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# **POLICY AND REQUIREMENTS HANDBOOK**

## **CHAPTER 4: CAREER TRANSITION PERIOD**

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## **4.0 OBJECTIVES**

To provide eligible Job Corps students personalized career transition services that lead to long-term employment, earnings growth, career progression, and further education.

To ensure that graduates remain successfully attached to the workforce or further education and training by connecting them with transitional support services within their communities.

## 4.1 CAREER TRANSITION SERVICES PLAN

### PURPOSE

- P1. To ensure the efficient, effective, and coordinated delivery of career transition services to graduates and former enrollees.

### REQUIREMENTS

#### *R1. Career Transition Services Plan*

- a. Centers and career transition services providers shall prepare and implement a Career Transition Plan, as part of the overall Career Development Services System Plan. The plan shall be submitted for Regional Office approval in accordance with Chapter 5, Section 5.1, R3.c, Career Development Services System Plan.
- b. Career transition services reflected in the plan shall be tailored to the individual needs of each graduate and former enrollee.
- c. At a minimum, the career transition services plan shall address:
  1. The rationale for the Career Transition Period (CTP) design and how it will ensure the provision of individualized services to assist each graduate and former enrollee.
  2. Organization, to include detailed descriptions of:
    - (a) How career transition will be staffed.
    - (b) Geographic area(s) to be served and where staff will be located to provide services.
    - (c) How career transition staff will coordinate and team with center career development staff to ensure continuity of service to separating students, including assistance with post-center certification testing or experience requirements to gain industry credentials.
    - (d) How career transition staff will interact with students and other staff during the Career Preparation and Career Development periods.
    - (e) How career transition staff will coordinate efforts with One-Stops, National Training Contractors, and other post-center support contractors to meet the post-center needs of graduates and former enrollees, including tracking and documenting student certification attainment.
    - (f) How the Personal Career Development Plan will be used to develop an employment plan/job search strategy and support services plan for the student, which must highlight students' demonstrated skills attainment and, when applicable, students' industry-recognized certification(s) or licensure(s).

- (g) How career transition staff will inform students that failure to report non-receipt of checks or failure to cash received transition payment checks within 12 months of separation will result in forfeiture of transition payment and that students have the obligation to update their contact information with their CTS provider.
  - (h) How career transition staff will make reasonable efforts to locate students when checks are returned or when checks are outstanding, and inform students of responsibility to cash checks or risk forfeiture of payments.
3. Methods to accomplish the following:
- (a) Graduate and former enrollee contact throughout the service period
  - (b) Assessment of placement and transitional needs
  - (c) Development of personalized job search skills and strategies
  - (d) Job development and referral
  - (e) Identification of and referral to transitional support services
  - (f) Counseling for job retention
  - (g) Arranging continuing services for graduates who relocate during the service period
  - (h) Distributing and safeguarding payments, to include locating students when checks are returned and/or unclaimed to ensure that students receive payments
  - (i) Informing students that failure to report non-receipt of transition payments or failure to cash a received transition payment check within 12 months of separation will result in forfeiture of the payment, and that students have the obligation to update their contact information with their CTS provider
  - (j) Identification of and referral to postsecondary educational opportunities

### **QUALITY INDICATORS**

- Q1. Career transition services are delivered in accordance with Career Transition Services Plan.
- Q2. Student transition checks are delivered to students.

## 4.2 ELIGIBILITY FOR SERVICES

### PURPOSE

- P1. To establish eligibility criteria for post-center services.
- P2. To establish the duration of the post-center service period for students.

### REQUIREMENTS

#### **R1. Definitions**

- a. Graduate – one who has completed the requirements of career technical training or earned a high school diploma or its equivalent (GED) while enrolled in Job Corps, or who completes both, and has completed 60 or more days enrollment. Students who have separated for “Level One” Zero Tolerance infractions do not qualify.
- b. Former Enrollee – one who has completed 60 or more days, has not attained graduate status, and whose separation is for reasons other than a Zero Tolerance “Level One” infraction.
- c. Uncommitted Student – one who has remained in Job Corps less than 60 days (regardless of achievement), or who has separated for a Zero Tolerance “Level One” infraction, per Chapter 3, Exhibit 3.1 (Infraction Levels and Appropriate Center Actions).

