APPENDIX 501D
POLICIES AND PROCEDURES FOR JOB CORPS' PROGRAM YEAR (PY) 2023 PERFORMANCE MANAGEMENT SYSTEM
CAREER TECHNICAL TRAINING OUTCOME MEASUREMENT SYSTEM

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I.   CAREER TECHNICAL TRAINING (CTT) REPORT CARD FOR PY 2023

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) 2023 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 industry-recognized credentials and participation in the workforce with sustainable earnings.

B.   PY 2023 Changes in Appendix 501D

For PY 2023, Job Corps has made minimal changes to the CTT Report Card. The changes are:

- Replacing the measure of CTT Completer <u>Average</u> Earnings in Quarter 2 After Exit Quarter with CTT Completer <u>Median</u> Earnings in Quarter 2 After Exit Quarter.
- Adjusting measure goals based upon current performance trends and to align with the programmatic and departmental priorities for the upcoming year.

The specific changes to the CTT Report Card are enumerated below.

CTT Secondary Industry Recognized Credential (IRC): Performance on this measure over the past year has increased and is almost at goal. For PY 2023 Job Corps increased the goal from 90% to 92% to maintain a realistic goal and encourage continuous improvement in this area.

CTT Completer Average Hourly Wage at Placement: The goal for the CTT Completer Average Hourly Wage measure is increased as performance was significantly above goal in PY 2022. The goal is increased from $16.75 to $18.00. For PY 2023, centers and regions continue to use adjusted goals based upon center-level models for this measure.

CTT Completer Full-Time Quality Placement: Performance on this measure over the past year has increased and is approaching goal. For PY 2023 Job Corps increased the goal from 88% to 90%.

CTT Completer Job-Training Match (JTM) Placement Rate: The goal for the CTT Completer JTM Placement Rate is increased as performance was significantly above goal in PY 2022. The goal for this measure has increased from 65% to 78% for PY 2023.

CTT Completer JTM Average Hourly Wage: The goal for the CTT Completer JTM Average Hourly Wage is increased as performance has risen significantly over PY 2022. The goal is increased from $17.35 to $18.70. For PY 2023, centers and regions continue to use adjusted goals based upon center-level models for this measure.

CTT Completer Average Earnings in Quarter 2 After Exit Quarter: This measure has been removed from the CTT Report Card and replaced by a measure of median earnings in Quarter 2 to align with the Workforce Innovation and Opportunity Act (WIOA) Measure 3 more fully that calculates the midpoint of all reported earnings.

CTT Completer Median Earnings in Quarter 2 After Exit Quarter: For PY 2023, the goal for this measure is set at $8,750 to reflect the expected levels of performance under this new measure. For PY 2023, centers and regions use model-based goals based upon center-level models for this measure.

All policies and related attachments pertaining to the CTT Report Card can be found in Appendix 501 Introduction and Appendix 501 Attachments.

Provided on the next page is a summary table outlining the PY 2023 CTT Report Card.

PY 2023 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	85%	15%
CTT Industry-Recognized Credential (IRC) I Attainment Rate	Number of CTT students who attained their first approved Primary <u>IRC or completed an NTC program 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 <u>IRC or their second approved 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 <u>to an approved Advanced Training program at another 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	92%	10%
CTT Completer Average Hourly Wage at Placement*	<u>Sum of hourly wages of CTT completers placed in a job or the military</u> Number of CTT completers placed in a job or the military	$18.00	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 <u>combination or a full-time post-secondary training program</u> Number of initially placed CTT completers	90%	10%
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	78%	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	$18.70	5%

PY 2023 CTT REPORT CARD			
Measure	**Definition**	**Goal**	**Weight**
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 job/college combination / Number of CTT completers who complete the Quarter 2 survey	83%	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 job/college combination / Number of CTT completers who complete the Quarter 4 survey	83%	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	$8,750	5%
*Has Model-based Goal (center level)			100%

