APPENDIX 501c

**POLICIES AND PROCEDURES
FOR PY 2014
CAREER TRANSITION SERVICES
OUTCOME MEASUREMENT SYSTEM**

TABLE OF CONTENTS

I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2014

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) 2014 Outcome Measurement System (OMS) Report Cards, as well as Attachments pertaining to this section.

A.   **Overview.** Providers with Career Transition Services (CTS) responsibilities play a vital role in the continuum of service delivery to students, as outlined in the Career Development Services System (CDSS) and reinforced in the Workforce Investment Act of 1998 (WIA) and Common Performance Measures requirements. In support of the Secretary of Labor's vision of "*promoting and protecting* opportunity for *all* workers," Job Corps emphasizes students' long-term success as a major indicator of the program's effectiveness. CTS providers have primary responsibility for 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 providers with CTS responsibilities. The CTS Report Card reflects CTS providers' success in achieving specific goals and objectives pertaining to both the placement of graduates and former enrollees, and the earnings of graduates.

B.   **PY 2014 Changes in Appendix 501c.** Provided below is a description of changes to the CTS Report Card for PY 2014.

Both PY 2012 and PY 2013 proved to be unusually challenging years for the Job Corps program. Financial constraints and several periods of suspension of new enrollments followed by measured build-up strategies created major challenges for program operations, and resulted in irregular patterns of performance. With this in mind, the PY 2014 OMS Workgroup focused on developing appropriate goals and weights for the CTS Report Card.

There are nine performance measures included in the PY 2014 CTS Report Card. To align the goals of centers and CTS agencies, these performance measures closely parallel the short-term and long-term post-center measures on the Center Report Card and placement measures on the Career Technical Training (CTT) Report Card. Similar to the PY 2014 Center Report Card, the 6-Month and 12-Month Follow-Up measures are equally weighted on the CTS Report Card; the placement measures are both weighted at 12.5% and the earnings measures are both weighted at 7.5%.

Once again, all attachments pertaining to the CTS Report Card can be found in Appendix 501 Introduction.

Changes in the PY 2014 CTS Report Card are as follows:

1.   **Former Enrollee Placement Rate:** In PY 2014, the goal for Former Enrollee Placement is increased from 50% to 55%.

2.   **Graduate Initial Placement Rate:** For PY 2014, the weight for Graduate Initial Placement is increased from 25% to 30%.

3.   **Graduate Initial Wage:** For PY 2014, the goal for Graduate Initial Wage is increased from $9.70 to $10.20. In addition, the weight for this measure is decreased from 15% to 10%. CTS providers and regions have model-based goals for this measure.

4.   **Graduate 6-Month Placement Rate:** In PY 2014, the weight for Graduate 6-Month Placement is decreased from 20% to 12.5%.

5.   **Graduate 6-Month Average Weekly Earnings:** In PY 2014, the goal for Graduate 6-Month Average Weekly Earnings increased from $425 to $450. In addition, the weight for this measure decreased from 10% to 7.5%. CTS providers and regions have model-based goals for this measure.

6.   **Graduate 12-Month Placement Rate:** In PY 2014, the goal for Graduate 12-Month Placement is increased from 70% to 75%.   In addition, the weight for this measure is increased from 5% to 12.5%.

7.   **Graduate 12-Month Average Weekly Earnings:** In PY 2014, the goal for Graduate 12-Month Average Weekly Earnings is increased from $450 to $475. In addition, the weight for this measure is increased from 5% to 7.5%. CTS providers and regions have model-based goals for this measure.

Provided on the next page is a summary table outlining the PY 2014 CTT Report Card.

