

APPENDIX 501C
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2025
PERFORMANCE MANAGEMENT SYSTEM
CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM

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I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2025

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) 2025 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 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 their earnings.

B. PY 2025 Changes in Appendix 501C

For PY 2025, Job Corps has modified the definitions of applicable CTS Report Card measures to reflect the January 13, 2025 transition from direct placement service provision to a referral-based system for Former Enrollees. While Former Enrollees were technically removed from the pools of the applicable measures at the time this policy went into effect, the measure descriptions were not changed in PY 2024 as the program year results continued to include Former Enrollees between July 2024 and January 2025. For PY 2025, the seven measures that previously reported outcomes for Graduates and Former Enrollees will now report outcomes only for Graduates.

No other changes have been made to the PY 2025 CTS measures, goals, and weights.

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 2025 CTS Report Card.

PY 2025 CTS REPORT CARD			
Measure	Definition	Goal	Weight
CTS PLACEMENT OUTCOMES (65%)			
Graduate Placement Rate	Number of graduates placed in a job, the military, an <u>education/training program, or a job/college combination</u> Number of graduates whose placement records are due or received	83%	25%
Graduate Placement Average Wage*	Sum of hourly wages of graduates <u>placed in a job or the military</u> Number of graduates 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 Full-Time Quality Placement Rate	Number of graduates placed in an apprenticeship program, a full-time job, the military, full-time college, full-time <u>job/college combination or a full-time post-secondary training program</u> Number of placed graduates	85%	10%
Q2/Q4 PLACEMENT OUTCOMES (35%)			
Graduate Placement Rate in Quarter 2 After Exit Quarter	Number of graduates who report on the Quarter 2 survey they are in a job, the military, <u>or an education/training program</u> Number of graduates who complete the Quarter 2 survey	80%	15%
Graduate Placement Rate in Q4 After Exit Quarter	Number of graduates who report on the Quarter 4 survey they are in a job, the military, <u>or an education/training program</u> Number of graduates who complete the Quarter 4 survey	80%	15%
Graduate Median Earnings in Quarter 2 After Exit Quarter*	Midpoint of all Quarter 2 earnings reported by graduates who complete the Quarter 2 survey and report they are in a job or the military	\$9,000	5%
Graduate Employer Retention Rate	Number of graduates who were employed by the same employer <u>in Quarter 2 and Quarter 4 after exit quarter</u> Number of graduates 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 graduates will be credited and may change the statistical status associated with a particular student. See Appendix 501 - Attachments, Attachment 2: PY 2025 Initial Placements and Allowable Upgrades, for a chart outlining the upgrade hierarchy.

1. **Graduate Placement Rate:** The Placement Rate serves as a strong indicator of the program's success in equipping Job Corps graduates 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 whose placement records are due or received.

Measure: The percentage of graduates 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:

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

2. **Graduate 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 on the path to economic self-sufficiency.

Pool: All graduates 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 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 2025 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 15%

Formula:

$$\frac{\text{Sum of hourly wages of graduates placed in a job or military}}{\text{Number of graduates placed in a job or military}}$$

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). Beginning in PY 2018, the measure was refocused to match job placements with training received and removed 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 credited under the 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 among Training Achievement Records (TARs), Training Program Areas (TPAs), and O*NET-SOC, the industry-recognized national occupational database—including the addition of placements recommended by practitioners from the field.

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:

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

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 2025. 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 2025 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk and Request Form, for the request form and instructions.

4. **Graduate Full-Time Quality Placement Rate:** Incentivizing the placement of graduates in positions that are full-time, whether full-time employment or full-time higher education, reinforces the importance of ensuring these students enter opportunities that lead to long-term attachment to the workforce and sustainable

wages.

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

Measure: The percentage of graduates 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:

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

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. Attachments, Attachment 1 provides a description of how the calculation of the OMS WIOA aligned measures differ from the measures reported in the WIOA Performance Report. 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 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 who complete the Quarter 2 survey.

Measure: The percentage of graduates 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:

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

- 2. Graduate Placement Rate in Quarter 4 After Exit Quarter:** This measure gauges graduates' attachment to the workforce or advanced education environment and aligns with WIOA reporting requirements.

Pool: All graduates who complete the Quarter 4 survey.

Measure: The percentage of graduates 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:

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

- 3. Graduate Median Earnings in Quarter 2 After Exit Quarter:** This measure serves as a barometer of graduates' long-term financial success and aligns with WIOA reporting requirements.

Pool: All graduates 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 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 2025 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 who complete the Quarter 2 survey and report they are in a job or the military

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

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

Measure: The percentage of graduates 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:

Number of graduates who were employed by the same employer in Quarter 2 and Quarter 4 after exit

Number of graduates 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 2025, there are no changes to the national performance goals for the CTS Report Card measures from PY 2024.

The following measures have *national* goals:

- Graduate Placement Rate

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

The following measures have *model-based* goals:

- Graduate Average Hourly Wage at Placement
- Graduate 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 2025 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 PY 2025 weight structure for the CTS Report Card has no changes from 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 identify potential performance concerns.

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 501e 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 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 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 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.