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

For the CTT Report Card, both traditionally and virtually enrolled students who exit due to Level 1 ZT infractions under codes 5.1a, 5.2b and 5.3c (alcohol) <u>within</u> 30 days from enrollment are *not* included in the pools and credits for the three direct center services measures: CTT Completion, Industry-Recognized Credential I, and Industry-Recognized Credential II. Additionally, traditionally enrolled students who exit due to Level 1 ZT infractions under code 5.2a <u>within</u> 45 days from enrollment and virtually enrolled students who exit due to Level 1 ZT infractions under code 5.2a <u>within</u> 45 days from arrival to center are *not* included in the pools and credits for these measures. Specifically, the pools for the three on-center measures do not include:

- traditionally and virtually enrolled students who remained in Job Corps less than 30 days from enrollment and exit under codes 5.1a (Possession of a weapon on center or under center supervision, Assault, Threat of Assault, Threat to Safety, Sexual Assault, Arrest for a felony or violent misdemeanor on or off center, Illegal Activity, Robbery or extortion, Arson, Cruelty to animals, Inciting a disturbance or creating disorder) or 5.2b Drugs (Possession or distribution of drugs on center or under center supervision);
- traditionally and virtually enrolled students who remained in Job Corps less than 30 days from enrollment and exit under code 5.3c (Alcohol: Possession, consumption, or distribution while on center or under center supervision); and
- traditionally enrolled students who remained in Job Corps less than 45 days from enrollment and virtually enrolled students who remained in Job Corps less than 45 days from arrival to center and exit under code 5.2a (Drugs: Use of drugs as evidenced by a positive drug test).

Students who exit the program due to Level 1 ZT infractions incurred after the 30/45 day timeframes noted above will be included in all pools for on-center measures, and credit will be given for career technical training (CTT) and primary industry recognized credential (IRC) attainments made prior to separation. However, students who exit for Level 1 ZT infractions are considered neither former enrollees nor graduates and are excluded from all post-center pools since they are ineligible for post-center services.

The list of Level 1 ZT infractions can be found in Chapter 2, Exhibit 2-1 (Infraction Levels, Definitions, and Appropriate Center Actions).

D.   **Career Technical Training (CTT) Measures**

Direct Center Services Measures

1.   **Career Technical Training (CTT) Program Completion Rate**

> <u>Pool</u>:   Number of students who completed their first CTT program during the reporting period plus the number assigned to a CTT who exited in the reporting period without completing any CTT program (excluding

30/45 day Level 1 ZTs). 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 who have completed a CTT program in the reporting period while enrolled in Job Corps.

Goal: The national goal is 85%.

Weight: 15%

Formula: 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 assigned to a CTT program who exited in the reporting period without completing it

2. **Career Technical Training (CTT) Industry-Recognized Credential I Attainment Rate:**

In PY 2010, a measure of Industry Recognized Credential (IRC) attainment was added to the OMS to increase student marketability and employability. This measure was further refined in PY 2015 to focus on credentials that are of "primary" importance to a particular training program, versus those that are "secondary". Primary credentials represent knowledge and skill levels of a particular job and are considered critical for qualification and placement into permanent employment with sustainable wages. Secondary credentials are supportive in nature, and while important, are viewed as more supplemental than critically essential to the job.

Pool: Number of students assigned to a CTT program who completed their first Primary IRC/NTC program during the reporting period plus the number assigned to a CTT program who exited in the reporting period without completing a Primary IRC/NTC program (excluding 30/45 day Level 1 ZTs)

Measure: The percentage of students who have attained an approved Primary IRC or completed an NTC training program during the reporting period while enrolled in Job Corps.

Note: For a list of credentials classified as primary or secondary, please visit the Career Technical Training (CTT) web page on the Job Corps Community website.

Goal: The national goal is 90%.

Weight: 10 %

Formula: Number of CTT students who attained their first approved Primary
           IRC 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

**3.   Career Technical Training (CTT) Industry-Recognized Credential II
          Attainment Rate:**

Pool: 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 (excluding 30/45 day Level 1 ZTs)

Measure: The percentage of students who have attained an approved Secondary
           IRC or a second Primary IRC during the reporting period while
           enrolled in Job Corps.

