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# **POLICY AND REQUIREMENTS HANDBOOK**

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

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July 28, 2014

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## **4.0 OBJECTIVES**

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

To ensure that graduates and former enrollees remain successfully attached to the workforce and/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 (CTS) providers shall prepare and implement a Career Transition Plan, as part of the overall Career Development Services System (CDSS) 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 include:
  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 the career transition function 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 providers 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 (PCDP) will be used to develop an employment plan/job search strategy and/or postsecondary educational plan, including support services for the student, which must build upon students' demonstrated skills

- attainment and, when applicable, students' industry-recognized certification(s) and/or licensure(s).
- (g) How career transition staff will inform students 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.
  - (h) How career transition staff will make and document reasonable efforts to locate students when checks are returned or outstanding.
3. Methods, resources, and tools 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 and federal funding options, as appropriate

### **QUALITY INDICATORS**

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

## 4.2 ELIGIBILITY FOR SERVICES

### PURPOSE

- P1. To establish eligibility criteria for career transition services.
- P2. To establish the duration of the Career Transition Services period.

### REQUIREMENTS

#### R1. *Definitions*

- a. Graduate – one who has completed 60 or more calendar days of enrollment and has completed the requirements of Career Technical Training (CTT), or earned a High School Diploma (HSD) or high school equivalency (HSE) certificate, or who completes both, while enrolled in Job Corps. Students who have exited for any Level 1 Zero Tolerance (ZT) infraction, at any time, do not qualify.
- b. Former Enrollee – one who has completed 60 or more calendar days of enrollment, has not attained graduate status, and whose exit is for reasons *other than* any Level 1 ZT infraction.
- c. Uncommitted Student – one who has remained in Job Corps less than 60 calendar days (regardless of achievement), or who has exited for a Level 1 ZT infraction at any time.

**Note:** Level 1 infractions can be found in PRH Chapter 3, Exhibit 3.1 (Infraction Levels and Appropriate Center Actions), and in Appendix 501 Introduction.

#### R2. *Eligibility for and Duration of the Career Transition Services Period*

- a. Graduates who separated prior to October 1, 2009, shall receive initial placement services for up to six months following separation, and career transition 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 nine months following separation, and career transition 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 three months following separation.
- c. Uncommitted students are not eligible for career transition 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 eligible for reissuance beyond 12 months from the date of separation, at the discretion of the Regional Director. Transition payments, however, may not be reissued beyond 24 months from the date of separation.

**QUALITY INDICATORS**

- Q1. Graduates receive initial placement services and career transition services.
- Q2. Former Enrollees receive initial placement services and career transition 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 in which they work and live.

### REQUIREMENTS

#### **R1. Contact**

Career Transition Services providers shall:

- a. Make direct contact with graduating students prior to separation to assess their 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 graduates at least every 30 days during the service period to reassess their needs.
- c. Provide or arrange for the following services:
  - 1. Job placement assistance
  - 2. Job retention assistance
  - 3. Additional placement services for those whose initial placement ended during the service period
  - 4. Assistance with career advancement and certification and/or licensure attainment, where applicable
  - 5. Other transitional support services (housing, transportation, etc.) as appropriate

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

Career Transition Services providers shall:

- a. Provide each graduate, as needed, with an assessment of and assistance in updating resumes, improving interviewing skills, developing self-advocacy skills (for students with disabilities), and developing additional job search strategies throughout the Career Transition Services period.
- b. Continue to collaborate with each graduate throughout the Career Transition Services period to assess his or her 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 to graduates in obtaining additional educational and training opportunities and federal funding, as appropriate, to meet certification and/or licensure requirements.
- d. Identify job leads and/or educational and training opportunities for which the graduate qualifies, and which meet the placement definition as specified in Exhibit 4-1 (Placement Definitions).
- 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 the use of Internet sources and direct contact with employers, local Workforce Investment Boards, Youth Councils, One-Stop centers, unions, disability-related organizations (e.g., Vocational Rehabilitation, etc.), and apprenticeship programs.
- g. Provide direct referrals to suitable job openings and/or educational and training opportunities for graduates in need of placement services.

**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. Financial planning
  8. Counseling/mentoring
  9. Job retention
  10. Legal services

- b. Provide ongoing counseling and transitional support to resolve job-related issues and to support job retention throughout the Career Transition Services period.

#### **R5. Relocations**

- a. This section outlines the procedure for transferring cases of graduates who are assigned to their initial CTS provider and then relocate to a new address covered by a different CTS provider. This may include one or more relocations within the graduate's Career Transition Services period.

**Note:** The policy for crediting CTS agencies when CTS-assigned students relocate to a different service area is detailed in Appendix 501 Introduction and is also presented in table format in Appendix 501c, Attachment 3 (Crediting Chart for CTS Agencies When Students Relocate to a New Service Area).

This section *does not* apply to students who, at the time of separation, move to a location other than their home of record.

