

**APPENDIX 501d**

**POLICIES AND PROCEDURES  
FOR PY 2014  
CAREER TECHNICAL TRAINING  
OUTCOME MEASUREMENT SYSTEM**

## TABLE OF CONTENTS

<b>I. CAREER TECHNICAL TRAINING (CTT) REPORT CARD FOR PY 2014</b>	
A.	Overview.....1
B.	PY 2014 Changes in Appendix 501d.....1
C.	Impact of Level 1 Zero Tolerance (ZT) Separations on the CTT Report Card. ....6
D.	Career Technical Training (CTT) Measures.....6
1.	CTT Completion Rate.....7
2.	CTT Industry-Recognized Credential Attainment Rate .....7
3.	CTT Completer Placement Rate .....8
4.	CTT Completer Average Hourly Wage at Placement .....8
5.	CTT Completer Full-Time Job Placement Rate .....9
6.	CTT Completer Job Training Match (JTM)/ Post-secondary Credit (PSC) Placement Rate.....9
7.	CTT Completer Job Training Match (JTM) Average Hourly Wage .....11
8.	CTT Completer 6-Month Follow-up Placement Rate .....12
9.	CTT Completer 6-Month Follow-up Average Weekly Earnings .....12
10.	CTT Completer 12-Month Follow-up Placement Rate .....13
11.	CTT Completer 12-Month Follow-up Average Weekly Earnings .....13
E.	Performance Goals.....14
F.	Weights .....15
G.	Overall Rating.....15
H.	Minimum Productivity Rule (MPR) .....15
I.	Program Performance .....16
1.	Grade A (Exceptional Performance).....17
2.	Grade B (Above Average Performance).....17
3.	Grade C (Average Performance) .....17
4.	Grade D (Unsatisfactory Performance) .....17
<b>II. ROLES AND RESPONSIBILITIES</b>	
A.	National Office.....20
B.	Regional Offices .....20
C.	Job Corps Centers .....20
D.	National Training Contractors (NTCs).....21

E. Job Corps Data Center (JCDC).....21

## I. CAREER TECHNICAL TRAINING (CTT) 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.** The Career Technical Training (CTT) Report Card is a comprehensive system used to measure the performance of all Job Corps career technical training (CTT) programs, both center-operated and National Training Contractor (NTC)-operated.

The CTT Report Card provides data regarding students' participation in CTT programs, as well as achievement of long-term employment at sustainable earnings. The CTT Report Card also supports the mission of the Career Development Services System (CDSS) and the Workforce Investment Act of 1998 (WIA) requirements.

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

Both PY 2012 and PY 2013 proved to be unusually challenging years for the Job Corps program. The suspension of new enrollments, as well as reducing onboard strength and career technical training slots on centers had an impact on staffing, contract management and program support. With this in mind, the PY 2014 OMS Workgroup continued to focus on developing appropriate goals and weights for the CTT Report Card.

In PY 2010, goals were added to all the measures of the CTT Report Card to align with the Center, Outreach and Admissions (OA), and Career Transition Services (CTS) Report Cards. As with the other Report Cards, ratings relative to the goals are used to determine overall performance. In addition, performance that exceeds the goal will be rated accordingly and will be displayed on the CTT Report Card. This will encourage those programs that are already meeting their goals to continue striving for higher levels of performance. The CTT Evaluation Scale has been redesigned to align with the CTT Report Card's transition to a new rating system (relative to goals). Additional details can be found in Section I, Program Performance.

New for the PY 2014 CTT Report Card is the introduction of center-level model-based goals for CTT wage and earnings measures. Model-based goals are used for specific measures that require adjustments that ensure equity in making comparisons of

performance across centers and providers. Setting center-level goals that adjust for differences in key factors that are beyond the operator's control helps to "level the playing field" in assessing performance.

For the CTT report card, PY 2014 center-level model-based goals will be based on the factors identified for center OMS wage and earnings goals. The models used will be applied for all trades at each center. For PY 2014, appeals to the Center Report Card wage and earnings model-based goals will be processed and if approved, the changes will be applied both to the Center Report Card and the related measures on the CTT Report Card. See Appendix 501 Introduction, Section D. 2 (b) for more detailed information regarding model-based goals.