Note: For a list of credentials classified as primary or secondary, please visit
           the Career Technical Training (CTT) web page on the Job Corps
           Community website.

Goal: The national goal is 92%.

Weight: 5%

Formula: Number of CTT students who attained their first approved Secondary
           IRC or their second approved Primary IRC in the reporting period
           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

CTS Placement Outcome Measures

Provided below is a description of the career transition services placement outcomes
measures. The following criteria pertain to all placement measures, as applicable:
- For placement to be credited it must:

1. Meet the criteria described in PRH, Exhibit 4-1,
2. Add documentation consistent with the criteria in PRH, Exhibit 4-2, and
3. Be entered and approved in CTS according to the timelines in Chapter 4, Section 4.4.

If the verification is not received and/or the information is not entered into the CTS system for a valid placement within the timeframe specified in Chapter 4, Section 4.4, the center (and the CTS contractor) will not receive credit for the Placement Rate Measure for the student. The student will not be in the pool of the CTT Completer Full-Time Quality Placement rate or the CTT Completer JTM Placement rate measures and the center (and the CTS contractor) will not receive credit for the Placement Quality Rating Measure. JCDC will, however, include these placements in the National and Regional totals of the CTS placement measures if the student otherwise meets placement requirements.

- 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 - Attachments, Attachment 2: PY 2023 Initial Placements and Allowable Upgrades, for a chart outlining the hierarchy.

- An automatic education placement credit is given to the sending center in the CTT and Academic Report Cards for students who transfer to an approved Advanced Training (AT) program at another center. See Appendix 501 - Attachments, Attachment 3: PY 2023 DCS, CTT and Academic Report Card Pools and Credit for Students Transferred to Advanced Training (AT) Programs, for a chart outlining allowable center credits for AT transfers. This does not apply to ACT transfers.

4. Career Technical Training (CTT) Completer Placement Rate

Pool: All CTT completers whose initial placement records are due or received[1] 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 (per Job Corps' placement definition in Exhibit 4-1), or who transfer to an approved AT program at another center.

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[1] *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."*

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 92%.

Weight: 10%

Formula: Number of CTT completers placed in a job, the military, an education/training program, a job/college combination, or who transferred to an approved Advanced Training program at another center

Number of CTT completers whose placement records are due or received or who transferred to an approved Advanced Training program at another center

5.   **Career Technical Training (CTT) Completer Average Hourly Wage at Placement:**

Pool: All CTT completers placed in a job or the military per 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.

Goal: The national goal is $18.00. Since PY 2014, centers and regions are assigned center-level model-based goals for this measure. A center-level 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 - Attachments, Attachment 14: PY 2023 CTT Center Level Model-Based Goals.

Weight: 5%

Formula: Sum of hourly wages of CTT completers placed in a job or the military

Number of CTT completers placed in a job or the military

6.   **Career Technical Training (CTT) Completer Full-Time Quality Placement Rate**

Pool: All CTT completers who entered a placement that meets the Job Corps placement definition.

Measure: The percentage of CTT completers in the pool who are placed in an apprenticeship program, a full-time job (one to two jobs that equal full-time hours), the military, full-time college, full-time job/college combination or full-time post-secondary training.

Goal: The national goal is 90%.

Weight: 10%

Formula: 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-secondary training program

Number of initially placed CTT completers

7.   **Career Technical Training (CTT) Completer Job Training Match (JTM) 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 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 Postsecondary Credit (PSC). For PY 2023, the measure has been refocused on matching job placements with training received and removes from the pools and credits post-secondary education and training placements. While post-secondary education/training is highly valued and encouraged as a placement by Job Corps, it is now credited under the new measure of CTT Completer Full-Time Quality Placement.

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. Between 2010 and 2014, the Office of Job Corps issued revised versions of the JTM Crosswalk each year to 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.

Pool: All CTT completers who are placed in a job or the military.