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 there is receipt of confirmation that a graduate has physically relocated.
  1. For relocations within regional boundaries, CTS providers will follow regional guidelines (see Appendix 501).
  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 the Career Transition System (CTS) Case Notes (additional information about CTS can be found in Section 4.5, R1, Recordkeeping).
    - (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.

**Note:** 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 seven 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 assigned to the receiving CTS provider. The date of the transfer remains the date that the transfer request was submitted electronically.
- (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 contacting the student at the new phone number and verifying the student's updated contact information. All efforts 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 (e.g., Federal Express, United Parcel Service, and U.S. Postal Service Express Mail) with expected delivery to be the next business day. Date of post and receipt will be documented in CTS Case Notes.
  - (f) The sending and receiving CTS providers should report any 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 (see 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 six- 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, documented 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.

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 six- 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.
- Q4. Staff can describe the procedure for transferring cases between CTS providers once a graduate has relocated.

## **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.
- P2. To assist former enrollees in identifying and obtaining support services within the communities in which they live and work.

### **REQUIREMENTS**

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

Career Transition Services providers shall contact all assigned former enrollees at least every 30 days during the service period to reassess their needs.

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

Career Transition Services providers shall (in accordance with Section 4.2, Eligibility for Services):

- a. Use labor market information and other resources to work with each former enrollee to develop placement strategies tailored to meet his or her individual needs and career goals.
- b. Identify certification testing opportunities and collaborate with the former enrollee to support progress toward certification and/or licensure attainment.
- c. Provide assistance to former enrollees in obtaining additional education and training opportunities and federal funding, as appropriate, that meet certification and/or licensure requirements.
- d. Identify job leads and/or educational and training opportunities for which the former enrollee qualifies, and which meet the placement definition as specified in Exhibit 4-1 (Placement Definitions).
- e. Develop job leads and provide referrals through use of Internet sources and direct contact with employers, local Workforce Investment Boards, Youth Councils, One-Stop Career Centers, unions, and apprenticeship programs.

### **QUALITY INDICATORS**

- Q1. Former enrollees have access to initial placement assistance and career transition services.
- Q2. Former enrollees are able to retain employment and function independently.

## 4.5 Documentation, Reporting, and Verification Process

### PURPOSE

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

### REQUIREMENTS

#### **R1. Recordkeeping**

Centers and other designated Career Transition Services providers shall:

- a. Track and document placement status, including updating student contact information, referrals, employment data, career progress, and attainment of certification(s) and/or licensure(s), using the Career Transition System (CTS), the approved Web-based application designed to record and track student placement information, manage student transition checks, and transfer students.
- b. 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).
- c. Update information regarding outstanding transition payments. Notify students of the responsibility to cash the received check within 12 months of the date of separation or risk forfeiture of the payment.
- d. Upon receipt of an undeliverable or returned check, make reasonable attempts to contact the graduate to obtain updated contact information necessary 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 six months of separation from the Job Corps program. Once a graduate is placed within six months of separation, tracking and updating of placement status in CTS 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 nine months of separation from the Job Corps program. Once a graduate is placed within nine months of separation, tracking and updating of placement status in CTS 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 in CTS that meet the criteria specified in Exhibit 4-1 (Placement Definitions) and which occur within three months of separation from the Job Corps program.
- d. Report placement data according to the following timelines (as specified in Appendix 501 Introduction):
  1. **Date Reported** – the date the student first enters a placement during their initial placement window, regardless of whether they meet Job Corps’ placement definition, and regardless of when the CTS provider first learns of the student’s placement.

Exceptions to the “date reported” policy are currently allowed in the following circumstances:

    - (a) If the student enters a placement prior to their separation date, the “date reported” must be recorded as the date following the separation date.
    - (b) If the student transfers from one CTS provider to another, the “date reported” cannot be earlier than the transfer date; therefore, if the student is placed prior to the transfer date, the “date reported” must be recorded as the date of transfer.
  2. **Date Placed** – the date the student meets the Job Corps definition for placement, and must be at least seven calendar days after the date reported in order to ensure that the placement criteria have been met.
  3. **Date Verified** – the date that documentation is received verifying the placement (including the hours, duration, and/or wage as appropriate).

**Note:** In order to be considered a valid placement, the placement verification must be received and reported to the Job Corps Data Center via the CTS system within 90 days of date placed.

**Note:** If the placement is not considered valid because the verification is not received and the information entered into CTS within the above-specified time frame, the CTS provider will not receive the initial placement credit for this student. However, if the student is a graduate, and responds to the follow-up surveys, the CTS agency may receive six- and 12-month placement credits.
- e. Use Appendix 401, Job Corps Job Training Match (JTM) Crosswalk, to determine job training match placements.

### **R3. Verification**

Centers or other designated Career Transition Services providers shall:

- a. Verify and document 100% of initial placements; these placements will also be verified by a third-party source at 13 weeks.



- 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 in CTS within 90 days after placement requirements have been met.
- d. Maintain documentation of all placement verification for three years.
- e. Verify certification and licensure attainment by requesting copies of certificates, diplomas, or registry data.

**QUALITY INDICATOR**

Q1. Placements reported are valid.