Center-level model-based goals have been introduced into the PY 2014 CTT Report Card for the following four measures:

- Graduate Average Hourly Wage at Placement
- JTM Average Hourly Wage
- Graduate 6-Month Average Weekly Earnings
- Graduate 12-Month Average Weekly Earnings

Center-level model-based goals for CTT measures can be found in Appendix 501 Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.

There are eleven performance measures included in the PY 2014 CTT Report Card. To align the goals of CTT programs, 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 Transition Services (CTS) Report Card. Similar to the PY 2014 Center and CTS Report Cards, the 6-Month and 12-Month Follow-Up measures are equally weighted on the CTT Report Card; the placement measures are both weighted at 12.5% and the earnings measures are both weighted at 5%.

The Minimum Productivity Rule (MPR) will again be used for informational purposes only in PY 2014. The MPR was suspended beginning in PY 2007 to allow time for centers to transition to using more rigorous training guidelines and completion elements reflective of nationally recognized industry standards and credential requirements. The definition for the MPR is being corrected to accurately reflect what is measured. The definition previously stated that the MPR requires all CTT programs to place a minimum of 51% of students (completers only) occupying contracted training slots every program year. The requirement should state that a minimum of 51% of all contracted slots must be placed, not just completed students. Additional details can be found in Section H, Minimum Productivity Rule.

In PY 2010, an improved Job Training Match (JTM) Crosswalk was introduced that more directly aligns training programs with jobs. The JTM Crosswalk provides the link to determine whether students' placement in employment is related to the career technical training received in Job Corps. The JTM Crosswalk is the fundamental data source for the JTM measures; therefore, it is essential that the Crosswalk accurately links relevant jobs to appropriate training. While updates have been made to the JTM Crosswalk since its introduction in 1998 (for example, the conversion to O\*NET-SOC 2009 placement codes), a major overhaul of the Crosswalk and its structure was necessary to ensure the continued accuracy and validity of the outcomes reported. The 2011, 2012 and 2013 versions of the Crosswalk reflect enhanced 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. The Crosswalk is expected to evolve in 2014 as part of an ongoing effort to maintain the integrity of the tool and ensure an accurate account of training-related placements.

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

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

1. **CTT Completion Rate:** For PY 2014, the goal for CTT Completion Attainment is increased from 75% to 80%. In addition, the weight for this measure is increased from 15% to 17.5%.
2. **CTT Industry-Recognized Credential Attainment Rate:** For PY 2014, the goal for CTT Industry-Recognized Credential Attainment is increased from 85% to 100%. In addition, the weight for this measure is decreased from 5% to 2.5%.
3. **CTT Completer Average Hourly Wage at Placement Rate:** For PY 2014, the goal for CTT Completer Average Hourly Wage is increased from \$9.85 per hour to \$10.30 per hour. Beginning in PY 2014, centers will have model-based goals for this measure.
4. **CTT Completer JTM Average Wage:** For PY 2014, the goal for CTT Completer JTM Average Wage is increased from \$10.40 to \$10.75. Beginning in PY 2014, centers will have model-based goals for this measure.
5. **CTT Completer 6-Month Follow-up Placement Rate:** For PY 2014, the weight for CTT Completer 6-Month Follow-up Placement is decreased from 15% to 12.5%.

