U.S. Department of Labor   Employment and Training Administration
200 Constitution Avenue, N.W.
Washington, D.C. 20210

DIRECTIVES:	JOB CORPS PROGRAM CHANGE NOTICE NO. 24-02

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
              ALL JOB CORPS REGIONAL OFFICE STAFF
              ALL USDA FOREST SERVICE CENTER DIRECTORS
              ALL JOB CORPS CENTER DIRECTORS
              ALL JOB CORPS CENTER OPERATORS
              ALL JOB CORPS CENTER STAFF
              ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
              ALL OUTREACH AND ADMISSIONS CONTRACTORS
              ALL CAREER TRANSITION SERVICES CONTRACTORS

FROM: JOHN E. HALL
              National Director
              Office of Job Corps

JOHN HALL   Digitally signed by JOHN HALL
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SUBJECT: Policy and Requirements Handbook (PRH) Revision to Appendix 501: Program
              Year (PY) 2024 Performance Management System

1. <u>Purpose</u>. To transmit the PY 2024 Policy and Requirements Handbook (PRH) Appendix 501
   Suite: Introduction, 501a through f and Attachments. These appendices contain the policies
   governing Job Corps' Outcome Management System (OMS) report cards for center operators,
   Outreach and Admissions (OA) providers, Career Transition Services (CTS) providers, Career
   Technical Training (CTT) programs, and Academic programs. Additionally, it provides an
   assessment of performance for the Performance Improvement Plan (PIP) system.

2. <u>Background</u>. Job Corps' Performance Management System, as detailed in the PRH, Appendix
   501, assesses program effectiveness across multiple components of services and programs, and is
   guided by reporting requirements stipulated in the Workforce Innovation and Opportunity Act
   (WIOA). By using the five OMS report cards, it provides feedback on the performance of key
   outcomes in each service area and at the contract level and serves as an instrument to meet
   Federal and statutory accountability and reporting requirements. Additionally, it assesses
   contractors' accomplishments towards meeting Job Corps' priorities and expected levels of
   performance, holding contactors accountable for continuous improvement, and serving students
   more effectively.

   The Office of Job Corps traditionally reviews and revises its performance management system
   annually. For PY 2024, Job Corps has implemented a small number of refinements to the OMS
   that include changes to some measure goals and weights, redefining and adding to the conversion
   measures in the OA Report Card, removing the Graduate Placement Prior to Program Exit Rate
   measure from the CTS Report Card, and correcting a typographical error in the pool of the

Career Technical Training (CTT) Completion Rate measure in the Direct Center Services (DCS) Report Card. Job Corps also removed Attachment 7: CTT Continuous Improvement Plan (CTT-CIP) from Appendix 501 Attachments and noted in Appendix 501d that the form can be accessed on the CTT Resources section of the Job Corps community website.

3. <u>Explanation of Changes</u>. For PY 2024, Job Corps made minor changes that affect its five OMS Report Cards. The specific changes are detailed below by each Report Card.

Direct Center Services (DCS) Report Card

For PY 2024, Job Corps made the following changes to the DCS Report Card:

High School Diploma (HSD) or High School Equivalency (HSE) Attainment Rate: Decreased the goal from 75 percent to 65 percent. For PY 2024, centers and regions continue to use model-based goals for this measure.

Career Technical Training (CTT) Completion Rate: Decreased the goal from 75 percent to 65 percent for PY 2024.

Combination HSD/HSE and CTT Completion Rate: Decreased the goal from 60 percent to 50 percent. For PY 2024, centers and regions continue to use model-based goals for this measure.

Literacy Gain Rate: Decreased from 75 percent to 65 percent. For PY 2024, centers and regions continue to use model-based goals for this measure.

Numeracy Gain Rate: Decreased from 75 percent to 65 percent. For PY 2024, centers and regions continue to use model-based goals for this measure.

Off-Center Work-Based Learning (WBL) Rate: Increased goal from 25 percent to 35 percent.

