# APPENDIX 501C

**POLICIES AND PROCEDURES FOR JOB CORPS’ PROGRAM YEAR (PY) 2018**  
**PERFORMANCE MANAGEMENT SYSTEM**  
**CAREER TRANSITION SERVICES OUTCOME MEASUREMENT SYSTEM**

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I. CAREER TRANSITION SERVICES (CTS) REPORT CARD FOR PY 2018

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) 2018 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 the primary responsibility of 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.

The PY 2018 CTS Report Card represents a substantive reform to that of prior years. Job Corps has implemented a streamlined CTS Report Card with a reduced number of measures that aligns with the revisions to the Center Report Card. This system also places more emphasis on measures that support Job Corps’ mission of placing students in meaningful jobs or further education. Details on the changes made to the CTS Report Card for PY 2018 can be found in Section B of this Appendix 501c.

For PY 2018, Job Corps has also made changes to the definition of the time period constituting the second quarter (Quarter 2) and fourth quarter (Quarter 4) after exit for its post-separation surveys. When the surveys were originally implemented in PY 2016, Quarter 2 was defined as the second three-month period and Quarter 4 the fourth three-month period immediately following the student’s exit date. These Quarter 2 and Quarter 4 definitions, based on individual students’ exit date, were utilized in all surveys completed during PYs 2016 and 2017. Beginning in PY 2018, Job Corps has adopted the definition used by other DOL programs to define Quarter 2 as the second calendar quarter after the exit quarter, and Quarter 4 as the fourth calendar quarter after the exit quarter.

For example, if the participant’s date of exit is between January 1st and March 31st, the second quarter after exit would be July 1st through September 30th.

As described in Job Corps Data Center (JCDC) Notice 17-207, Job Corps effected a gradual transition to the new Quarter 2 and Quarter 4 timeframes over the last two months of PY 2017. All surveys conducted beginning July 1, 2018 will use the new definitions of Quarter 2 and Quarter 4.
B. **PY 2018 Changes in Appendix 501C**

Provided below is a description of changes to the CTS Report Card for PY 2018.

For PY 2018, Job Corps has made substantial changes to the CTS Report Card to meet the goals of the performance management system reform initiative described in Section B of the Appendix 501-Introduction and align with the PY 2018 Center Report Card.

The changes to the CTS Report Card include:

- Reduction from nine to six measures to streamline the system.
- Inclusion of “composite” measures that combine the weighted performance of multiple indicators against their respective goals. Such measures allow for crediting of multiple credential/skill attainments by one student that are associated with higher education and career success. Section C of Appendix 501-Introduction contains more details on composite measures and how their ratings are calculated.
- Changes in the definitions of certain measures/indicators included in previous Report Cards to align further with WIOA definitions and focus.
- Adjustments to performance goals of certain measures/indicators to ensure goals are set at reasonable but ambitious levels.
- Shift in weights to place significantly more emphasis on placements and Quarter 2 and Quarter 4 placement measures (versus direct center services measures) to align with Job Corps’ mission of establishing students’ long-term connection to the job market or entering higher education as well as WIOA’s emphasis on longer-term placement. The higher weight on placement also leads to a more internally consistent system where high-performing centers also perform well on these key measures.

The major revisions made to the CTS Report Card for PY 2018 mirror those of the Center Report Card, and to a lesser degree, to the Career Technical Training (CTT) Report Card. It is anticipated that in PY 2019, the CTT Report Card will be further revised to more fully align with the Center and CTS Report Cards.

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

Changes in the PY 2018 CTS Report Card are as follows:

1. **Placement Rate:** A Placement Rate measure is introduced for PY 2018 that replaces the separate Graduate Placement Rate and the Former Enrollee Placement Rate measures in the PY 2017 OMS. This measure captures the combined placement outcomes of graduates and former enrollees, and has a goal of 83%, and weight of 20% on the CTS Report Card.

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1 A composite measure is one that is calculated based upon the weighted performance on two or more indicators against their goals that produces a performance rating. The term “indicator” is used to distinguish between the main measures and a metric that is used, in combination with other metrics, to calculate a composite measure.
2. **Graduate Placement Rate:** The Graduate Placement Rate measure is replaced with the new Placement Rate measure that combines Graduate and Former Enrollee Placement outcomes in one metric.