6. **CTT Completer 6-Month Follow-up Average Weekly Earnings:** For PY 2014, the goal for CTT Completer 6-Month Follow-up Average Weekly Earnings is increased from \$425 to \$450. The weight for this measure is decreased from 10% to 5%. Beginning in PY 2014, centers will have model-based goals for this measure.
7. **CTT Completer 12-Month Follow-up Placement Rate:** For PY 2014, the goal for CTT Completer 12-Month Follow-up Placement is increased from 70% to 75%. In addition, the weight for this measure is increased from 5% to 12.5%.
8. **CTT Completer 12-Month Follow-up Average Weekly Earnings:** For PY 2014, the goal from CTT Completer 12-Month Average Weekly Earnings is increased from \$450 to \$475. Beginning in PY 2014, centers will 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 TECHNICAL TRAINING (CTT) REPORT CARD			
Measure	Definition	Goal	Weight
CTT Program Completion Rate	<u>No. of Students who complete a Career Technical Training program</u> No. of Separated Students assigned to a Career Technical Training program	80%	17.5%
CTT Industry-Recognized Credential Attainment Rate	No. of Career Technical Training Students who attain an approved <u>industry-recognized credential or complete an NTC program</u> No. of Students Assigned to a Career Technical Training program	100%	2.5%
CTT Completer Placement Rate	No. of Career Technical Training completers placed in a job, the military, or education/training, or who transfer to an <u>Advanced Training program at another center</u> No. of Career Technical Training completers whose placement records are due or received or who transfer to an Advanced Training program at another center	90%	20%
CTT Completer Average Hourly Wage at Placement*	Sum of hourly wages of Career Technical Training completers <u>placed in a job or the military</u> No. of Career Training Completters placed in a job or the military	\$10.30	5%
CTT Completer Full-Time Job Placement Rate	No. of Career Technical Training completers placed <u>in a full-time job or the military</u> No. of Career Technical Training completers placed in a job or the military	70%	5%
CTT Completer Job Training Match (JTM) /Post-secondary Credit (PSC) Placement Rate	No. of Career Technical Training completers placed in a training-related job, the <u>military, or post-secondary education/training</u> No. of Career Technical Training program completers placed in a job, the military, or post-secondary education/training	75%	10%
CTT Completer Job Training Match (JTM) Average Wage*	Sum of Hourly Wages of Career Technical Training completers <u>placed in a Training-Related Job or the Military</u> No. of Career Technical Training program completers placed in a training-related job or the military	\$10.75	5%
CTT Completer 6-Month Follow-up Placement Rate	No. of initially placed Career Technical Training completers who report they are in a job, the military, or <u>education/training on the 6-Month Follow-up Survey</u> No. of initially placed Career Technical Training completers who complete the 6-Month Follow-up Survey	75%	12.5%
CTT Completer 6-Month Follow-up Average Weekly Earnings*	Sum of weekly earnings of initially placed Career Technical Training completers who report they are in <u>a job or the military on the 6-Month Follow-up Survey</u> No. of Career Technical Training completers who report they are in a job or the military on the 6-Month Follow-up Survey	\$450	5%
CTT Completer 12-Month Follow-up Placement Rate	No. of initially placed Career Technical Training completers who report they are in a job, the military, or <u>education/training on the 12-Month Follow-up Survey</u> No. of initially placed Career Technical Training completers who complete the 12-Month Follow-up Survey	75%	12.5%
CTT Completer 12-Month Follow-up Average Weekly Earnings*	Sum of weekly earnings of initially placed Career Technical Training completers who report they are in <u>a job or the military on the 12-Month Follow-up Survey</u> No. of Career Technical Training completers who report they are in a job or the military on the 12-Month Follow-up Survey	\$475	5%
*Model-based goal (center level)			100%



**C. Impact of Level 1 Zero Tolerance (ZT) Separations on the CTT Report Card.**

Students who separate due to Level 1 ZT infractions or students who are enrolled in Job Corps for less than 60 days will *not* be included in the CTT 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 Technical Training Measures.** Provided below is a description of the CTT performance measures. The following criteria pertain to the CTT placement measures, as applicable:

- The federal minimum wage requirement applies for all states (except for Puerto Rico, U.S. Virgin Islands, and U.S. Territories) to all these 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;
- An automatic education placement credit is given to the sending center for students who transfer to an approved Advanced Training (AT) program at another center. See Appendix 501 Introduction, Attachment 2: PY 2014 Center Report Card Pools and Credits for Students Transferred to Advanced Training (AT) Programs, for a chart outlining allowable center credits for AT transfers. This does not apply to Advanced Career Training (ACT) transfers; 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 CTT Report Card regional and national totals only. However, all entities 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) Completion Rate.