Weights: Returned to a differential weight structure to increase emphasis on measures identified as being of greater value and importance to the program and DOL. The CTT Completion and HSD/HSE Attainment measures are equally weighted at 25 percent, with the Primary IRC at 20 percent. The Off-center WBL measure is weighted at 10 percent, with the 90-Day and 180-Day Retention at 2 percent and 3 percent respectively. The remaining three measures are each weighted at 5 percent.

Correction of Error in CTT Completion Rate measure: Corrected an error in the pool for the CTT Completion Rate measures in the DCS Report Card that erroneously limited the pool to students assigned to a CTT program. This error was not implemented in the actual calculation of the measure in the PY 2023 Report Card.

Outreach and Admissions (OA) Report Card

For PY 2024, Job Corps made the following changes to the OA Report Card:

Changes to Conversion Measure Definitions: In PY 2023, three new measures were added to the OA OMS to assess OA providers' success in converting prospects to applications, applications to initial decisions, and accepted applicants to enrollments. Each conversion measure was allotted three timepoints for the conversion to occur, with the intent to incentivize the shorter timeframes while encouraging continued effort to complete conversions that take longer. The new measures were intended to rely on data captured through the new My Job Corps (MyJC) system for calculating the outcomes. Data from OA providers that transitioned to MyJC in the first roll-out phase (i.e., early adopters) have led to a refinement of the original conversion measures in both the process and timing of the conversions.

For PY 2024, the Office of Job Corps has replaced the Prospect to Applicant Conversion measure with two separate measures that more precisely mirror the steps towards completing an application. These two measures are the Prospect to Submitted Application measure and the Submitted Application to Completed Interview measure. Additionally, the measure of Application to Initial (Eligibility) Decision has been refined to capture the conversion of Completed Interview to Final Eligibility Decision (for applicants whose case status is closed). This refinement ensures that the first three measures are closely connected and follow the initial phases of the admissions process under MyJC.

MyJC will be implemented across all OA providers over the initial months of PY 2024. The conversion measures will therefore be unweighted for PY 2024 with no goals set to allow for data to build and results to stabilize. Job Corps will consider results from PY 2024 as baseline and use them to determine goals for PY 2025.

Changes to Conversion Measure Timing: Based upon initial analyses of data from early adopters of MyJC, Job Corps is using a single timepoint for the conversion for each of the measures that is based upon the distribution of the conversions. Each timeframe was selected to be above the median point of the combined results from the early adopters for each measure, so that greater than half of all prospects and applicants are achieving a conversion within these timeframes. Job Corps will consider further refinement of the conversion timings for PY 2025 once national results are available.

Career Transition Services (CTS) Report Card

For PY 2024, Job Corps made the following changes to the CTS Report Card:

Graduate Placement Prior to Program Exit Rate: Removed this measure, which was introduced in PY 2023 for informational purposes, from the PY 2024 CTS Report Card.

Graduate and Former Enrollee Average Hourly Wage: Increased goal from $17.50 to $18.75. For PY 2024, CTS providers and regions continue to use model-based goals for this measure.

Career Technical Training (CTT) Completer JTM Placement Rate: Increased goal from 70 percent to 75 percent for PY 2024.

Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter:
Increased goal for PY 2024 from $7,700 to $9,000. For PY 2024, CTS providers and regions
continue to use model-based goals for this measure.

Graduate and Former Enrollee Employer Retention Rate: Increased goal from 60 percent to
65 percent for PY 2024.

Weights: Returned to a differential weight structure to increase emphasis on measures identified
as of greater value and importance to the program and DOL. The Graduate and Former Enrollee
Placement Rate is weighted at 25 percent, the Graduate and Former Enrollee Full-time Quality
Placement Rate is weighted at 10 percent and the Median Earnings in Quarter 2 is weighted at 5
percent. The remaining measures are each weighted at 15 percent, with the exception of the
Employer Retention Rate measure which remains unweighted for PY 2024.