#### **R2. Eligibility for and Duration of Post-Center Service Period**

- a. Graduates who separated prior to October 1, 2009 shall receive initial placement services for up to 6 months following separation, and career transition support services for 12 months following initial placement. Services provided shall not exceed 18 months from separation.  
  
Graduates who separated on or after October 1, 2009 shall receive initial placement services for up to 9 months following separation, and career transition support services for 12 months following initial placement. Services provided shall not exceed 21 months from separation.
- b. Former enrollees shall be provided with initial placement services for a period of up to 3 months following separation.
- c. Uncommitted students are not eligible for post-center services. Centers shall provide uncommitted students with a referral to a One-Stop center or other service provider.
- d. Graduates shall be eligible for transition payments for up to 12 months from the date of separation. Students shall be informed that transition payments will be forfeited if they do not cash received checks within 12 months of the date of separation, fail to report non-receipt of checks, or fail to update contact information to ensure proper delivery of transition payments. Forfeited transition payments may be reissued for up to one additional year beyond the 12-month post-separation period, at the discretion of the Regional Director, except that

transition payments may not be reissued beyond 24 months from the date of separation.

### **QUALITY INDICATORS**

- Q1. All graduates have access to career transition services.
- Q2. All eligible former enrollees have access to post-center placement services.



## 4.3 CAREER TRANSITION SERVICES FOR GRADUATES

### PURPOSE

- P1. To identify and match graduates with placement opportunities in jobs, the military, or further education and training for which they qualify.
- P2. To provide graduates with ongoing support to ensure continued employment, education, or industry certification/licensure, and career progression.
- P3. To assist graduates in identifying and obtaining support services within the communities where they work and live.

### REQUIREMENTS

#### **R1. Contact**

Career transition services providers shall:

- a. Make direct contact with graduating students prior to separation to assess needs in accordance with Chapter 3, Section 3.21, Career Transition Readiness (if a projected graduate separates as a former enrollee, see Section 4.4 below, Career Transition Services for Former Enrollees).
- b. Maintain direct contact with all assigned graduates at least every 30 days throughout the service period to reassess needs.
- c. Provide or arrange for the following services:
  1. Job placement assistance
  2. Assistance that promotes job retention
  3. Additional placement services for those whose initial placement ended during the service period
  4. Assistance in career advancement and certification and/or licensure attainment, where applicable
  5. Other transitional support services (housing, transportation, etc.)

#### **R2. Needs Assessment**

Career transition services providers shall:

- a. Provide each graduate, as needed, with an assessment of and assistance in updating resumes, perfecting interview skills, and developing additional job search strategies throughout the career transition services period.
- b. Continue to collaborate with each graduate to assess his or her career transition needs to ensure progress toward career goals, including certification or licensure, as outlined in the student's Personal Career Development Plan (PCDP).

#### **R3. Placement Services**

Career transition services providers shall:

- a. Use labor market information and other resources to work with each graduate to develop placement strategies tailored to meet his or her individual needs and career goals.
- b. Identify certification testing opportunities and collaborate with the graduate to ensure progress toward certification(s) and/or licensure(s).
- c. Provide assistance in attaining additional training or education opportunities or experience that meet certification or licensure requirements.
- d. Identify job leads or educational and training opportunities for which the graduate qualifies, and which meet the placement definition.
- e. Emphasize training that leads to better paying jobs (e.g., apprenticeships) and/or jobs with college tuition reimbursement programs.
- f. Develop job leads through use of Internet sources and direct contact with employers, local Workforce Investment Boards, Youth Councils, One-Stop centers, unions, and apprenticeship programs.
- g. Provide direct referrals to suitable job openings or educational and training opportunities for graduates in need of placement services, either for initial placement or in subsequent jobs.
- h. Provide referral to a One-Stop career center, as appropriate.

***R4. Transitional Support***

Career transition services providers shall:

- a. In each locale to which graduates return upon separation, identify resources and provide direct referral of graduates to community employment and/or social services that provide assistance with the following, at a minimum:
  1. Housing
  2. Transportation
  3. Child care
  4. Health care, including substance abuse support
  5. Work clothing and tools
  6. Food and nutrition
  7. Budgeting
  8. Counseling/mentoring
  9. Job retention
  10. Legal services
- b. Provide ongoing counseling and support to resolve job-related issues and to support job retention.