- Pool: All separated students who entered a CTT program.  
Students who entered more than one CTT program but did not complete any CTT program, shall be included in the CTT completion pool of the program in which they were enrolled the longest. Students who completed one or more CTT offerings are assigned to the CTT completion pool of each training program completed.
- Measure: The percentage of students in the pool who complete a CTT program.
- Goal: The national goal is 80%.
- Weight: 17.5%
- Formula: 
$$\frac{\text{Number of Students who complete a Career Technical Training program}}{\text{Number of Separated Students who entered a Career Technical Training program}}$$

## 2. Career Technical Training (CTT) Industry-Recognized Credential Attainment Rate.

- Pool: All students who are assigned to a CTT program (excluding 30/45 day Level 1 ZTs)
- Measure: The percentage of separated students who have attained an approved industry-recognized credential that is linked to their CTT program or students who have completed a training program offered by a National Training Contractor (NTC).
- Goal: The national goal is 100%.
- Weight: 2.5%
- Formula: 
$$\frac{\text{Number of Career Technical Training Students who attain an approved industry-recognized credential or Students who complete an NTC program}}{\text{Number of Students Assigned to a Career Technical Training Program}}$$

### 3. Career Technical Training (CTT) Completer Placement Rate.

Pool: All CTT completers whose initial placement records are due or received<sup>1</sup> or who transfer to an approved AT program at another center.

Separated students who complete one or more CTT programs are assigned to the placement pool of each program completed.

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

Students who are in the placement pool for more than one CTT offering shall remain in those pools, whether placed or not, and shall be included in the calculation for the placement measure of each of those training programs.

Goal: The national goal is 90%.

Weight: 20%

Formula: 
$$\frac{\text{Number of Career Technical Training completers placed in a job, the military, an education/training program, or a job/school combination, or who transfer to an approved Advanced Training program at another center}}{\text{Number of Career Technical Training completers whose initial placement records are due or received, or who transfer to an approved Advanced Training program at another center}}$$

### 4. Career Technical Training (CTT) Completer Average Hourly Wage at Placement.

Pool: All CTT completers placed in a job or the military according to the Job Corps placement definition.

Measure: The average hourly wage of CTT completers in the pool associated with their initial or upgrade placement in a job or the military.

---

<sup>1</sup> In this usage, the term "due or received" refers to the sum of the number of CTT completers for whom placement information was reported; i.e., "received", plus the number of CTT completers for whom placement information was not reported and for whom the placement window had expired; i.e., "due."

Goal: The national goal is \$10.30; beginning in PY 2014 centers and regions have model-based goals for this measure. A model statistically adjusts each center's goal to account for factors beyond the operator's 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 center, and adjusts the national goal accordingly for that center, to set a center-specific goal. See Appendix 501 Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.

Weight: 5%

Formula: 
$$\frac{\text{Sum of hourly wages of Career Technical Training completers placed in a job or the military}}{\text{Number of Career Technical Training completers placed in a job or the military}}$$

**5. Career Technical Training (CTT) Completer Full-Time Job Placement Rate.**

Pool: All CTT completers placed in a job or the military according to the Job Corps placement definition.

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

Goal: The national goal is 70%.

Weight: 5%

Formula: 
$$\frac{\text{Number of Career Technical Training completers placed in a full-time job or military}}{\text{Number of Career Technical Training completers placed in a job or military}}$$

**6. 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 into the Center 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 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 who are placed in a job, the military, or who enter post-secondary education or post-secondary training.

Students who completed one or more CTT programs are assigned to the JTM/PSC Placement pool of each trade completed.

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.

For students who completed more than one CTT offering and are placed in the military, all applicable training programs receive a JTM/PSC Placement credit. Similarly, for students who completed more than one CTT offering and are placed in a post-secondary education or post-secondary training placement, all applicable training programs receive a JTM/PSC Placement credit.