            Students who completed one or more CTT programs are assigned to the JTM 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 or the military.

            For students who completed more than one CTT offering and are placed in the military, all applicable training programs receive a JTM 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 Placement credit. If the placement relates to only one of the CTT offerings, only that training program will receive credit for this measure. Further, this same student will be removed from the JTM 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 enters the JTM Placement Rate pools for all programs', but no program receives credit since a JTM did not occur.

Goal: The national goal is 78%.

Weight: 10%

Formula: Number of CTT completers placed in a training-related
                        job or the military
            ───
            Number of CTT completers placed in a job or the military

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 2023. 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 - Attachments, Attachment 6: PY 2023 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk/Request Form, for the request form and instructions.

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

Pool: All CTT completers who were placed in a training-related job or the military.

Measure: The average hourly wage of CTT completers placed in training-related jobs or the military.

Goal: The national goal is $18.70. Since PY 2014 centers and regions have been assigned model-based goals for this measure. A center-level 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 - Attachments, Attachment 14: PY 2023 CTT Center Level Model-Based Goals.

Weight**:**   5%

Formula**:**   Sum of hourly wages of CTT completers placed in a
               training-related job or the military
            Number of CTT completers placed in a training-related
                              job or the military

Quarter 2 and Quarter 4 Placement Measures

Provided below is a description of the Quarter 2 and Quarter 4 Placement Measures that align with WIOA's Quarter 2 and Quarter 4 metrics and its focus on longer-term employment. Appeals of placement and/or earnings outcomes reported from the Quarter 2 and Quarter 4 surveys may be filed as noted in Appendix 501 Introduction, Section F.7 (d) for the CTT Completer Placement in Quarter 2, CTT Completer Placement in Quarter 4, and CTT Completer Average Earnings in Quarter 2 measures. The placement appeal and earnings appeals instructions and forms can be found in Appendix 501 - Attachments, Attachments 4 and 5, respectively.

9.　　**Career Technical Training (CTT) Completer Placement Rate in Quarter 2 After Exit Quarter**

　　Pool:　　All CTT completers placed in a job, the military, an education/training program, or a job/school combination and who complete the Quarter 2 survey.

　　Measure:　The percentage of CTT completers in the pool who report on the Quarter 2 survey that they are in a job, the military, an education/training program, or a job/school combination (per the Job Corps placement definition).

　　Goal:　　The national goal is 83%.

　　Weight:　12.5%

　　Formula:　Number of CTT completers who report on the Quarter 2 survey they are in a job, the military, or an education/training program
　　　　　　　Number of CTT completers who complete the Quarter 2 Survey

10.　　**Career Technical Training (CTT) Completer Placement Rate in Quarter 4 After Exit Quarter**

　　Pool:　　All CTT completers placed in a job, the military, an education/training program, or a job/school combination and who complete the Quarter 4 survey.

　　Measure:　The percentage of CTT completers in the pool who report on the Quarter 4 survey that they are in a job, the military, an education/training program, or a job/school combination (per the Job Corps placement definition).

　　Goal:　　The national goal is 83%.

　　Weight:　12.5%

　　Formula:　Number of CTT completers who report on the Quarter 4 survey they are in a job, the military, or an education/training program
　　　　　　　Number of CTT completers who complete the Quarter 4 Survey

11.　　**Career Technical Training (CTT) Completer Median Earnings in Quarter 2 After Exit Quarter**

　　Pool:　　All CTT completers who complete the Quarter 2 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 median earnings of placed CTT completers in the pool.

Goal: The national goal is $8,750. The PY 2023 center-level model-based goal is applied to all training programs offered by a center. See Appendix 501 - Attachments, Attachment 14: PY 2023 CTT Center Level Model-Based Goals.

Weight**:** 5%

Formula**:** 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

E.   **Performance Goals**

Performance goals serve as the quantitative targets to assess performance. A single performance goal is established for each measure, and performance is measured as a percentage of the goal(s) achieved. For PY 2023, the goals reflect federal expectations in performance levels for each metric.

