

Implementing Workforce Navigator Programs for English Learners, Immigrants and Refugees

AEBG TAP SUMMIT

JANUARY 22, 2018



State Center
Adult Education
Consortium

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**WORKFORCE DEVELOPMENT
BOARD OF MADERA COUNTY**

NOCRC
NORTH ORANGE COUNTY
REGIONAL CONSORTIUM

FOR ADULT EDUCATION

Presenters

Ilse Pollet, Alliance for Language Learners Integration, Education and Success (ALLIES)

Sherri Watkins, State Center Adult Education Consortium

Maiknue Vang, Madera County Workforce Investment Corporation

Jesse Crete, North Orange County Regional Consortium for Adult Education

Agenda

Overview:

- ELL Workforce Navigator Pilot Project
- AEBG, WIOA Title II and Title I

Madera County Pilot Strategies

Orange County Pilot Strategies

Activity

Overview: ELL Workforce Navigator Pilot

\$2.5 million in WIOA Governor's discretionary funds for Local Workforce Development Boards awarded to 5 grantees.

Pilots target English Language Learner (ELL) population, including

- Immigrants
- Refugees, SIVs
- Those with less than basic skills or a high school education.

Pilots will:

- Increase access to services
- Create/enhance program structure and availability, and
- Provide supportive services within the workforce system.

Overview: Why

Immigrants make up more than one-third of California's workforce.

One in four of the **nation's** foreign born population reside in CA.

Almost half (49%) of CA immigrants are naturalized US Citizens

- 26% have other legal status (green cards, visas etc.);
- about 25% are undocumented.

In PY 2015, only 4.4% of exiters in Title I Adult Intensive and Training Services were Limited English Proficient.

In PY 2015, 11.6% of exiters across all Title I adult services had less than a high school diploma or equivalent.

Overview: Who

Local Workforce Board Grantees:

Orange County Development Board

Pacific Gateway Workforce Innovation Network

Sacramento Employment and Training Agency

Madera County Workforce Investment Board

San Diego Workforce Partnership

Technical Assistance Providers:

NOVA and ALLIES

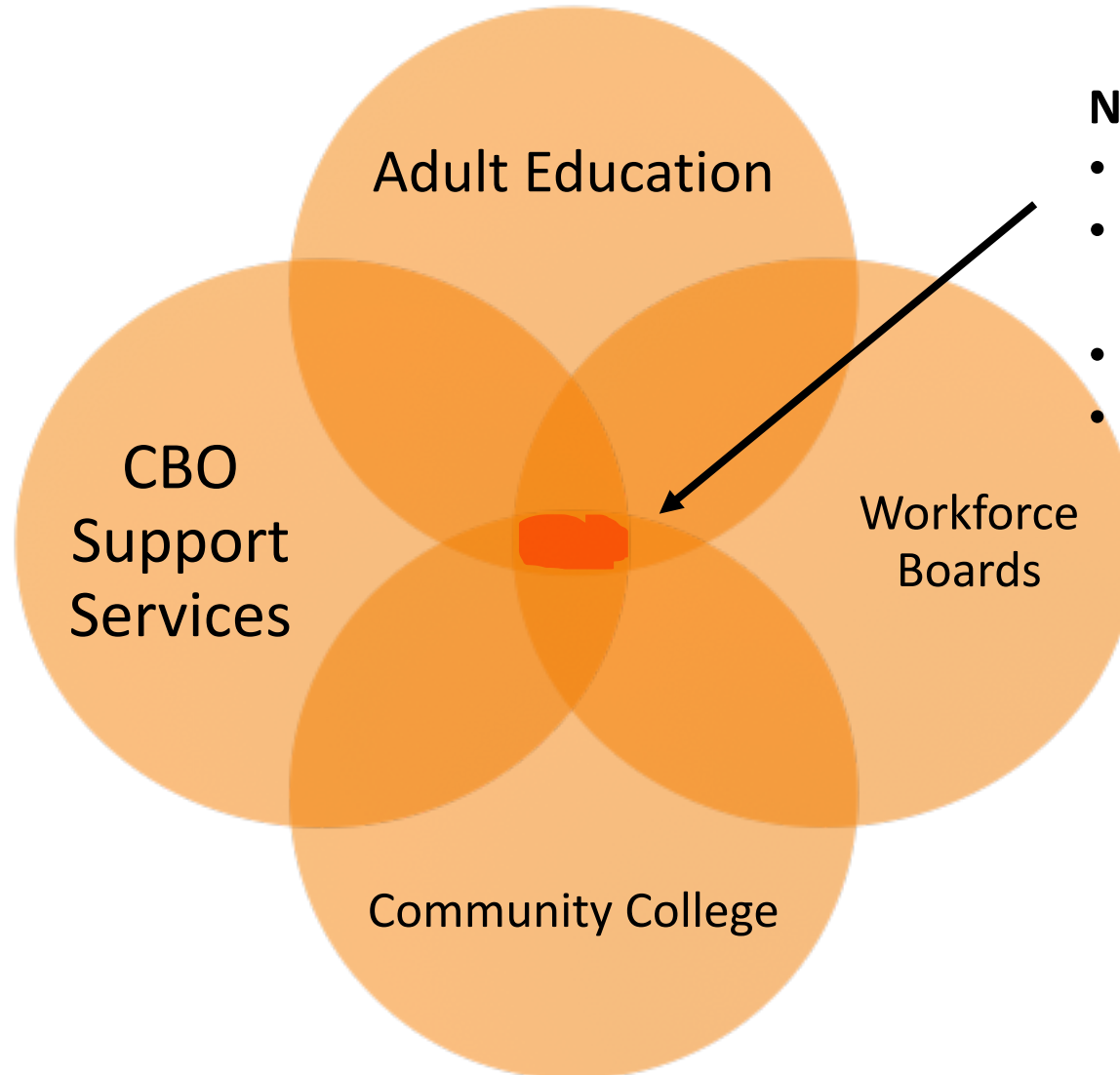
Overview: How

Grantees will collaborate with community-based organizations and other workforce partners, including adult education entities (WIOA Title II and the Adult Education Block Grantees).

Specific goals:

- Implement a Workforce Navigator Model
- Enhance, establish collaboration with CBOs and other partners to provide supportive wraparound services
- Support dual enrollment in WIOA Title I and Title II programs
- Create “no wrong door” access to services

Overview: How



Navigators work in this space to:

- **Conduct Outreach**
- **Identify and Cultivate Partnerships**
- **Facilitate Referrals/Transitions**
- **Mentor/Support Customers**

Overview: WIOA Program Eligibility

Title II: Adult Education and Family Literacy Act (AEFLA)

- Adults at least 16 years of age *and*
- not currently enrolled, or required to be enrolled, in high school *and*
- lack a high school diploma or its equivalent, *and*
- function below HS level (even if the student has a high school diploma), or
- be unable to speak, read, or write the English language.

Title I: Workforce Development Activities

- U.S. citizen or authorized to work in the U.S.
- Registered with Selective Service (males born after Dec 31, 1969)

Adult and Dislocated Worker Programs

- 18 years or older
- Adults – Receive TANF, are low income, basic skills deficient, or English learners
- Dislocated Workers – Terminated or laid off, or received a notice of termination or layoff

Youth

- Low Income and have a least one barrier
- 14 to 24 years of age – Minimum 75% of Youth must be out-of-school (ages 16-24)

Overview: Adult Ed Block Grant (AEBG)

Goal: Expand and improve provision of Adult Education

- Bring together Community Colleges, Adult Schools and Community Partners
 - ❖ Mandated Partners: Workforce Development Boards and Strong Workforce Consortia; