

APPENDIX 501c

POLICIES AND PROCEDURES
FOR PY 2016
CAREER TRANSITION SERVICES
OUTCOME MEASUREMENT SYSTEM

TABLE OF CONTENTS

I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2016

A.	Overview.....	1
B.	PY 2016 Changes in Appendix 501c	1
C.	Impact of Level 1 Zero Tolerance (ZT) Separations on the CTS Report Card	5
D.	Career Transition Services Measures.....	5
	Short-Term Career Transition Services Measures:	
1.	Career Technical Training (CTT) Completer Job Training Match (JTM)/Post-secondary Credit (PSC) Placement Rate	5
2.	Former Enrollee Initial Placement Rate.....	6
3.	Graduate Initial Placement Rate	7
4.	Graduate Average Hourly Wage at Placement	8
5.	Graduate Full-Time Job Placement Rate	8
	Long-Term Career Transition Services Measures:	
1.	Graduate and Former Enrollee Placement Rate in Quarter 2	9
2.	Graduate and Former Enrollee Average Earnings in Quarter 2.....	10
3.	Graduate and Former Enrollee Placement Rate in Quarter 4	10
4.	Graduate Average Earnings in Quarter 4.....	11
E.	Performance Goals.....	11
F.	Weights	12
G.	Overall Rating.....	13

II. Roles and Responsibilities

A.	National Office.....	13
B.	Regional Offices	13
C.	CTS Providers.....	14
D.	Job Corps Centers	15
E.	Job Corps Data Center (JCDC).....	15

I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2016

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) 2016 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. 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 their earnings.

- B. **PY 2016 Changes in Appendix 501c.** Provided below is a description of changes to the CTS Report Card for PY 2016.

As stated in Appendix 501 Introduction, the implementation of WIOA for PY 2016 has resulted in changes to various OMS Report Cards to support the program in meeting its WIOA-required performance requirements. The PY 2016 CTS Report Card also incorporates modifications to ensure it aligns with new WIOA legislative requirements and departmental priorities, reflects current labor market conditions, considers any recent programmatic changes that impact CTS providers, and ensures effective delivery of services to students. Modifications to the CTS Report Card include a redesign of the long-term placement and earnings measures to support WIOA reporting requirements and adjustments to some performance goals to be consistent with the philosophy of high expectations for students and service providers.

The 6- and 12-month placement and earning measures have been replaced with new measures of placement and earning results in the second and fourth quarter after exit that more closely align with WIOA. These changes were necessary not only to support the new WIOA placement measures, but also because, as indicated in Appendix 501 Introduction, data to report 6- and 12-month post-placement outcomes are no longer available as of July 1, 2016.

Similar to the Center Report Card, performance on the CTS Report Card through PY 2013 resulted in an unusually high number of CTS providers attaining overall rating scores at or above 100%. This called into question the credibility of Job Corps' Performance Management System. The more aggressive goals and adjustments to the weight structure to normalize the Center Report Card recommended by the OMS Workgroup in PY 2014 and PY 2015 were similarly applied to the CTS Report Card to readjust the distribution of overall performance ratings of CTS providers. Changes were also made to place more emphasis on student attainment of the primary IRCs so as to increase student marketability and employability. Collectively these changes have yielded a more normalized distribution of overall performance. For PY 2016, goal increases, while less aggressive, are established with high expectations in mind to ensure a continued normalized system.

There are nine performance measures included in the PY 2016 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 2016 Center and CTT Report Cards, the Quarter 2 and Quarter 4 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%.

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

Changes in the PY 2016 CTS Report Card are as follows:

1. **Graduate Initial Placement Rate:** In PY 2016, the national goal for Graduate Initial Placement Rate is increased from 90% to 92% as a high proportion of CTS providers performed at or close to the national goal in PY 2015. Additionally, this increase to 92% aligns with the national goal for the CTT Completer Initial Placement Rate in the CTT Report Card, and the increase to 92% on the Center Report Card.
2. **Graduate Average Hourly Wage at Placement Rate:** For PY 2016, the national goal for Graduate Average Hourly Wage at Placement is increased from \$10.50 per hour to \$11.00 per hour. Almost all CTS providers performed within 90% or higher of the PY 2015 wage goal. CTS providers and regions have model-based goals for this measure.