Since PY 2014, center-level models have been used to adjust national goals for wage and earnings measures in the CTT Report Card. Model-based goals are used for specific measures that require adjustments that ensure equities in making comparison of performance across centers and contractors. Center-level model-adjusted goals for the CTT Report Card are based on the factors identified for center OMS wage and earnings goals. Setting center-level goals that adjust for differences in key factors that are beyond the operator's control leads to a more equitable assessment of performance. The models used are applied for all trades at each center.

For PY 2023, 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.

The following measures have *national* goals:
•   CTT Program Completion Rate
•   Industry-Recognized Credential I (Primary or NTC Completion)
•   Industry-Recognized Credential II (Secondary or Second Primary)
•   CTT Completer Placement Rate
•   CTT Completer Quality Full-Time Placement Rate
•   CTT Completer Job Training Match (JTM) Placement Rate
•   CTT Completer Placement Rate in Quarter 2
•   CTT Completer Placement Rate in Quarter 4.

The following three measures have *center-level model-based* goals:
- CTT Completer Average Hourly Wage at Placement
- CTT Completer JTM Average Hourly Wage
- CTT Completer Median Earnings in Quarter 2 After Exit Quarter

Center-level model-based goals for CTT measures can be found in Appendix 501 - Attachments, Attachment 14: PY 2023 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 not changed from PY 2022. The Direct Center Services measures remain at 30 percent, with the CTS placement measures at 40% and Quarter 2 and Quarter 4 measures at 30 percent for PY 2023. This weight distribution aligns with WIOA's focus on success in the workforce (and higher education) while placing emphasis on attaining the credentials and skills necessary to enter into a quality placement.

G.   Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create a CTT program overall rating. These ratings are reviewed to assess program effectiveness and play a key role in the procurement process.

H.   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
- initiate corrective action for programs that consistently perform at an unsatisfactory level

Based on the PY 2023 CTT Report Card, programs will receive an overall rating and will be graded on the basis of the following scale:

A	*Exceptional performance*	*110.0% and higher*
B	*Above average performance*	*95.0 percent – 109.9%*
C	*Average performance*	*80.0 % – 94.9 %*
D	*Unsatisfactory performance*	*0 – 79.9%*

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):**

Job Corps may require programs, including National Training Contractor (NTC) programs, with an average overall Grade C to have a CTT Continuous Improvement Plan (CTT-CIP). Those programs that repeatedly have overall ratings between 80.0 percent and 84.9 percent (low Grade C) are particularly more likely to be placed on a CTT-CIP. CTT-CIPs will be developed, implemented, regularly monitored and, as necessary, adjusted by all entities involved with the CTT program (i.e., CTT Unit, Regional Office, center and, as appropriate, NTC).

4.   **Grade D (Unsatisfactory Performance):**
The Office of Job Corps is committed to offering well-performing programs for its students. Programs that receive a Grade D rating are subject to heightened scrutiny to correct deficiencies that lead to poor performance. **All programs that receive a D rating must adhere to the CTT-CIP process as outlined below.**

(a)   <u>First Year of Grade D Performance</u>:

At the beginning of the program year, Regional Offices are required to submit a CTT-CIP for all programs that received an overall Grade D rating in the previous program year. CTT-CIPs must be created using the CTT-CIP form located both on the <u>CTT Resources section of the Job Corps community website</u> and in Appendix 501-Attachments, Attachment 7, and

submitted to the National CTT Unit at CTTSubmissions@dol.gov by September 1. The CTT-CIP should detail the cause of the program's D rating and the proposed action plan for improving the program's D rating to a A, B, or C rating by the end of the program year. Regional Offices should consult with Center Directors, NTCs, and other stakeholders, as needed, to complete the CTT-CIP form.

Regional Offices must submit a mid-year status update on the progress made on the proposed actions of an active CTT-CIP. This status update should be submitted to the National CTT Unit at CTTSubmissions@dol.gov by March 1.