3. **Former Enrollee Placement Rate:** The Former Enrollee Placement Rate measure is replaced with the new Placement Rate measure that combines Graduate and Former Enrollee Placement outcomes in one metric.

4. **Placement Quality Rating:** A new measure of Placement Quality Rating is introduced for PY 2018 with a goal of 100% and weight of 20%. This measure is calculated based upon the sum of the weighted performance relative to goals on the following two indicators: CTT Completer JTM Rate and Full-Time Quality Placement Rate. Both indicators differ in definition from similar-named measures used in PY 2017. Details on the two new indicators are presented below.
   a) The definition of the CTT Completer JTM Rate indicator differs from prior years in that it excludes post-secondary education/training placements as a JTM. This indicator has a goal of 65%, and a relative weight of 35%.
   b) The new indicator of Full-Time Quality Placement Rate credits those placements entered by Graduates and Former Enrollees that are full-time apprenticeship programs, full-time jobs, the military, full-time college, full-time job/college or full-time post-secondary training programs. Job Corps considers these as quality placements that are more likely to lead to long-term attachment to the workforce and to achieving positive Quarter 2 and Quarter 4 placement outcomes. This indicator has a goal of 75%, and a relative weight of 65%.

5. **Graduate and Former Enrollee Average Hourly Wage at Placement:** The definition of the Graduate and Former Enrollee Average Hourly Wage at Placement indicator differs from prior years in that it reports the combined average hourly wage of both graduates and former enrollees. This indicator has a national goal of $12.00, and a weight of 10%. For PY 2018, CTS providers and regions have model-based goals for this indicator.

6. **CTT Completer JTM/PSC Placement Rate:** The CTT Completer JTM/PSC Placement Rate measure is replaced in PY 2018 with the new CTT Completer JTM Rate indicator.

7. **Graduate Average Hourly Wage at Placement:** The Graduate Average Hourly Wage at Placement measure is replaced in PY 2018 with the new Graduate and Former Enrollee Average Hourly Wage at Placement indicator.

8. **Graduate Full-Time Job Placement Rate:** The Graduate Full-Time Job Placement Rate measure is replaced in PY 2018 with the new Full-Time Quality Placement Rate indicator.
9. **Graduate and Former Enrollee Placement in Quarter 2 After Exit Quarter**: For PY 2018, the national goal remains at 80 percent, and the weight has increased from 7.5% to 20%. This weight increase supports WIOA’s emphasis on long-term outcomes and ensures better internal consistency throughout the system so that overall high performance includes high performance on this key metric. Additionally, this weight increase mirrors the higher weight placed on this measure on the Center and CTT Report Cards.

10. **Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit Quarter**: For PY 2018, the national goal increased from $5,200 to $5,500 and the weight increased from 3.75% to 5%. The goal increase is based on continued high performance by centers and nationally during PY 2017, and a similar $300 increase is reflected in the Center Report Card. As with the Quarter 2 Placement measure, increased emphasis on this measure aligns with WIOA priorities and improves the system’s internal consistency. For PY 2018, CTS providers and regions continue to have model-based goals for this measure.

11. **Graduate and Former Enrollee Placement in Quarter 4 After Exit Quarter**: For PY 2018, the national goal remains at 80 percent, and the weight has increased from 7.5% to 20%. As with the Placement in Quarter 2 measure, this weight increase supports WIOA’s emphasis on long-term outcomes and ensures better internal consistency throughout the system so that overall high performance includes high performance on this key metric. This weight increase also mirrors the higher weight placed on this measure on the Center and CTT Report Cards.

12. **Graduate Average Earnings in Quarter 4**: For PY 2018, this measure is removed from the CTS Report Card to further align with WIOA measures (which do not include a Quarter 4 earnings measure) and reduce the overall number of metrics in the system as part of the reform initiative.