If a student completed more than one CTT offering and is placed in a job related to all of them, all receive a JTM/PSC Placement. If the placement relates to only one of the CTT offerings, only that training program will be credited with a JTM/PSC Placement. Further, this same student will be removed from the JTM/PSC pool of the other CTT offering(s) completed.

If, however, a student is placed in a job that does not match any of the CTT programs completed, the student is entered into all programs' JTM/PSC placement pools, but no program receives credit since a JTM/PSC placement did not occur.

Goal: The national goal is 75%.

Weight: 10%

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

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/ Request Form, for the request form and instructions.

**7. Career Technical Training (CTT) Completer Job Training Match (JTM) Average Hourly Wage.**

<u>Pool:</u>	All CTT completers who were placed in a training-related job or the military.
<u>Measure:</u>	The average hourly wage of CTT completers placed in training-related jobs or the military.
<u>Goal:</u>	The national goal is \$10.75; beginning in PY 2014 centers and regions have model-based goals for this measure. A model statistically adjusts each center's goal to account for factors beyond the operator's 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 center, and adjusts the national goal accordingly for that center, to set a center-specific goal. See Appendix 501 Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.
<u>Weight:</u>	5%
<u>Formula:</u>	$\frac{\text{Sum of hourly wages of Career Technical Training completers placed in a training-related job or the military}}{\text{Number of Career Technical Training completers placed in a}}$

training-related job or the military

**8. Career Technical Training (CTT) Completer 6-Month Follow-up Placement Rate.**

Pool: All CTT completers initially placed in a job, the military, an education/training program, or a job/school combination and who complete the 6-month follow-up survey.

Measure: The percentage of CTT completers in the pool who report, on the 6-month follow-up survey, that they are in a job, the military, an education/training program, or a job/school combination (according to the Job Corps placement definition).

Goal: The national goal is 75%.

Weight: 12.5%

Formula: 
$$\frac{\text{Number of initially placed Career Technical Training completers who report they are in a job, the military, an education/training program, or a job/school combination on the 6-Month Follow-up Survey}}{\text{Number of initially placed Career Technical Training completers who complete the 6-Month Follow-up Survey}}$$

**9. Career Technical Training (CTT) Completer 6-Month Follow-up Average Weekly Earnings.**

Pool: All initially placed CTT completers who complete the 6-month follow-up survey and report in the survey they are working in a job (that meets the Job Corps definition of placement) or the military.

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

Goal: The national goal is \$450; beginning in PY 2014 centers and regions have model-based goals for this measure. A model statistically adjusts each center's goal to account for factors beyond the operator's 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 center, and adjusts the national goal accordingly for that center, to set a center-specific goal. See Appendix 501

Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.

Weight: 5%

Formula: Sum of Weekly Earnings of Career Technical Training completers who report they are in a job or the military on the 6-Month Follow-up Survey  
Number of Career Technical Training completers who report they are in a job or the military at the 6<sup>th</sup> month after initial placement

**10. Career Technical Training (CTT) Completer 12-Month Follow-up Placement Rate.**

Pool: All CTT completers initially placed in a job, the military, an education/training program, or a job/school combination and who complete the 12-month follow-up survey.

Measure: The percentage of CTT completers in the pool who report, on the 12-month follow-up survey, that they are in a job, the military, an education/training program, or a job/school combination (according to the Job Corps placement definition).

Goal: The national goal is 75%.

Weight: 12.5%

Formula: Number of initially placed Career Technical Training completers who report they are in a job, the military, an education/training program, or a job/school combination on the 12-Month Follow-up Survey  
Number of initially placed Career Technical Training Completers who complete the 12-Month Follow-up Survey

**11. Career Technical Training (CTT) Completer 12-Month Follow-up Average Weekly Earnings.**

Pool: All initially placed CTT completers who complete the 12-month follow-up survey and report in the survey they are working in a job (that meets the Job Corps definition of placement) or the military.