PY 2014 CAREER TRANSITION SERVICES (CTS) REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
Short-Term Career Transition Services – 60%			
Career Technical Training Completer Job Training Match (JTM)/Post-secondary Credit (PSC) Placement Rate	No. of Career Technical Training program completers placed in a training-related job, the <u>military or post-secondary education/training</u> No. Career Technical Training program completers placed in a job, the military, or post-secondary education/training	75%	10%
Former Enrollee Initial Placement Rate	No. of Former Enrollees placed in a job, <u>the military, or education/training</u> No. of Former Enrollees whose placement records are due or received	55%	5%
Graduate Initial Placement Rate	No. of Graduates placed in a job, the military, or education/training, or who transfer to an <u>Advanced Training program at another center</u> No. of Graduates whose placement records are due or received or who transfer to an Advanced Training program at another center	90%	30%
Graduate Average Hourly Wage at Placement*	Sum of hourly wages of Graduates <u>placed in a job or the military</u> No. of Graduates placed in a job or the military	$10.20	10%
Graduate Full-Time Job Placement Rate	<u>No. of Graduates placed in a full-time job or the military</u> No. of Graduates placed in a job or the military	70%	5%
Long-Term Career Transition Services – 40%			
Graduate 6-Month Follow-up Placement Rate	No. of Graduates who report they are in a job, the military, or education/training <u>on the 6-Month Follow-up Survey</u> No. of initially placed Graduates who complete the 6-Month Follow-Up Survey	75%	12.5%
Graduate 6-Month Average Weekly Earnings*	Sum of Weekly Earnings of Graduates who report they are in a job or the military <u>on the 6-Month Follow-up Survey</u> No. of Graduates who report they are in a job or the military on the 6-Month Follow-up Survey	$450	7.5%
Graduate 12-Month Follow-up Placement Rate	No. of Graduates who report they are in a job, the military, or education/training <u>on the 12-Month Follow-up Survey</u> No. of initially placed Graduates who complete the 12-Month Follow-up Survey	75%	12.5%
Graduate 12-Month Average Weekly Earnings*	Sum of Weekly Earnings of Graduates who report they are in a job or the military <u>on the 12-Month Follow-up Survey</u> No. of Graduates who report they are in a job or the military on the 12-Month Follow-up Survey	$475	7.5%
*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 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 3, Exhibit 3-1 (Infraction Levels and Appropriate Center
Actions).

D.   **Career Transition Services Measures.** Provided below is a description of the career
transition services performance measures.

Short-Term Career Transition Services Measures

The following criteria apply to the short-term CTS measures:

- The federal minimum wage requirement applies for all states (except Puerto Rico,
  U.S. Virgin Islands, and U.S. Territories) to all the short-term CTS measures;

- 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
  1: PY 2014 Initial Placements and Allowable Upgrades, for a chart outlining the
  upgrade hierarchy; and

- Valid placements that are deemed "non-credited" by the Job Corps Data Center
  (JCDC) due to errors in meeting the requirements for verification and/or reporting
  timelines specified in the PRH, Chapter 4, Section 4.5, R2 and R3, shall be
  included in the CTS Report Card regional and national totals only. However, all
  providers may receive credit for the 6- and 12-month outcomes of these
  graduates, provided they participate in the applicable follow-up surveys. These
  graduates will also receive career transition services since their placements are
  valid, making them eligible for the full array of services afforded their separation
  status.

1.   **Career Technical Training (CTT) Completer Job Training Match
(JTM)/Post-secondary Credit (PSC) Placement Rate.** In PY 2005, a Job
Training Match (JTM) Placement rate measure, crediting CTT completers initially
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 who enter a post-secondary education or post-secondary training as Post-secondary Credit (PSC). In 2010, 2011, 2012 and 2013, the Office of Job Corps issued revised versions of the JTM Crosswalk to refine alignment with O*NET-SOC, the industry-recognized national occupational database.

Pool: All CTT completers placed in a job or the military, or who enter post-secondary education or post-secondary training placements.

Measure: The percentage of CTT completers in the pool who are initially placed, or have a placement upgrade, in a training-related job, the military, post-secondary education or post-secondary training.

Goal: The national goal is 75%.

Weight: 10%

Formula:

$$\frac{\text{Number of Career Technical Training program completers placed in a training-related job, the military, post-secondary education, or post-secondary training}}{\text{Number of Career Technical Training program completers placed in a job, the military, post-secondary education, or post-secondary training}}$$

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 2014. 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 4: PY 2014 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk and Request Form, for the request form and instructions.

2.   **Former Enrollee Initial Placement Rate.** Any student who remains on center for 60 or more days should have acquired the basic skills that allow for an effective job search. It is, therefore, important to measure the placement success of students who stay 60 days or longer, yet do not graduate, as well as students who graduate from the program.

Pool: All former enrollees whose initial placement records are due or received[1].

Measure: The percentage of former enrollees in the pool who are placed in a job, the military, an educational program, or a job/school combination according to the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1.

Goal: The national goal is 55%.

Weight: 5%

Formula: Number of Former Enrollees placed in a job, the military, an education/training program, or a job/school combination
               Number of Former Enrollees whose initial placement records
               are due or received

3.   **Graduate Initial Placement Rate.** The Graduate Initial Placement Rate, which must be reported under WIA, also serves as a strong indicator of the program's success in preparing Job Corps graduates for engagement and retention in the workforce.

Pool: All graduates whose initial placement records are due or received, or who transfer to an approved AT program at another center during the period.

Measure: The percentage of graduates in the pool who are placed in a job, the military, an educational program, or a job/school combination according to the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1, or who transfer to an approved AT program at another center.