3. **Graduate and Former Enrollee Placement in Quarter 2:** This measure is introduced in PY 2016 in order to align with and support WIOA requirements. For PY 2016, the national goal is 85%.
4. **Graduate and Former Enrollee Average Earnings in Quarter 2:** This measure is introduced in PY 2016 in order to align with and support WIOA requirements. For PY 2016, the national goal is \$5,000. As data from the new Quarter 2 Survey were not be available to develop models, the same percentage adjustments that were used in PY 2015 for the 6-month weekly earnings measures have been applied to the national goals for PY 2016.
5. **Graduate and Former Enrollee Placement in Quarter 4:** This measure is introduced in PY 2016 in order to align with WIOA requirements. For PY 2016, the national goal is 85%.
6. **Graduate Average Earnings in Quarter 4:** This measure is introduced in PY 2016 in order to align with and support WIOA requirements. For PY 2016, the national goal is \$5,500. As data from the new Quarter 4 Survey were not available to develop models, the same percentage adjustments that were used in PY 2015 for the 12-month weekly earnings measures have been applied to the national goals for PY 2016.
7. **Graduate 6-Month Placement Rate:** As of PY 2016, this measure is removed from the CTS Report Card.
8. **Graduate 6-Month Average Weekly Earnings:** As of PY 2016, this measure is removed from the CTS Report Card.
9. **Graduate 12-Month Placement Rate:** As of PY 2016, this measure is removed from the CTS Report Card.
10. **Graduate 12-Month Average Weekly Earnings:** As of PY 2016, this measure is removed from the CTS Report Card.

Provided on the next page is a summary table outlining the PY 2016 CTS Report Card.

PY 2016 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 military or <u>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, the military, an education/training program, or job/school combination <hr/> No. of Former Enrollees whose placement records are due or received.	60%	5%
Graduate Initial Placement Rate	No. of Graduates placed in a job, the military, an educational program, or a job/school combination, or who transfer to an Advanced Training program at another center <hr/> No. of Graduates whose placement records are due or received or who transfer to an Advanced Training program at another center	92%	30%
Graduate Average Hourly Wage at Placement*	Sum of hourly wages of Graduates placed in a job or the military <hr/> No. of Graduates placed in a job or the military	\$11.00	10%
Graduate Full-Time Job Placement Rate	No. of Graduates placed in a full-time job or the military <hr/> No. of Graduates placed in a job or the military	75%	5%
Long-Term Career Transition Services – 40%			
Graduate and Former Enrollee Placement Rate in Quarter 2	No. of Graduates and Former Enrollees who report they are in a job, the military, or education/training program, or a <u>job/school combination on the Quarter 2 Survey</u> No. of Graduates and Former Enrollees who complete the Quarter 2 Survey	85%	12.5%
Graduate and Former Enrollee Average Earnings in Quarter 2	Sum of Earnings of Graduates and Former Enrollees who <u>report they are in a job or the military on the Quarter 2 Survey</u> No. of Graduates and Former Enrollees who report they are in a job or the military on the Quarter 2 Survey	\$5,000	7.5%
Graduate and Former Enrollee Placement Rate in Quarter 4	No. of Graduates and Former Enrollees who report they are in a job, the military, or education/training program, or a <u>job/college combination on the Quarter 4 Survey</u> No. of Graduates and Former Enrollees who complete the Quarter 4 Survey	85%	12.5%
Graduate Average Earnings in Quarter 4	Sum of Earnings of Graduates who report they are in a job or <u>the military on the Quarter 4 Survey</u> No. of Graduates who report they are in a job or the military on the Quarter 4 Survey	\$5,500	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, Definitions, 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 2: PY 2016 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 timeline requirements for verification and/or reporting 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 Quarter 2 and Quarter 4 outcomes, provided the student participates in the applicable follow-up surveys.

- 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). Between 2010 and 2014, the Office of Job Corps issued revised versions of the JTM Crosswalk each year to refine alignment with O*NET-SOC, the industry-recognized national occupational database.

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 2016. 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 5: PY 2016 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 received¹.

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 60%.

Weight: 5%

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

- 3. Graduate Initial Placement Rate.** The Graduate Initial Placement Rate 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 92%.

Weight: 30%

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 required measurement. 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 \$11.00; 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 10: PY 2016 CTS Provider Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

Weight: 10%

Formula:
$$\frac{\text{Sum of hourly wages of Graduates placed in a job or military}}{\text{Number of Graduates placed in a job or military}}$$

- 5. Graduate Full-Time Job Placement Rate.** The status of job placements as part-time and full-time is required and 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.

<u>Pool:</u>	All graduates placed in a job or the military according to the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1.
<u>Measure:</u>	The percentage of graduates in the pool who are placed in a full-time job or the military.
<u>Goal:</u>	The national goal is 75%.
<u>Weight:</u>	5%
<u>Formula:</u>	$\frac{\text{Number of Graduates placed in a full-time job or military}}{\text{Number of Graduates placed in a job or military}}$

Long-Term Career Transition Services Measures

Provided below is a description of the post-center, long-term career transition services performance measures. The 6- and 12-month placement and earnings measures that were included in the CTS Report Card since PY 2001 have been replaced in PY 2016 with new measures of placement and earning results in the second and fourth quarter after exit that more closely align with WIOA reporting requirements. These changes are necessary not only to support the new WIOA placement measures, but also because, as indicated in Appendix 501 Introduction, data to report 6- and 12-month post-placement outcomes are no longer available as of July 1, 2016.