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



<u>Goal:</u>	The national goal is \$475; beginning in PY 2014 centers and regions have model-based goals for this measure. A model statistically adjusts each center's goal to account for factors beyond the operator's 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 center, and adjusts the national goal accordingly for that center, to set a center-specific goal. See Appendix 501 Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.
<u>Weight:</u>	5%
<u>Formula:</u>	Sum of Weekly Earnings of Career Technical Training completers who report they are in a job or the <u>military on the 12-Month Follow-up Survey</u> Number of Career Technical Training completers who report they are in a job or the military at the 12 <sup>th</sup> month after initial placement

**E. 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. A thorough analysis of historical data, where available, has been conducted to assist in establishing reasonable and attainable goals for the system.

New for the PY 2014 CTT Report Card, is the introduction of center-level model-based goals for CTT wage and earnings measures. Model-based goals are used for specific measures that require adjustments that ensure equity in making comparisons of performance across centers and providers. Setting center-level goals that adjust for differences in key factors that are beyond the operator's control helps to "level the playing field" in assessing performance.

For the CTT report card, PY 2014 center-level model-based goals will be based on the factors identified for center OMS wage and earnings goals. The models used will be applied for all trades at each center. For PY 2014, appeals to the Center Report Card wage and earnings model-based goals will be processed and if approved, the changes will be applied both to the Center Report Card and the related measures on the CTT Report

Card. See Appendix 501 Introduction, Section D. 2 (b) for more detailed information regarding model-based goals.

Center-level model-based goals have been introduced into the PY 2014 CTT Report Card for the following four measures:

- Graduate Average Hourly Wage at Placement
- JTM Average Hourly Wage
- Graduate 6-Month Average Weekly Earnings
- Graduate 12-Month Average Weekly Earnings

Center-level model-based goals for CTT measures can be found in Appendix 501 Introduction, Attachment 10: PY 2014 CTT Center Level Model-Based Goals.

- F. Weights.** A weight is assigned to each measure to reflect: 1) areas of emphasis in CTT programs' 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 CTT Report Card has been adjusted in PY 2014 to indicate areas of particular importance and to align with the Center Report Card. Similar to the Center and CTS Report Cards, the 6- and 12-Month Follow-up measures are equally weighted; the placement measures are both weighted at 12.5% and earnings measures are both weighted at 5%.

- G. Overall Rating.** Results across each of the weighted measures are aggregated to create an overall rating. CTT program 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.

- H. Minimum Productivity Rule (MPR).** The Minimum Productivity Rule (MPR) is a measure of efficiency that establishes a benchmark for the number of placements in a program year relative to the investment made in Job Corps' training programs to include facilities, instructors, equipment and other resources on a center for a given number of contracted slots. The MPR requires all CTT programs to place a minimum of 51% of their contracted training slots every program year.

The MPR was suspended beginning in PY 2007 to allow time for centers to transition to using more rigorous training guidelines and completion elements reflective of nationally

recognized industry standards and credential requirements. **For PY 2014, the MPR will be retained for informational purposes only.** The CTT-10 report will contain trade performance data relative to MPR but overall ratings will not be impacted as they were in the past application of the measure. Consistent with the informational aspect of this year's performance in this area, programs failing to meet the MPR threshold will be indicated with an asterisk and monitored using the process applied to training programs that are placed on CTT Performance Improvement Plans (CTT-PIPs). MPR data will be collected throughout the year to assess related outcomes and inform efforts for full implementation.

**I. Program Performance.** The primary purpose of the CTT Report Card, consistent with other OMS reports, is to account for results based on established program parameters and goals. The measures on the CTT Report Card represent key indicators of program success related to student preparation for the labor market and overall employment. Performance is ultimately determined based on the degree to which goals are met or exceeded and the ability of programs to strategically and proficiently demonstrate a focus on maximizing student outcomes on a consistent basis. The system is designed to assist Job Corps officials, at all levels, to:

- better monitor and evaluate CTT program performance;
- recognize programs that consistently perform well;
- work to improve programs that exhibit average performance to prevent further decline;
- actively assist, at the earliest indication, programs that demonstrate unsatisfactory performance; and
- initiate corrective action for programs that consistently perform at an unsatisfactory level.