- c. Provide ongoing transitional support assistance to graduates for continued employment.

**R5. Relocations**

- a. This section outlines the procedure for transferring cases between CTS providers once a graduate has relocated. This policy applies to graduates who are assigned to their initial CTS provider and then relocate to an area covered by a different CTS provider. This may include one or more relocations within the graduate's period of placement and follow-up services.

This section *does not* apply to students who, at the time of separation, move to a location other than their home of record (these types of relocations are covered in each Region's CDSS Plan).

For the purposes of this section, current CTS providers will be referred to as the "sending CTS provider" and new CTS providers will be referred to as the "receiving CTS provider."

- b. Below is the procedure for transferring a case once a graduate has relocated. Although contact between CTS providers in preparation for a graduate's relocation is encouraged, a transfer will not be official until confirmation that a graduate has physically relocated.
  - 1. For relocations within regional boundaries, CTS providers will follow the guidelines of their Regional CDSS Plan.
  - 2. For relocations between regions, the sending CTS provider will transfer the case to the receiving CTS provider in the geographic area to which the graduate has relocated. Sending and receiving CTS providers will follow the process below:
    - (a) The sending and receiving CTS providers will contact one another to coordinate the transfer. This contact will be documented in CTS case notes.
    - (b) The sending or receiving CTS provider, whichever first confirms that the relocation has taken place, will submit a transfer request in the Career Transition System. The contact information of the receiving and sending CTS provider and the updated contact information of the graduate will be included in the comments section of the electronic transfer request in CTS. **The official date of the transfer is the date on which this electronic request form is submitted.** Upon submission, the CTS provider will document the date in CTS case notes.
    - (c) The sending and receiving CTS providers will meet with the graduate either via phone or face-to-face, to introduce the receiving CTS provider to the graduate. All efforts will be documented in CTS case notes.
    - (d) The sending and receiving CTS providers will verify that the student has moved by making contact with the student at the new

- phone number and verifying the student's updated contact information. Any additional contact information will be documented in CTS case notes.
- (e) The sending CTS provider will ship the case file to the receiving CTS provider through a traceable method with expected delivery to be the next business day (e.g., Federal Express, United Parcel Service, U.S. Postal Service Express Mail, courier service, etc.). Date of post and receipt will be documented in CTS case notes.
  - (f) The sending and receiving CTS providers will report problems with the transfer of cases to their respective Regional Offices.
- c. To align with the crediting CTS agencies where CTS-assigned students relocate to a different service area (Chapter 5, Appendix 501, Introduction, and Appendix 501c, Attachment 3), rejection of a case transfer by CTS providers will follow the procedures and rationale below:
1. **Transfer of cases occurring with less than 60 days remaining in the placement window cannot be rejected.** This is due to the fact that the OMS Crediting Policy does not hold the receiving CTS provider accountable for short-term placement measures. If the student is not placed by either provider, the sending CTS provider will be held accountable. If the receiving CTS provider *does* place the student, it will receive credit for the placement and is responsible for 6- and 12-month placement measures.
  2. **Transfers of cases with 60 or more days remaining in the placement window may be rejected** if the receiving CTS provider's Regional Office approves the rejection as satisfying one of the conditions below:
    - (a) The receiving CTS provider is unable to contact the relocated graduate despite reasonable attempts to do so.
    - (b) The graduate is found to have not relocated to the CTS provider's service area.

If the Regional Office finds that the rejection does not satisfy one of these conditions, the rejection will not be approved and the transfer will be deemed valid. For OMS crediting purposes, the official date of the transfer will remain the date that the transfer request was submitted electronically, despite the time it may have taken to adjudicate the rejection in the Regional Office.

Upon receipt of a transfer, the receiving CTS provider will have 14 calendar days to confirm receipt of the case or file a rejection with their Regional Office. With 7 calendar days remaining, the receiving CTS provider will receive a reminder notification to act on the transfer request. After the 14-day window closes, transfer requests will automatically be accepted by the receiving CTS provider. The date of the transfer remains the date that the transfer request was submitted electronically.

Per the OMS Crediting Policy, for transfer of cases with 60 or more days remaining in the placement window, the receiving CTS provider will be held accountable for placement of the graduate. In cases where the graduate is placed by the sending CTS provider before the transfer, the sending CTS provider will receive credit for the placement and the receiving CTS provider may receive credit for any upgrades. The receiving CTS provider is responsible for 6- and 12-month placement measures.

**QUALITY INDICATORS**

- Q1. All graduates have access to career transition services.
- Q2. Graduates progress toward career goals as outlined in their Personal Career Development Plan.
- Q3. Graduates are able to retain employment and function independently.

## **4.4 CAREER TRANSITION SERVICES FOR FORMER ENROLLEES**

### **PURPOSE**

- P1. To assist former enrollees in securing initial placement in jobs, the military, or further education and training.

### **REQUIREMENTS**

#### ***R1. Contact***

Career transition services providers shall contact all assigned former enrollees at least every 30 days during the 3-month service period or until placement is made.

#### ***R2. Placement Services***

Career transition services providers shall:

- a. Identify leads and provide referrals to suitable job openings or educational and training opportunities.
- b. Provide referral to a One-Stop career center.
- c. Identify certification testing and/or licensure training opportunities, if applicable.
- d. Provide needs assessment to ensure progress toward career goals, including certification or licensure needs.
- e. Provide referral to additional training or education opportunities that meet certification and/or licensure requirements.

### **QUALITY INDICATOR**

- Q1. Former enrollees are satisfied with the placement assistance they receive.

## 4.5 DOCUMENTATION, REPORTING, AND VERIFICATION

### PURPOSE

- P1. To ensure accurate documentation of career transition services.
- P2. To establish a uniform system for reporting placement transactions and provision of transitional support services.

### REQUIREMENTS

#### ***R1. Record Keeping***

Centers and other designated career transition services providers shall:

- a. Implement procedures to track and document post-center progress, including certification(s) and/or licensure(s), using CIS.
- b. Update student contact information, referrals, employment data, career progress, certification and/or licensure attainment, and services provided, as necessary.
- c. Release confidential graduate/former enrollee information only in accordance with procedures specified in Chapter 6, Appendix 601 (Student Rights to Privacy and Disclosure of Information).
- d. Update information regarding outstanding transition payments, and make reasonable attempts to locate students if checks are undeliverable or returned. Notify students of the responsibility to cash the received check within 12 months of the date of separation or risk forfeiture of the payment.
- e. Upon receipt of an undeliverable or returned check, make reasonable attempts to contact the graduate and obtain updated contact information, in order to reissue the check.

#### ***R2. Reporting***

Centers and other designated career transition services providers shall:

- a. For graduates that separated prior to October 1, 2009, report all graduate placements that meet the criteria specified in Exhibit 4-1 (Placement Definitions) and which occur within 6 months of separation from the Job Corps program. Once a graduate is placed within 6 months of separation, tracking and updating of placement status shall continue for 12 months following initial placement.  
  
For graduates that separated on or after October 1, 2009, report all graduate placements that meet the criteria specified in Exhibit 4-1 (Placement Definitions) and which occur within 9 months of separation from the Job Corps program. Once a graduate is placed within 9 months of separation, tracking and updating of placement status shall continue for 12 months following initial placement.
- b. Report all certification and licensure attainment of graduates, in addition to job placement.

- c. Report all former enrollee placements that meet the criteria specified in Exhibit 4-1 (Placement Definitions) and which occur within 3 months of separation from the Job Corps program.
- d. Ensure that verification has been obtained and documented for all placements that are recorded into the Job Corps Data Center.
- e. Ensure that verification is obtained and placement reported to the Job Corps Data Center within 90 days after placement requirements have been met.
- f. Use Appendix 401, Job Corps Job Training Match (JTM) Crosswalk, to determine job training match.

**R3. Verification**

Centers or other designated career transition services providers shall:

- a. Verify and document 100% of initial placements (subsequent placements will be verified through the third-party 6- and 12-month follow-up process).
- b. Obtain placement verification documentation as specified in Exhibit 4-2 (Placement Verification and Documentation Requirements). Placements shall be considered to be verified when such documentation is obtained.
- c. Ensure that verification is obtained and placement reported to the Job Corps Data Center within 90 days after placement requirements have been met.
- d. Maintain documentation of all placement verification for 3 years.
- e. Verify certification and licensure attainment by requesting certificates, diplomas, or registry data.

**QUALITY INDICATOR**

- Q1. Placements reported are valid.