Provided on the next page is a summary table outlining the PY 2018 CTS Report Card.
### PY 2018 CTS OMS REPORT CARD

<table>
<thead>
<tr>
<th>Measure</th>
<th>Definition</th>
<th>Goal</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Placement Rate</strong></td>
<td>No. of graduates and former enrollees placed in a job, the military, an education/training program, or a job/college combination</td>
<td>83%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>No. of graduates and former enrollees whose placement records are due or received</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Placement Average Wage</strong>*</td>
<td>Sum of hourly wages of graduates and former enrollees placed in a job or the military</td>
<td>$12.00</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>No. of graduates and former enrollees placed in a job or the military</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Placement Quality Rating</strong></td>
<td>Rating based on weighted performance on two indicators relative to goals: (1) job-training match rate and (2) quality placement rate (percentage of all initially placed graduate and former enrollees in apprenticeship programs, full-time jobs, the military, full-time college, full-time college/job combination, or full-time post-secondary training)</td>
<td>100%</td>
<td>20%</td>
</tr>
</tbody>
</table>

### Q2/Q4 PLACEMENT OUTCOMES (50%)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Definition</th>
<th>Goal</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit Quarter</td>
<td>No. of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, or an education/training program</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>No. of graduates and former enrollees who complete the Quarter 2 survey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate and Former Enrollee Placement Rate in Q4 After Exit Quarter</td>
<td>No. of graduates and former enrollees who report on the Quarter 4 survey they are in a job, the military, or an education/training program</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>No. of graduates and former enrollees who complete the Quarter 4 survey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit Quarter*</td>
<td>Sum of earnings of graduates and former enrollees who report they are in a job or the military on the Quarter 2 survey</td>
<td>$5,500</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>No. of graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Model-Based Goal

### PY 2018 SUPPLEMENTAL CTS REPORT CARD

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Definition</th>
<th>Goal</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PLACEMENT QUALITY RATING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career Technical Training (CTT) Completer Job Training Match (JTM) Rate</td>
<td>No. of CTT program completers placed in a training-related job or the military</td>
<td>65%</td>
<td>35%</td>
</tr>
<tr>
<td></td>
<td>No. CTT program completers placed in a job or the military</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Time Quality Placement Rate</td>
<td>No. 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</td>
<td>75%</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>No. of placed graduates and former enrollees</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 Placement Measures**

Provided below is a description of the career transition services placement outcomes performance measures. The following criteria apply to these measures:

- For a placement to be credited it must
  1. meet the criteria described in PRH, Exhibit 4-1,
  2. have documentation consistent with the criteria in PRH, Exhibit 4-2
  3. be entered and approved in CTS according to the timelines in PRH, Chapter 4, Section 4.5.

If the verification is not received and/or the information is not entered into the CTS system for a valid placement within the time frame specified in Section 4.5, the center (and the CTS provider) will not receive credit for the Placement Rate measure for this student. The student will not be in the pool of any of the Placement Quality Rating indicators and center (and CTS provider) 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 they otherwise meet 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 Introduction, Attachment 2: PY 2018 Initial Placements and Allowable Upgrades, for a chart outlining the upgrade hierarchy; and

1. **Placement Rate:** The Placement Rate serves as a strong indicator of the program’s success in equipping Job Corps graduates and former enrollees with the basic skills necessary for an effective job search and preparing them for engagement and retention in the workforce or further education.

   **Pool:** All graduates and former enrollees whose placement records are due or received.

   **Measure:** The percentage of graduates and former enrollees in the pool who are placed in a job, the military, an educational program, or a job/college
combination according to the Job Corps placement definition in Exhibit 4-1.

Goal: The national goal is 83%.

Weight: 20%

Formula: Number of Graduates and Former Enrollees placed in a job, the military, an educational program, or a job/school combination

Number of Graduates and Former Enrollees whose placement records are due or received

2. Graduate and Former Enrollee Average Hourly Wage at Placement: The Average Hourly Wage at Placement holds CTS providers accountable for their ability to secure jobs that will place graduates and former enrollees on the path to economic self-sufficiency.

i. Pool: All graduates and former enrollees placed in a job or the military according to the Job Corps placement definition in Exhibit 4-1.

ii. Indicator: The average hourly wage of graduates and former enrollees in the pool associated with their initial or upgrade placement in a job or the military.

iii. Goal: The national goal is $12.00; 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 11: PY 2018 CTS Provider Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

iv. Weight: 10%

v. Formula: Sum of hourly wages of graduates and former enrollees placed in a job or military

Number of graduates and former enrollees placed in a job or military

3. Placement Quality Rating: This composite measure, introduced in PY 2018, is intended to incentivize higher-quality placements that are ultimately linked to better success in, and longer-term connection to, the workforce. Quality placements are defined as those that are full-time jobs or in full-time post-
secondary education, higher paying jobs, and jobs that match the career training completed.

**Measure:** The measure is calculated based upon the sum of the weighted performance relative to goals on the following two indicators: CTT Completer JTM Placement and Full-Time Quality Placement. The combined weight of the two indicators equals 100%. The composite measure is then calculated as an overall rating of the two indicators.

**Goal:** 100%

**Weight:** 20%

Below are the specifications of the two indicators.

**a) Career Technical Training (CTT) Completer Job Training Match (JTM) Rate:** In PY 2005, a Job Training Match (JTM) Placement rate measure, crediting CTT completers 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 that enter a postsecondary education or postsecondary training as Postsecondary Credit (PSC). For PY 2018, the measure has been refocused on matching job placements with training received and removes from the pools and credits postsecondary 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 Full-Time Quality Placement Rate.

In PY 2010, an improved Job Training Match (JTM) Crosswalk was introduced that more directly aligned training programs with jobs. 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. While minor adjustments were made, the Crosswalk remained largely unchanged.

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

**Indicator:** 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.

**Goal:** The national goal is 65%.

**Weight:** 35%
**Formula:** 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

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 2018. 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 6: PY 2018 Instructions for Filing a Request to Add a Placement Code to the JTM Crosswalk and Request Form, for the request form and instructions.

**b) Full-Time Quality Placement Rate:** Incentivizing the placement of graduates and former enrollees in positions that are full-time – whether full-time employment or full-time higher education - reinforces the importance of ensuring these students are placed in positions that would lead to long-term attachment to the workforce and a defined career path.

**Pool:** All graduates and former enrollees placed in a job or the military according to the Job Corps placement definition in Exhibit 4-1.

**Indicator:** The percentage of graduates and former enrollees in the pool who are placed in a full-time apprenticeship program, full-time job, the military, full-time college, full-time job/college combination or full-time post-secondary training program.

**Goal:** The national goal is 75%.

**Weight:** 65%

**Formula:** No. 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

No. of placed graduates and former enrollees
E. **Quarter 2 and Quarter 4 Placement Measures**

Provided below is a description of the post-center, Quarter 2 and Quarter 4 placement measures that align with the WIOA’s Quarter 2 and Quarter 4 metrics and its focus on longer-term employment.

1. **Graduate and Former Enrollee Placement Rate in Quarter 2 After Exit**

   **Quarter:** 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 students achieve long-term success as a result of their participation in Job Corps.

   **Pool:** All graduates and former enrollees who complete the Quarter 2 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 Exhibit 4-1) or a job/college combination during the second quarter after exit.

   **Goal:** The national goal is 80%.

   **Weight:** 20%

   **Formula:** \[
   \frac{\text{No. of graduates and former enrollees who report on the Quarter 2 survey they are in a job, the military, or an education/training program}}{\text{No. of graduates and former enrollees who complete the Quarter 2 survey}} \times 100
   \]

2. **Graduate and Former Enrollee Placement Rate in Quarter 4 After Exit**

   **Quarter:** 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/college combination during the fourth quarter after exit.

   **Goal:** The national goal is 80%.
3. **Graduate and Former Enrollee Average Earnings in Quarter 2 After Exit**  
**Quarter:** This measure serves as a barometer of 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 that they are in a job (that meets the Job Corps placement definition in Exhibit 4-1) or in the military.

**Measure:** The average earnings of graduates and former enrollees in the pool.

**Goal:** The national goal is $5,500. 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 11: PY 2018 CTS Provider Model-Based Goals and Worksheets, for a template of the factors utilized in the models and for specific goals.

**Weight:** 10%

**Formula:** Sum of earnings of graduates and former enrollees who report they are in a job or the military on the Quarter 2 survey  
No. of graduates and former enrollees who complete the Quarter 2 survey and report they are in a job or the military

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**F. 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:
• Placement Rate
• Placement Quality Rating
  ✓ Job Training Match (JTM) Rate
  ✓ Quality Placement Rate
• Graduate and Former Enrollee Placement Rate in Quarter 2
• Graduate and Former Enrollee Placement Rate in Quarter 4

The following measures have *model-based* goals:

• Graduate Average Hourly Wage at Placement
• Graduate and Former Enrollee Average Earnings in Quarter 2

Model-based goals for all CTS measures and indicators can be found in Appendix 501 – Introduction, Attachment 11: PY 2018 CTS Provider Model-Based Goals and Worksheets. Details regarding model-based goals can be found in Appendix 501, Introduction, Section D.2.(b).

G. 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 has been altered from PY 2017 to meet the goals of the OMS reform initiative, support the increased emphasis on Quarter 2 and Quarter 4 measures made to the CTS and CTT Report Cards and align with Center Report Card. Overall, weight has shifted to the Quarter 2 and Quarter 4 Placement Outcomes measures (from 40 percent to 50 percent), decreasing the CTS placement measures from 60 percent to 50 percent. The Quality Placement and Placement Rate CTS Placement Outcomes measures are weighted equally at 20 percent. Additionally, Graduate and Former Enrollee Average Wage is weighted at 10 percent. The Quarter 2 and Quarter 4 Placement Outcomes measures are weighted the highest at 20 percent each with the Quarter 2 earnings measure at 10 percent. This shift in weight distribution aligns with WIOA’s focus on long-term success in the workforce (and higher education) which is measured through the Quarter 2 and Quarter 4 placement outcomes.

H. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create a CTS provider 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 OMS each program year
- Providing model-based goals for designated performance measures/indicators 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
- Monitoring the JCDC issuance of the CTS Report Card
- Tracking and verifying performance of CTS providers
- 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
- Establishing an administrative low rating to providers for lack of credible data.
- Developing and supporting a standardized audit methodology for Regional Office staff

B. Regional Offices

Regional Offices are responsible for:

- Determining that proposals, contracts, and plans are consistent with CTS provider performance goals and requirements
- Considering performance of CTS providers in procurement 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)
- 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
- Monitoring the performance of all CTS providers monthly using the CTS Report Card, the Center Quality Assessment, and information gathered from center visits, assessments, and review of other reports and analyses
- Reviewing information submitted by CTS providers who fail to meet performance goals on extenuating circumstances and/or unique factors to substantiate the shortfall and sharing this information with the National Office Performance Team
- Evaluating the extenuating circumstances/unique factors in conjunction with the operator’s compliance with all other terms and conditions of the contract/agreement and the results of any Office of Inspector General (OIG) audits and special review findings in making procurement-related decisions
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.

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:

- Sharing the information in this Appendix 501c with all applicable staff
- Accurate and timely data entry of valid placement data within the reporting period specified in PRH, Chapter 4, Section 4.5 to ensure data integrity
- Data correction of errors in a timely manner, as requested and substantiated by centers and/or National Training Contractors (NTCs)
- Maintaining all documents, case notes, and automated information necessary for audits of activity
- Updating placement records with the most current student’s contact and alternate (family and friends) contacts information to provide post-separation survey staff with the most current contact information increasing the likelihood of reaching students for the Quarter 2 and Quarter 4 surveys. (Complete and accurate alternate contact information for family members or friends (at a different address) is essential to obtaining high survey completion rates.)
- 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 monthly performance against goals on the CTS Report Card
- Submitting information to Regional Offices regarding extenuating circumstances and/or unique factors that could possibly, temporarily, justify poor CTS Report Card performance
- Recommending corrective action, as required, and submitting corrective action plans to Job Corps Regional Offices when appropriate
- 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 reflects negatively on 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” on the Placement Record data entry screen
2. Entering accurate placement O*NET codes for the position in which the former enrollee or graduate was placed on the Placement Record data entry screen
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
- 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
- Coordinating specifications of the CTS Report Card with National Office staff
- Ensuring the data generated in the reports accurately reflect the policy and programming design
- Providing Help Desk services regarding CTS provider data, reporting and oversight of CTS, and training and services to the regions on CTS.