(b)   Second Year of Grade D Performance for Programs on a CTT-CIP:

All programs that receive a D rating for a second consecutive year will be reviewed again and **may be subject to additional corrective action** and an appeals process administered by the Office of Job Corps, as follows. This process also applies to programs that remain D-rated for more than two consecutive program years.

At the beginning of the second program year, Regional Offices shall submit an updated CTT-CIP form by September 1. Regional Offices should consult with Center Directors, NTCs, and other stakeholders, as appropriate, to complete the updated CTT-CIP form. Regional Offices shall submit the updated CTT-CIP to the National CTT Unit at CTTSubmissions@dol.gov.

The National CTT Unit will review all submitted updated CTT-CIP forms, consulting with Regional Offices, Center Directors, and NTCs, as necessary, and recommend to the National Director of Job Corps a corrective action that may include, but is not limited to:
-     Acceptance of the updated CTT-CIP
-     Revision of the updated CTT-CIP
-     Slot reduction of the program
-     Closure of the program

The CTT Unit, in collaboration with the Regional Office, shall notify the applicable Center Director/NTC of the proposed corrective action.

Upon receipt of the proposed corrective action, Center Directors and/or NTCs may submit an appeal of the proposed corrective action within 20 calendar days of receiving the proposed corrective action. Appeals should include a justification for why the Center Director and/or NTC does not agree with the proposed corrective action as well as a proposed alternative corrective action. For NTC programs, Center Directors/operators and NTCs are encouraged to jointly develop and submit a single appeal; where

this is not possible, separate appeals may be submitted. All appeals must be submitted to CTTSubmissions@dol.gov.

The National CTT Unit, in collaboration with the Regional Office, will review all appeals submitted within the allotted time frame and provide a final corrective action to the Center Director/NTC. The National Director will make all final decisions on the disposition of programs.

II.   ROLES AND RESPONSIBILITIES

A.   <u>National Office</u>

The National Office is responsible for:

- Establishing national policy for the CTT OMS each program year.
- Providing model-based goals for designated performance measures and administering the appeals process of the adjusted goals.
- Administering the National Office appeals process of Quarter 2 and Quarter 4 outcomes reported from the post-separation survey.
- Tracking and verifying performance of CTT contractors.
- Communicating with Regional Offices to implement program or policy changes or adjustments.
- Providing information, technical assistance, and training to the Regional Offices and the Job Corps community as needed.
- Administering the National Office appeals process for programs subject to closure/slot reduction.
- Reviewing the development, implementation, and monitoring of CTT-CIPs for all programs in Grade D and as determined by the Regional Office, those in low Grade C.

B.   <u>Regional Offices</u>

Regional Offices are responsible for:

- Monitoring the performance of all CTT programs monthly, including NTC programs, using the CTT Report Card and information gathered from center visits, assessments, and review of other reports and analyses.
- Administering the Regional Office appeals process and, as justified, placing programs on probation.
- Assisting in the development, implementation, and monitoring of CTT-CIPs 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.
- Developing, as needed, CTT change recommendations and related CTT modernization plans in cooperation with centers, Workforce Councils and, as applicable, NTCs.

C.   **Job Corps Centers**

Job Corps centers are responsible for:

- Accurate and timely data entry into CIS to ensure data integrity.
- Ensuring, in cooperation with Workforce Councils, the most meaningful and productive trade-mix using relevant <u>local</u> labor market supply and demand data and other economic information.
- Coordinating closely with Workforce Councils and, as applicable, NTCs, to regularly monitor and improve CTT program performance, based on data contained in the monthly CTT 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-CIPs.
- 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, are 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.
- Providing NTC staff training, monitoring NTC performance frequently, and working with Regional Office and center staff to develop, implement, and regularly monitor CTT-CIPs 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.
- Coordinating specifications of the CTT Report Card report with National Office staff.
- Ensuring the data generated in the reports accurately reflect the policy and programming design.

- Providing Help Desk services regarding CTT program data, including NTC data, reporting and oversight of CIS and CTS, and training and services to the regions on CIS and CTS.