Career Technical Training (CTT) Report Card

For PY 2024, Job Corps made the following changes to the CTT Report Card:

CTT Completion Rate: Reduced goal from 85 percent to 75 percent.

CTT Completer Placement Rate: Increased goal from 92 percent to 95 percent.

CTT Completer Average Hourly Wage at Placement: Increased goal from $18.00 to $19.50.
For PY 2024, centers and regions continue to use model-based goals for this measure.

CTT Completer Job-Training Match (JTM) Placement Rate: Increased goal from 78 percent
to 80 percent.

CTT Completer JTM Average Hourly Wage: Increased goal from $18.70 to $20.25. For PY
2024, centers and regions continue to use model-based goals for this measure.

CTT Completer Placement in Quarter 2 After Exit Quarter: Increased goal from 83 percent
to 85 percent.

CTT Completer Placement in Quarter 4 After Exit Quarter: Increased goal from 83 percent
to 85 percent.

CTT Completer Median Earnings in Quarter 2 After Exit Quarter: Increased goal from
$8,750 to $9,400. For PY 2024, centers and regions continue to use model-based goals for this
measure.

Academic Report Card

For PY 2024, Job Corps made the following changes to the Academic Report Card:

HSD/HSE Attainment Rate: Reduced goal from 75 percent to 65 percent. For PY 2024, centers
and regions continue to use model-based goals for this measure.

Average Literacy Gains: Reduced goal from 1 EFL to 0.7 EFL. For PY 2024, centers and regions continue to use model-based goals for this measure.

Average Numeracy Gains: Reduced goal from 1 EFL to 0.7 EFL. For PY 2024, centers and regions continue to use model-based goals for this measure.

HSD/HSE Completer Placement Rate: Increased goal from 92 percent to 95 percent.

HSD/HSE Completer Average Hourly Wage at Placement: Increased goal from $18.00 to $18.80. For PY 2024, centers and regions continue to use model-based goals for this measure.

Weights: Reduced the weight of the two average gains measures by 2.5 percent each to 12.5 percent, and the HSD/HSE Completer Average Hourly Wage measure by 5 percent to 10 percent. Increased the weight of the HSD/HSE Attainment Rate weight from 20 percent to 25 percent and the HSD/HSE Completer Placement Rate measure from 20 to 25 percent.

Other Changes

In PY 2024, Job Corps will produce and incorporate a new, stand-alone, quarterly WIOA Report with PY 2024 center-level outcomes against goals for each of the primary six measures, and an overall rating. Beginning in PY 2025, Job Corps will transition to using this WIOA Report to identify the high-performing and low-performing centers, and place centers on a Performance Improvement Plan (PIP) as required by the law. More detailed information on this new WIOA Report will be provided in a PRH Change Notice to be released towards the end of the second quarter of PY 2024. Until that time, OMS reports will continue to be used for performance evaluation purposes.

4. Action Required. Addressees are to ensure this PRH Change Notice is distributed to all appropriate staff.

5. Effective Date. Retroactive to July 1, 2024.

6. Inquiries. Direct inquiries to Shao Zhang of the Office of Job Corps at zhang.shao@dol.gov.

7. PRH Website Access. This Change Notice and revisions to the PRH can be accessed within one business day at the PRH website address: https://prh.jobcorps.gov.