Based on the PY 2014 CTT Report Card, programs will receive an overall rating and will be graded on the basis of the following scale:

A	<i>Exceptional performance</i>	<i>110.0% and higher</i>
B	<i>Above average performance</i>	<i>95.0% – 109.9%</i>
C	<i>Average performance</i>	<i>80.0% – 94.9%</i>
D	<i>Unsatisfactory performance</i>	<i>0 – 79.9%</i>

The CTT Report Card will display each program's score and grade for the preceding program year.

**1. Grade A (Exceptional Performance)**

Programs in Grade A status will be recognized as appropriate by their respective Regional Office.

**2. Grade B (Above Average Performance)**

Programs in Grade B status will also be recognized as appropriate by their respective Regional Office.

**3. Grade C (Average Performance)**

Regional Offices may require programs with performance in Grade C (including National Training Contractors [NTC] programs) to have a CTT Performance Improvement Plan (CTT-PIP), especially those that repeatedly have overall ratings between 80.0% and 84.9% (low Grade C). CTT-PIPs will be developed, implemented, regularly monitored and, as necessary, adjusted by all entities involved with the CTT program (i.e., Regional Office, center and, as appropriate, NTC).

**4. Grade D (Unsatisfactory Performance)**

a. First Year of Grade D Performance:

At the end of PY 2013, Regional Offices are required to identify all CTT programs in Grade D for the first year (including NTC programs) and initiate a process for corrective action – which will include an opportunity for operators/Center Directors and, as applicable, NTCs, to (within 20 business days) appeal the proposal for corrective action by presenting evidence of mitigating circumstances that they believe caused or contributed to the unsatisfactory performance. For NTC programs, operators/Center Directors and NTCs are encouraged to jointly develop and submit a single appeal; where this is not possible, separate appeals may be submitted to the Regional Office.

Following the Regional Office corrective action and appeals process, which includes a thorough analysis of all appeals submitted, Regional Offices will notify operators/Center Directors and, as appropriate, NTC officials, of CTT programs that will:

- Serve probation and require a CTT-PIP;

- Not serve probation, but require a CTT-PIP; or
- Neither serve probation, nor a CTT-PIP.

Regional Offices are required to submit to the Office of Job Corps, Division of Educational Services, a composite list of those programs designated to serve probation and a copy of the CTT-PIP for each targeted center.

All CTT programs designated to serve probation by the Regional Office will be required to have a CTT-PIP. The center, Contracting Officer's Representative (COR) and, as appropriate, National Training Contractor (NTC), will work together to develop and implement CTT-PIPs. CTT-PIPs will be updated quarterly, and be reviewed by Regional and National offices as follows:

1. Center completes shaded areas of the CTT-PIP template and indicates acceptance by typing its name in the appropriate boxes.
2. Center uploads template to regional SharePoint site in "Performance" folder in the shared documents section of the site.
3. Center sends an e-mail to Regional Director, Program Manager and National CTT Unit confirming the template has been uploaded.
4. Region reviews the document and works with the center (using current CTT-PIP forms that include SMART analysis) until the plan is approved. Once approved, the Regional Director and Program Manager will type their names in the approval section and save the updated document in the same location by overwriting prior center version with the new version that includes the region's approval.
5. Region sends e-mail to center and National CTT Unit confirming the region has approved the plan.
6. At the end of each quarter, center updates the template with the prior quarter's results and the prior version of the form as outlined above, and sends an e-mail notifying the Regional and National offices that the template has been updated and the updated version has been saved to the SharePoint site.
7. At the end of the four quarters, the Regional Office makes a recommendation to the Office of Job Corps to either remove the program from the CTT-PIP process or to move to a second year of program improvement planning.

