



DEC 31 2019

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NOTICE NO. 19-07

TO: ALL JOB CORPS NATIONAL OFFICE STAFF  
ALL JOB CORPS REGIONAL OFFICE STAFF  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS  
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: DEBRA A. CARR  
Acting National Director  
Office of Job Corps

A handwritten signature in black ink, appearing to read "Debra A. Carr", written over a horizontal line.

SUBJECT: Career Transition Services - Transformation to Center-Based Services

1. Purpose. To inform the Job Corps community of the transformation of Job Corps' Career Transition Services (CTS) from a geographic-based to a center-based services system and the interim steps required for implementation.

2. Background. The Workforce Innovation and Opportunity Act (WIOA) requires (Sec. 148.) Job Corps centers to provide activities that "*target enrollees, on completion of their enrollment, - (A) secure and maintain meaningful unsubsidized employment; (B) enroll in and complete secondary education or postsecondary education or training programs, including other suitable career and technical education and training, and apprenticeship programs; or (C) satisfy Armed Forces requirements. (3) Link to Employment Opportunities.— The career and technical education and training provided shall be linked to employment opportunities in in-demand industry sectors and occupations in the State or local area in which the Job Corps center is located and, to the extent practicable, in the State or local area in which the enrollee intends to seek employment after graduation.*" The geographic-based system made this requirement problematic, as services were often provided by a third party and graduates/former enrollees within the CTS service window who moved from one location to another would be passed from one service provider to the next, resulting in interrupted services and insufficient accountability.

A center-based system also addresses the Office of the Inspector General (OIG) March 2018 report, which cited that the program did not provide participants with effective transition services, "*Job Corps contractors could not demonstrate they had assisted participants in finding jobs for 94 percent of the placements in our sample.*" Under the new center-based placement approach, job placement and follow-up services provided will cultivate greater opportunity for higher quality job leads with local employer partners, relevant job placement activities prior to departure, and more seamless communication for follow-up services with former students.

In October 2019, the Assistant Secretary's Office for Employment and Training, the National Office of Job Corps (NOJC) and the Office of Contracts Management began the transition process by contacting each current CTS provider to explain what is being launched, why it was being implemented, and to solicit feedback. In addition, it was encouraged that questions be forwarded to the NOJC and were considered to inform the process.

The initial implementation phase will migrate the current CTS system and caseloads, from assignment by geographic location to assignment by center. Subsequently, the CTS transformation will become system wide when existing CTS contracts are modified and new contracts are awarded.

Although the CTS initiative is occurring concurrently with the implementation of a new National Enrollee Assignment Plan (NEAP), the effective date for CTS implementation is separate and will not conflict with NEAP activities. For more information about the NEAP initiative visit [https://www.doleta.gov/job\\_corps/national-enrollee-assignment-plan/](https://www.doleta.gov/job_corps/national-enrollee-assignment-plan/). Information about the new CTS initiative will be added to the above link in the near future.

3. Action. Effective January 1, 2020, CTS will transition graduates and former enrollees who are in their CTS window from their current provider to the new provider. In most instances, the new provider will be the center from which the former student separated (home center). In some instances, a center other than the home center will provide CTS. Former students who currently are receiving CTS by their home center will not need to be transferred to a different center for provision of CTS. The Job Corps Data Center (JCDC) will begin reassigning all eligible students according to placer code on the January 1, 2020, start date to ensure there are no overlaps or gaps in service coverage to students. If an original placement and/or upgrade is reassigned during the 90-day placement verification window, it is the responsibility of the new CTS provider to complete the placement verification; failure to do so will cause the placement to be dropped from the original placer.

If a former student is transferred to another CTS provider prior to receiving their transition check, the CTS provider of record must return the check to the Job Corps Data Center (JCDC) with a note explaining the return. The new CTS provider must then request that the check be transmitted to them.

CTS providers are encouraged to update and document their CTS caseloads in preparation of the January 1, 2020 start date, and to use this winter break for staff training and making preparations for a smooth transition.

Addressees are to ensure this Program Instruction Notice is distributed to all staff.

4. References. The complete list of CTS providers by center and additional information will be available at [https://www.doleta.gov/job\\_corps/national-enrollee-assignment-plan/](https://www.doleta.gov/job_corps/national-enrollee-assignment-plan/)

5. Expiration Date. Until superseded.

6. Inquiries. Inquiries should be directed to Ralph DiBattista at [DiBattista.Ralph@dol.gov](mailto:DiBattista.Ralph@dol.gov) or Andrea Kyle Bobrik at [Kyle.Andrea@dol.gov](mailto:Kyle.Andrea@dol.gov)