PY 2024 DIRECT CENTER SERVICES (DCS) REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
RETENTION (5%)			
90-Day Retention Rate	Number of students that stay for 90 days umber of students that had the opportunity to be in Job Corps for 90 days during the reporting period	80%	2.0%
180-Day Retention Rate	Number of students that stay for 180 days Number of students that stayed 90 days and had the opportunity to be in Job Corps for 180 days during the reporting period, excluding those who attained an HSD/HSE and/or CTT prior to the 180th day	85%	3.0%
CREDENTIAL ATTAINMENT (75%)			
HSD/HSE Attainment Rate*	Number of students who attained either an HSD or HSE in the reporting period Of those without an HSD/HSE at entry: the number who attained one while at Job Corps during the reporting period plus the number who exited in the reporting period without attaining an HSD/HSE	65%	25%
Career Technical Training (CTT) Completion Rate	Number of students who attained their first CTT program in the reporting period Number of students who completed their first CTT program during the reporting period plus the number who exited in the reporting period without completing a CTT program	65%	25%
Combination HSD/HSE and CTT Attainment Rate*	Number of students who attained an HSD/HSE AND who completed their first CTT program, with the most recent of these attainments occurring in the reporting period Of those without an HSD/HSE at entry: the number of students who attained an HSD/HSE AND who completed their first CTT program, with the most recent attainment occurring during the reporting period, PLUS the number of students who exited in the reporting period without attaining both an HSD/HSE and CTT	50%	5%
CTT Primary IRC Attainment Rate	Number of CTT students who attained their first approved Primary industry-recognized credential or completed an NTC program in the reporting period Number of students assigned to a CTT program who completed their first Primary IRC during the reporting period plus the number assigned to a CTT program who exited in the reporting period without completing a Primary IRC	90%	20%

PY 2024 DIRECT CENTER SERVICES (DCS) REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
MEASURABLE SKILL GAINS (20%)			
Literacy Gain Rate*	Number of students who made their first gain of 1 EFL or higher on a valid subsequent TABE reading test during <u>the reporting period</u> Number of students who a) scored EFL 4 or below on the initial TABE reading test and attained their first gain of 1 EFL or higher on a subsequent follow up test during the reporting period, PLUS b) students who did not take a valid initial reading test during the first 21 calendar days on center during the reporting period PLUS c) students who exited in the reporting period, scored EFL 4 or below on the initial TABE reading test and did not attain a gain of 1 EFL or higher on a subsequent follow up test	65%	5%
Numeracy Gain Rate*	Number of students who made their first gain of 1 EFL or higher on a valid subsequent TABE math test <u>during the reporting period</u> Number of students who a) scored EFL 5 or below on the initial TABE math test and attained their first gain of 1 EFL or higher on a subsequent follow up test during the reporting period, PLUS b) students who did not take a valid initial math test during the first 21 calendar days on center in the reporting period, PLUS c) students who exited in the reporting period, scored EFL 5 or below on the initial TABE math test and did not attain a gain of 1 EFL or higher on a subsequent follow up test	65%	5%
Off-Center Work-Based Learning Rate	Number of students who participated in their first Meaningful[1] Off-Center Work-based learning (WBL) <u>during the reporting period</u> umber of students enrolled in a CTT program that participated in their first Meaningful Off-Center WBL activity during the reporting period PLUS the number of students enrolled in a CTT program who separated during the reporting period without participating in a meaningful Off-Center WBL activity	35%	10%
*Has Model-based Goal			100%

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[1] Meaningful Off-center WBL is defined as one record/instance totaling 40 or more hours that is either off-center Career Technical Skills Training (CTST), Clinical Experience/Practicum, Cooperative Education, or Internship.

PY 2024 OA REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
QUANTITY/PRODUCTION (80%)			
Female Arrival Rate	Number of female arrivals / Total female contracted quota	100%	40%
Total Arrival Rate	Number of total arrivals / Total contracted quota	100%	40%
CONVERSION (0%)			
Prospect to Submitted Application Conversion Rate	Number of unique prospects that submitted an application within 7 calendar days of <u>initial submission of interest</u> The number of unique prospects whose initial submission of interest occurred 7 calendar days earlier	---	0%
Submitted Application to Interview Conversion Rate	Number of submitted applications that completed an interview within 7 calendar <u>days of application submission</u> The number of prospects whose application submission occurred 7 calendar days earlier	---	0%
Interviewed Applicant to Eligibility Decision Conversion Rate	Number of interviewed applicants that received a final eligibility decision within <u>21 calendar days of interview date</u> Number of interviewed applicants with an interview date that was 21 calendar days earlier	---	0%
Eligible Applicant to Enrollment Conversion Rate	Number of eligible applicants who enrolled within 30 calendar days of <u>acceptance</u> Number of eligible applicants whose acceptance date was 30 calendar days earlier	---	0%
QUALITY/COMMITMENT (20%)			
Non-Level 1 Zero Tolerance (ZT) Separation Rate	Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days of enrollment or under code 5.2A within the first 45 calendar days of <u>enrollment</u> Number of student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment	98%	20%
			100%