- 1. Graduate and Former Enrollee Placement Rate in Quarter 2.** This measure is a program priority for the system and aligns with WIOA reporting requirements. All phases of Job Corps services work toward the goal of helping graduates achieve long-term success as a result of their participation in Job Corps.

<u>Pool:</u>	All graduates and former enrollees who complete the Quarter 2 survey.
<u>Measure:</u>	The percentage of graduates and former enrollees in the pool who report in the survey that they are employed, in the military, or enrolled in an educational program (that meets the Job Corps placement definition in the PRH, Chapter 4, Exhibit 4-1) or a job/school combination during the second quarter after exit.
<u>Goal:</u>	The national goal is 85%.
<u>Weight:</u>	12.5%

Formula: Number of Graduates and Former Enrollees who report they are in a job, the military, an educational program, or a job/school combination on the Quarter 2 Survey
 Number of Graduates and Former Enrollees who complete the Quarter 2 Survey

- 2. Graduate and Former Enrollee Average Earnings in Quarter 2.** This measure serves as a barometer to measure graduates' and former enrollees' long-term success and aligns with WIOA reporting requirements.

Pool: All graduates and former enrollees who complete the Quarter 2 survey and report in the survey 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 earnings of graduates and former enrollees in the pool.

Goal: The national goal is \$5,000. The same percentage adjustments that were used in PY 2015 for the 6-month weekly earnings measures are applied to the national goal for CTS providers in PY 2016 since data from the new second quarter survey were not available to develop models. See Appendix 501 Introduction, Attachment 10: PY 2016 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 earnings of Graduates and Former Enrollees who report they are in a job or the military on the Quarter 2 Survey
 Number of Graduates and Former Enrollees who report they are in a job or the military on the Quarter 2 Survey

- 3. Graduate and Former Enrollee Placement Rate in Quarter 4.** This measure gauges graduates' and former enrollees' attachment to the workforce or advanced education environment and aligns with WIOA reporting requirements.

Pool: All graduates and former enrollees who complete the Quarter 4 survey.

Measure: The percentage of graduates and former enrollees in the pool who report in the survey that they are employed, in the military, or enrolled in an educational program (that meets the Job Corps

placement definition in the PRH, Chapter 4, Exhibit 4-1) or a job/school combination during the fourth quarter after exit.

Goal: The national goal is 85%.

Weight: 12.5%

Formula:
$$\frac{\text{Number of Graduates and Former Enrollees who report they are in a job, the military, an education/training program, or a job/college combination on the Quarter 4 Survey}}{\text{Number of Graduates and Former Enrollees who complete the Quarter 4 Survey}}$$

- 4. Graduate Average Earnings in Quarter 4.** This measure serves as a barometer to measure graduates' long-term success and aligns with WIOA reporting requirements.

Pool: All graduates who complete the Quarter 4 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 earnings of graduates in the pool.

Goal: The national goal is \$5,500. The same percentage adjustments that were used in PY 2015 for the 12-month weekly earnings measures are applied to the national goal for CTS providers in PY 2016 since data from the new fourth quarter survey were not available to develop models. See Appendix 501 Introduction, Attachment 10: PY 2016 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:
$$\frac{\text{Sum of earnings of Graduates who report they are in a job or the military on the Quarter 4 Survey}}{\text{Number of Graduates who report they are in a job or the military on the Quarter 4 Survey}}$$

- 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. 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 and Former Enrollee Placement Rate in Quarter 2; and
- Graduate and Former Enrollee Placement Rate in Quarter 4.

The following measures have *model-based* or *adjusted* goals:

- Graduate Average Hourly Wage at Placement;
- Graduate and Former Enrollee Average Earnings in Quarter 2; and
- Graduate Average Earnings in Quarter 4.

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 was adjusted in PY 2015 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 Career Technical Training (CTT) Report Card the Quarter 2 and Quarter 4 measures are equally weighted; the placement measures are both weighted at 12.5% and the earnings measures are both weighted at 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 goals for Graduate Wage at Placement, Graduate and Former Enrollee Earnings in Quarter 2, and Graduate Earnings in Quarter 4; 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 all 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, case notes, and 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, apprenticeships, the military, or educational programs.

E. Job Corps Data Center (JCDC). JCDC is responsible for ensuring that the CTS Report Card and other reports are issued in accordance with the target release dates. 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, and training and services to the regions on CTS.