date. This supports the viability of the placement.

To support this new framework, Job Corps has adjusted policy to allow for placement date reported and all subsequent related dates to occur before the student’s date of separation. Further detail regarding the placement-related dates is found in Appendix 501-Introduction, Section F3.

**Graduate and Former Enrollee Employer Retention Rate:** This measure was previously in the Center Report Card, for informational purposes, to align with Measure 6 of the Workforce Innovation and Opportunity Act (WIOA) performance measures that reports on the proportion of students in a job during Quarter 2 after the exit quarter that are still with the same employer in Quarter 4 after the exit quarter. With the new Direct Center Services Report Card focusing exclusively on the credentials and skills students can attain while in the program, the Employer Retention Rate measure is moved to the CTS Report Card. The goal for this measure remains at 60% and there is no weight.

**Career Technical Training (CTT) Completer JTM Placement Rate:** The goal for the CTT Completer JTM Placement Rate is increased as performance was above goal in PY 2022. The goal for this measure has increased from 65% to 70% for PY 2023.

**Graduate and Former Enrollee Average Hourly Wage:** The goal for the Graduate and Former Enrollee Average Hourly Wage measure is increased as performance was above goal in PY 2022. The goal is increased from \$16.25 to \$17.50. For PY 2023, CTS and regions continue to use model-based goals for this measure.

**Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit Quarter:** This measure has been removed from the CTS Report Card and replaced by a measure of median earnings in Quarter 2 to align with WIOA Measure 3 more fully that calculates the midpoint of all reported earnings.

**Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter:** For PY 2023, the goal for this measure is set at \$7,700 to reflect the expected levels of performance under this new measure. For PY 2023, centers and regions use model-based goals based upon center-level models for this measure.

**Weights:** The weighting scheme across all measures has been adjusted so that each measure carries an equal weight of 12.5%. This ensures an equal focus on all placement outcomes.

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 2023 CTS Report Card.

<b>PY 2023 CTS REPORT CARD</b>			
<b>Measure</b>	<b>Definition</b>	<b>Goal</b>	<b>Weight</b>
<b>CTS PLACEMENT OUTCOMES (62.5%)</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%	12.5%
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	\$17.50	12.5%
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	70%	12.5%
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%	12.5%
Graduate Placement Prior to Program Exit Rate	<b>Number of graduates placed in an apprenticeship, a full-time job, a full-time or part-time job-training match, the military, full-time college, full-time job/college combination, or a full-time post-secondary training program prior to program exit</b> Number of graduates in the reporting period with an approved placement PLUS number of graduates whose 90-day window for having an approved placement that occurred prior to program exit has closed	40%	12.5%
<b>Q2/Q4 PLACEMENT OUTCOMES (37.5%)</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%	12.5%
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%	12.5%
Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit	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	\$7,700	12.5%

PY 2023 CTS REPORT CARD			
Measure	Definition	Goal	Weight
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	60%	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 contractor will not receive credit for the Placement Rate measure for this student, nor, if the student is a graduate, the Graduate Placement Prior to Program Exit measure. 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 contractor 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 2023 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: 12.5%

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.

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 \$17.50; 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 13: PY 2023 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 12.5%

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 2023, 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 70%.

Weight: 12.5%

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 2023. 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 2023 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: 12.5%

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

- 5. Graduate Placement Prior to Program Exit Rate:** The Graduate Placement Prior to Program Exit measure recognizes students' need for strong transition supports from the Job Corps environment to employment or academic experiences and supports the establishment of effective employer partnerships that can lead to direct placements. The measure focuses on placing graduates in full-time employment or post-secondary academics, or JTM positions before they exit Job Corps.

Pool: All graduates in the reporting period with an approved placement plus all graduates who did not enter a placement prior to program exit and the 90-day window\* to approve a placement that would have occurred prior to separation has closed.

\*PRH Section 4.4 provides the details on the 90-day window from date reported to date approved for credited placements. To ensure that a graduate is credited appropriately for this measure, the full 90-day window must be allowed to close before determining that a placement did not occur. As this measure captures placements with a date reported prior to separation date, the 90-day window closes 90 days from the day prior to the graduate's separation date.

Measure: The percentage of graduates in the pool who are placed in an apprenticeship, a full-time job, a full-time or part-time job-training match, the military, full-time college, full-time job/college combination, or a full-time post-secondary training program prior to program exit. All placement requirements as noted in Exhibit 4-1, Exhibit 4-2 and Section 4.4 must still be satisfied for this measure.

Goal: The national goal is 40%.

Weight: 12.5%

Formula: Number of graduates placed in an apprenticeship, a full-time job, a full-time or part-time job-training match, the military, full-time college, full-time job/college combination, or a full-time post-secondary training program prior to program exit  
Number of graduates in the reporting period with an approved placement PLUS number of graduates whose 90-day window for having an approved placement that occurred prior to program exit has closed

Note: Participation in activities that are part of the Job Corps training program (i.e., ACT, HSD/HSE programs, OTP programs, or WBL) or are temporary employment situations (e.g., leisure time employment, employment during break days) during enrollment does not constitute placement. If the activity continues past separation (e.g., evidence of continued college attendance, or transition from an off-center WBL internship to a paid job with that same employer) a placement can be recorded with a date reported prior to separation, as long as the placement verification indicates that the placement continued for at least seven days past the exit date. This supports the viability of the placement and meets the intent of the measure.

## **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: 12.5%

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: 12.5%

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 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 \$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 13: PY 2023 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 12.5%

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 60%.

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. For PY 2023, the goals reflect federal expectations of performance levels for each metric.

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 Placement Prior to Program Exit 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 Average Earnings in Quarter 2 after Exit Quarter

Model-based goals for all CTS measures can be found in Appendix 501 - Attachments, Attachment 13: PY 2023 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 2023. All measures are weighted at 12.5 percent, providing equal emphasis on long-term success in the workforce (and higher education) as measured through the Quarter 2 and Quarter 4 placement outcomes, and the more immediate-term placements that occur while students 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 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.