PY 2024 CTS REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
CTS PLACEMENT OUTCOMES (65%)			
Graduate and Former Enrollee Placement Rate	Number of graduates and former enrollees placed in a job, the military, an education/training program, or a job/college combination Number of graduates and former enrollees whose placement records are due or received	83%	25%
Graduate and Former Enrollee Placement Average Wage*	Sum of hourly wages of graduates and former enrollees placed in a job or the military Number of graduates and former enrollees placed in a job or the military	$18.75	15%
Career Technical Training (CTT) Completer Job Training Match (JTM) Placement Rate	Number of CTT program completers placed in a training-related job or the military Number of CTT program completers placed in a job or the military	75%	15%
Graduate and Former Enrollee Full-Time Quality Placement Rate	Number of graduates and former enrollees placed in an apprenticeship program, a full-time job, the military, full-time college, full-time job/college combination or a full-time post-secondary training program Number of placed graduates and former enrollees	85%	10%
Q2/Q4 PLACEMENT OUTCOMES (35%)			
Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter	Number of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, or an education/training program Number of graduates and former enrollees who complete the Quarter 2 survey	80%	15%
Graduate and Former Enrollee Placement Rate in Q4 After Exit Quarter	Number of graduates and former enrollees who report on the Quarter 4 survey they are in a job, the military, or an education/training program Number of graduates and former enrollees who complete the Quarter 4 survey	80%	15%
Graduate and Former Enrollee Median Earnings in Quarter 2 After Exit Quarter*	Midpoint of all Quarter 2 earnings reported by graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military	$9,000	5%
Graduate and Former Enrollee Employer Retention Rate	Number of graduates and former enrollees who were employed by the same employer in Quarter 2 and Quarter 4 after exit quarter Number of graduates and former enrollees who complete the Quarter 4 survey and were employed in Quarter 2 after exit quarter	65%	0%
*Has Model-based Goal			100%

PY 2024 CTT REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
Direct Center Services (30%)			
Career Technical Training (CTT) Program Completion Rate	Number of students who attained their first CTT program <u>in the reporting period</u> Number of students who completed their first CTT program during the reporting period plus the number assigned to a CTT program who exited in the reporting period without completing it	75%	15%
CTT Industry-Recognized Credential (IRC) I Attainment Rate	Number of CTT students who attained their first approved Primary IRC or completed an NTC program <u>in the reporting period</u> Number of students assigned to a CTT program who completed their first Primary IRC during the reporting period plus the number assigned to a CTT program who exited in the reporting period without completing a Primary IRC	90%	10%
CTT Industry-Recognized Credential (IRC) II Attainment Rate	Number of CTT students who attained their first approved Secondary IRC or their second approved <u>Primary IRC in the reporting period</u> Number of students assigned to a CTT program who completed their first Secondary IRC/second Primary IRC during the reporting period plus the number assigned to a CTT program who exited in the reporting period without completing a Secondary IRC or a second Primary IRC	92%	5%
CTS Placement Outcomes (40%)			
CTT Completer Placement Rate	Number of CTT completers placed in a job, the military, an education/training program, or who transferred to an approved Advanced Training program at another <u>center</u> Number of CTT completers whose placement records are due or received or who transferred to an approved Advanced Training program at another center	95%	10%
CTT Completer Average Hourly Wage at Placement*	Sum of hourly wages of CTT completers placed in a job <u>or the military</u> Number of CTT completers placed in a job or the military	$19.50	5%
CTT Completer Full-Time Quality Placement Rate	Number of CTT completers placed in an apprenticeship program, a full-time job, the military, full-time college, full-time job/college combination or a full-time post-<u>secondary training program</u> Number of initially placed CTT completers	90%	10%

