APPENDIX 501C
POLICIES AND PROCEDURES FOR JOB CORPS' PROGRAM YEAR (PY) 2019 PERFORMANCE MANAGEMENT SYSTEM
CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM

TABLE OF CONTENTS

I.   CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2019

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) 2019 Outcome Measurement System (OMS) Report Cards, as well as Attachments pertaining to this section.

A.   <u>Overview</u>

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.   <u>PY 2019 Changes in Appendix 501C</u>

For PY 2019, Job Corps has made no changes to the CTS Report Card measures, goals, and weights so as to allow time for CTS contractors to fully adjust to the significant changes made in the previous year. In PY 2018 Job Corps substantially reformed the CTS Outcome Measurement System (OMS) to align with revisions to the Center Report Card. These revisions included reducing the number of measures and increasing emphasis on measures that support the program's mission of placing students in meaningful jobs or further education.

Additionally in PY 2018, Job Corps redefined the time period constituting the second quarter (Quarter 2) and fourth quarter (Quarter 4) after exit for its post-separation survey to align with the definition used by other DOL programs. As of July 1, 2018, Quarter 2 is defined as the second calendar quarter <u>after the exit quarter</u>, and Quarter 4 as the fourth calendar quarter <u>after the exit quarter</u>.

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

Provided on the next page is a summary table outlining the PY 2019 CTS Report Card.

PY 2019 CTS OMS REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
CTS PLACEMENT OUTCOMES (50%)			
Placement Rate	No. of graduates and former enrollees placed in a job, the military, <u>an education/training program, or a job/college combination</u> No. of graduates and former enrollees whose placement records are due or received	83%	20%
Placement Average Wage*	Sum of hourly wages of graduates and former enrollees <u>placed in a job or the military</u> No. of graduates and former enrollees placed in a job or the military	$12.00	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 (50%)			
Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter	No. 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> No. of graduates and former enrollees who complete the Quarter 2 survey	80%	20%
Graduate and Former Enrollee Placement Rate in Q4 After Exit Quarter	No. 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> No. of graduates and former enrollees who complete the Quarter 4 survey	80%	20%
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> No. of graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military	$5,500	10%
*Model-Based Goal			100%

PY 2019 SUPPLEMENTAL CTS REPORT CARD			
Indicator	**Definition**	**Goal**	**Weight**
PLACEMENT QUALITY RATING			
Career Technical Training (CTT) Completer Job Training Match (JTM) Rate	No. of CTT program completers placed <u>in a training-related job or the military</u> No. of CTT program completers placed in a job or the military	65%	35%
Full-Time Quality Placement Rate	No. 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> No. of placed graduates and former enrollees	75%	65%

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 or students who are enrolled in Job Corps for less than 60 days will *not* be 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 career transition services placement outcomes performance measures. 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 Introduction, Attachment 2: PY 2019 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: 20%

Formula: Number of Graduates and Former Enrollees placed in a job, the military, an educational program, or a job/school combination

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 $12.00; 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 Introduction, Attachment 10: PY 2019 CTS Contractor Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

   Weight: 10%

   Formula: Sum of hourly wages of graduates and former enrollees placed in a job or military

   Number of graduates and former enrollees placed in a job or military

3.   **Placement Quality Rating:** This composite measure, introduced in PY 2019, 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 2019, 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: 35%

Formula: Number of CTT program completers
placed in a training-related job or the military
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 2019. 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
Introduction, Attachment 6: PY 2019 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 75%.

Weight: 65%

Formula: No. 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
No. 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 Introduction, 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: 20%

      Formula: No. of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, or an education/training program
No. 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: 20%

Formula: No. of graduates and former enrollees who report on the Quarter 4
survey they are in a job, the military, or an education/training program
No. 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 $5,500. 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 Introduction, Attachment 10: PY 2019 CTS Contractor
Model-Based Goals and Worksheets, for a template of the factors
utilized in the models and for specific goals.

Weight: 10%

Formula: Sum of earnings of graduates and former enrollees who report
they are in a job or the military on the Quarter 2 survey
No. 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 – Introduction, Attachment 10: PY 2019 CTS Contractor Model-Based Goals and Worksheets. Details regarding model-based goals can be found in Appendix 501, Introduction, Section D.2.(b).

G.   <u>Weights</u>

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 not been altered from PY 2018. The CTS Placement measures and Quarter 2 and Quarter 4 Placement measures remain weighted at 50 percent each. Under the CTS Placement measures, the Quality Placement and Placement Rate measures are weighted equally at 20 percent with the Graduate and Former Enrollee Average Wage measure weighted at 10 percent. The Quarter 2 and Quarter 4 Placement measures are weighted the highest at 20 percent each with the Quarter 2 earnings measure at 10 percent. This weight distribution 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.

H.   <u>Overall Rating</u>

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. <u>National Office</u>

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. <u>Regional Offices</u>

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 <u>all</u> 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.