8. See 501d Attachments 1a and 1b for further guidance. If necessary, quarterly goals should be modified with approvals from Regional and National offices.

b. Second Year of Grade D Performance for Programs Having Served 1 Year of Corrective Action:

At the end of the first program year, if the program remains in Grade D, it will be subject to additional corrective action, and an appeals process administered by the Office of Job Corps, as follows:

- The Office of Job Corps will formally notify the Regional Directors and, as applicable, NTCs, of programs that were on corrective action, and continued to perform at Grade D.
- Regional Directors/NTCs will have 20 business days to submit appeals to:

U.S. Department of Labor/Office of Job Corps  
200 Constitution Avenue, NW  
Room N-4507  
Washington, DC 20210  
Attention: Career Technical Training Team

- For NTC programs, Regional Directors and NTCs are encouraged to jointly develop and submit a single appeal; however, where this is not possible, separate appeals may be submitted to the Office of Job Corps.
- Office of Job Corps staff will thoroughly review all appeals, consult with Regional Directors and NTCs, as necessary, and recommend to the National Director of Job Corps one of the following actions for each program:
  - Closure/slot reduction;
  - Probation for another program year (requiring the Regional Office to develop another CTT-PIP or modification of the existing CTT-PIP, as warranted);
  - No sanctions; however, require that a new CTT-PIP be developed or the existing CTT-PIP be modified, as warranted; or
  - No sanctions or CTT-PIP.

- The National Director will make all final decisions regarding the disposition of programs, and formal notification will be transmitted to appropriate officials.

## II. ROLES AND RESPONSIBILITIES

### A. **National Office.** The Office of Job Corps will be responsible for:

- Establishing overall policy regarding the weight structure for the CTT Report Card each program year; and
- Administering the National Office appeals process for programs subject to closure/slot reduction.
- Reviewing the development, implementation, and monitoring of CTT-PIPs for all programs in Grade D and, as determined by the Regional Office, those in low Grade C;

### B. **Regional Offices.** Regional Offices will be responsible for:

- Monitoring the performance of all CTT programs monthly, including NTC programs, using the CTT Report Card and information gathered from center visits, reviews, etc.;
- Administering the Regional Office appeals process and, as justified, placing programs on probation;
- Assisting in the development, implementation, and monitoring of CTT-PIPs for all programs in Grade D and, as determined by the Regional Office, those in low Grade C;
- Participating in the National Office-administered appeals process; and
- Developing, as needed, CTT change recommendations and related CTT modernization plans in cooperation with centers, Industry Councils and, as applicable, NTCs.

### C. **Job Corps Centers.** Job Corps centers will be responsible for:

- Ensuring, in cooperation with Industry Councils, the most meaningful and productive trade-mix using relevant local labor market supply and demand data and other economic information;
- Coordinating closely with Industry Councils and, as applicable, NTCs, to regularly monitor and improve CTT program performance, based on data contained in the monthly Report Card;
- Participating, as applicable, in the Regional Office-administered and/or National Office-administered Appeals Process;

- Providing staff training, monitoring performance regularly, and working with Regional Office staff and, as applicable, NTC staff, to develop, implement, and monitor CTT-PIPs; and
- Initiating organizational, operational, and other changes that help achieve long-term job retention and economic self-sufficiency for students/graduates.

**D. National Training Contractors (NTCs).** NTCs, working closely with the NTC Contracting Officer Representative (COR) and center staff, will be responsible for:

- coordinating with Regional Office staff, operators, and center staff to implement the new CTT Report Card;
- initiating organizational, operational, and other changes that increase and improve long-term job retention and economic self-sufficiency for students/graduates;
- participating in the Regional Office-administered and/or National Office-administered Appeals Process, as applicable; and
- providing NTC staff training, monitoring NTC performance frequently, and working with Regional Office and center staff to develop, implement, and regularly monitor CTT-PIPs for NTC programs.

**E. Job Corps Data Center (JCDC).** JCDC is responsible for ensuring that the CTT Report Card and other reports are issued in accordance with the target release dates. JCDC coordinates specifications of the CTT 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 CTT program data, including NTC data, reporting and oversight of CIS and CTS, Help Desk services to the National Office of Job Corps and Regional Offices regarding CTT program data and reporting, and training and services to the regions on CIS and CTS.