PY 2024 CTT REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
CTT Completer Job Training Match (JTM) Placement Rate	Number of CTT completers placed in a <u>training-related job or the military</u> Number of CTT completers placed in a job or the military	80%	10%
CTT Completer Job Training Match (JTM) Average Hourly Wage*	Sum of hourly wages of CTT completers <u>placed in a training-related job or the military</u> Number of CTT completers placed in a training-related job or the military	$20.25	5%
Q2/Q4 Placement Outcomes (30%)			
CTT Completer Placement Rate in Quarter 2 After Exit Quarter	Number of CTT completers who report on the Quarter 2 survey they are in a job, the military, an education/training program, or a <u>job/college combination</u> Number of CTT completers who complete the Quarter 2 survey	85%	12.5%
CTT Completer Placement Rate in Q4 After Exit Quarter	Number of CTT completers who report on the Quarter 4 survey they are in a job, the military, an education/training program, or a <u>job/college combination</u> Number of CTT completers who complete the Quarter 4 survey	85%	12.5%
CTT Completer Median Earnings in Quarter 2 After Exit Quarter*	Midpoint of all Quarter 2 earnings reported by CTT completers who complete the Quarter 2 survey and report they are in a job or the military	$9,400	5%
*Has Model-based Goal (center level)			100%

PY 2024 ACADEMIC REPORT CARD (ARC)			
Indicator	**Definition**	**Goal**	**Weight**
CREDENTIAL ATTAINMENT (25%)			
Average Days to Attain an HSD/HSE	Total days from enrollment to HSD/HSE attainment Number of separated students who attain either an HSD or HSE	---	0%
HSD/HSE Attainment Rate*	Number of students who attain either an HSD or HSE Number of separated students without an HSD or HSE at entry	65%	25%
MEASURABLE SKILLS GAINS (25%)			
Average Literacy EFL Gains*	Sum of Educational Functioning Level gains attained on the highest valid subsequent TABE reading test Number of students who score Educational Functioning Level 4 or below on the initial TABE reading test and students who do not take a valid initial reading test during the first 21 calendar days on center	0.7 EFL	12.5%
Average High Literacy	Sum of High Reading EFLs No. of students who score EFL 4 or below on the initial TABE reading test and students who do not take a valid initial reading test during the first 21 calendar days on center	5	0%
Average Numeracy EFL Gains*	Sum of Educational Functioning Level gains attained on the highest valid subsequent TABE math test Number of students who score Educational Functioning Level 5 or below on the initial TABE math test and students who do not take a valid initial math test during the first 21 calendar days on center	0.7 EFL	12.5%
Average High Numeracy	Sum of High Math EFLs No. of students who score EFL 5 or below on the initial TABE math test and students who do not take a valid initial math test during the first 21 calendar days on center	6	0%
CTS PLACEMENT (50%)			
HSD/HSE Completer Placement Rate	Number of HSD/HSE completers placed in a job, the military, an education/training program, or who transferred to an approved Advanced Training program at another center Number of HSD/HSE completers whose placement records are due or received or who transferred to an approved Advanced Training program at another center	95%	25%

PY 2024 ACADEMIC REPORT CARD (ARC)			
Indicator	**Definition**	**Goal**	**Weight**
HSD/HSE Completer Average Hourly Wage at Placement*	Sum of hourly wages of HSD/HSE completers placed in a job or the military Number of HSD/HSE completers placed in a job or the military	$18.80	10%
HSD/HSE Completer Full-Time Quality Placement Rate	Number of HSD/HSE completers placed in an apprenticeship program, a full-time job, the military, full-time college, full-time job/college combination or a full-time post-secondary training program Number of initially placed HSD/HSE completers	90%	15%
*Model-based Goal (center level)			100%