Goal: The national goal is 90%.

Weight: 30%

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[1] *In this usage, the term "due or received" refers to the sum of the number of Former Enrollees or Graduates for whom placement information was reported, i.e., "received," plus the number of Former Enrollees or Graduates for whom placement information was not reported and for whom the placement window expired, i.e., "due."*

Formula: Number of Graduates placed in a job, the military, an
educational program, or a job/school combination, or who transfer
to an approved Advanced Training program at another center
Number of Graduates whose initial placement records are
due or received or who transfer to an approved
Advanced Training program at another center

4.   **Graduate Average Hourly Wage at Placement.** The Graduate Average Wage
at Placement is a measurement required under WIA. CTS providers are held
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 in the military according to the Job
Corps placement definition.

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 $10.20; 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 Introduction,
Attachment 9: PY 2014 CTS Provider 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 placed in a job or military
Number of Graduates placed in a job or military

5.   **Graduate Full-Time Job Placement Rate.** The status of job placements as part-
time and full-time is required to be reported under WIA. This measure also
serves to reinforce the importance of ensuring graduates are placed in gainful
employment with long-term attachment to the workforce and a defined career
path.

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

Measure: The percentage of graduates in the pool who are placed in a full-time job or the military.

Goal: The national goal is 70%.

Weight: 5%

Formula: Number of Graduates placed in a full-time job or military
                                Number of Graduates placed in a job or military

Long-Term Career Transition Services Measures

1.   **Graduate 6-Month Follow-Up Placement Rate.** This measure both is required under WIA and is a program priority for the system. All phases of CDSS work toward the goal of helping graduates achieve long-term success as a result of their participation in Job Corps.

Pool: All graduates initially placed in a job, the military, an educational program, or a job/school combination who complete the 6-month follow-up 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 the PRH, Chapter 4, Exhibit 4-1) during the week prior to the survey.

Goal: The national goal is 75%.

Weight: 12.5%

Formula: Number of initially placed Graduates who report they
                      are in a job, the military, an educational program, or a
                    job/school combination on the 6-Month Follow-Up Survey
                        Number of initially placed Graduates who complete
                               the 6-Month Follow-Up Survey

2.   **Graduate 6-Month Average Weekly Earnings.** This measure is required under WIA and serves as a barometer to measure graduates' long-term success.

Pool: All initially placed graduates who complete the 6-month follow-up survey and report in the survey they are in a job (that meets the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1) or in the military.

Measure: The average weekly earnings of placed graduates in the pool.

Goal: The national goal is $450; 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 Introduction, Attachment 9: PY 2014 CTS Provider Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 7.5%

Formula:

$$\frac{\text{Sum of weekly earnings of Graduates who report they are in a job or the military on the 6-Month Follow-up Survey}}{\text{Number of Graduates who report they are in a job or the military on the 6-Month Follow-Up Survey}}$$

3.   **Graduate 12-Month Follow-Up Placement Rate.** This measure is required under WIA and continues to gauge graduates' long-term progress in their attachment to the workforce or advanced education environment.

Pool: All graduates initially placed in a job, the military, an educational program, or a job/school combination that complete the 12-month follow-up 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 the PRH, Chapter 4, Exhibit 4-1) during the week prior to the survey.

Goal: The national goal is 75%.

Weight: 12.5%

Formula:

$$\frac{\text{Number of Graduates who report they are in a job, the military, an education/training program, or a job/college combination on the 12-Month Follow-Up Survey}}{\text{Number of initially placed Graduates who complete the 12-Month Follow-Up Survey}}$$

4.   Graduate 12-Month Average Weekly Earnings. This measure is required under WIA and serves as a barometer to measure graduates' long-term success.

Pool: All initially placed graduates who complete the 12-month follow-up survey and report in the survey they are in a job (that meets the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1) or in the military.

Measure: The average weekly earnings of placed graduates in the pool.

Goal: The national goal is $475; 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 Introduction, Attachment 9: PY 2014 CTS Provider Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 7.5%

Formula: Sum of weekly earnings of Graduates who report they
                  are in a job or the military on the 12-Month Follow-up Survey
                      Number of Graduates who report they are in a job or the
                          military on the 12-Month Follow-Up Survey

E.   <u>Performance Goals</u>. 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. Thorough analyses of historical data, where available, have been conducted to assist in establishing reasonable and attainable goals for the system.

The following measures have *national* goals:

- Career Technical Training Completer Job Training Match (JTM)/Post-secondary Credit (PSC) Placement Rate;
- Former Enrollee Initial Placement Rate;
- Graduate Initial Placement Rate;
- Graduate Full-Time Job Placement Rate

- Graduate 6-Month Follow-Up Placement Rate; and
- Graduate 12-Month Follow-Up Placement Rate.

The following measures have *model-based* goals:

- Graduate Average Hourly Wage at Placement;
- Graduate 6-Month Average Weekly Earnings; and
- Graduate 12-Month Average Weekly Earnings.

Details regarding model-based goals can be found in the PRH, Chapter 5, Appendix 501, Introduction, D.2.(b).

F. **Weights.** A weight is assigned to each measure to reflect: 1) areas of emphasis in CTS providers' accountability for achieving positive student outcomes; 2) the importance attached to each measure; and 3) the number of students in the pool for each measure.

The weighting scheme of the CTS Report Card has been adjusted in PY 2014 to indicate areas of particular importance and to align with the Center Report Card. As indicated in the summary table, the combined short-term measures remain weighted at 60% and the combined long-term measures remain weighted at 40%.

Within the short-term CTS measures, heaviest emphasis is again placed on graduate outcomes (45% combined for Graduate Initial Placement Rate, Graduate Average Hourly Wage at Placement and Graduate Full-Time Job Placement Rate), with the JTM/PSC Placement Rate and Former Enrollee Initial Placement Rate combined for 15%. Similar to the Center Report Card the 6-Month and 12-Month Follow-Up measures are equally weighted; the placement measures are both weighted at 12.5% and the earnings measures are both weighted at 7.5%.

G. **Overall Rating.** Results across each of the weighted measures are aggregated to create an overall rating. CTS provider performance is weighted among the individual measures to obtain an 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 outcome measurement system; providing provider-specific

Graduate Wage at Placement, 6-Month Follow-Up Weekly Earnings, and 12-Month Average Weekly Earnings goals; monitoring JCDC's issuance of the CTS Report Card; tracking performance of CTS providers, distributing information, and providing technical assistance or training as needed; and establishing an administrative low rating to providers for lack of credible data.

B.   **Regional Offices.** Regional Offices are responsible for:

- determining that proposals, contracts, and plans are consistent with program year performance goals and requirements;

- monitoring performance against the CTS Report Card;

- considering performance assessments for CTS in procurement against CTS and contract administration activities;

- ensuring that <u>all</u> CTS contractor 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); and

- 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.

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, contact addresses, and codes to National Office staff.

Regional Directors will monitor CTS provider performance against goals; use CTS Report Card overall ratings when assessing performance for procurement and contract administration activities (judgment plays a part in making final decisions); provide the National Office of Job Corps Program Performance Team with an provider's explanation of poor performance, in instances where poor performance has been observed; and evaluate information submitted by the CTS provider, coupled with an assessment of the provider's compliance with all other terms and conditions of the contract or agreement. Other factors, such as Office of Inspector General (OIG) audits and special review findings, will also be taken into account in procurement-related decisions.

C. **CTS Providers.** All contractors, whether they are federal, state, or private, providing career transition services, as well as centers with CTS contractor activities, are responsible for:

- maintaining all documents or automated information necessary for audits of activity;

- updating placement records with current contact information during the placement period (essential for post-placement survey support);

- entering valid placement data within the reporting period specified in PRH, Chapter 4, Section 4.5;

- correcting errors in data entry in a timely manner, as requested and substantiated by centers and/or National Training Contractors (NTCs);

- 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 progress against goals on an ongoing basis;

- sharing the information in this appendix with staff;

- submitting information to Regional Offices regarding extenuating circumstances and/or unique factors that could possibly, temporarily, justify poor CTS Report Card performance;

- implementing performance goals with their employees, monitoring performance, recommending corrective action, as required, and submitting corrective action plans to Job Corps Regional Offices when appropriate; and

- 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 negatively reflects 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";

       2)   entering accurate placement O*NET codes for the position in which the former enrollee or graduate was placed; and

       3)   coordinating contract updates with the Regional Office staff.

D.   **Job Corps Centers.** Job Corps centers are responsible for timely and accurate transmittal of placement-related former enrollees' and graduates' information to CTS providers; accurate coding of placer IDs when completing the Center Information System (CIS)/CTS termination screen; and assisting CTS providers and NTCs in placing former enrollees and graduates in jobs, 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. JCDC coordinates specifications of the CTS Report Card report with National Office staff and ensures that the data generated in the reports accurately reflect the policy and programming design. JCDC provides Help Desk services regarding CTS provider data, reporting and oversight of CTS, Help Desk services to the National Office of Job Corps and Regional Offices regarding CTS provider data and reporting, and training and services to the regions on CTS.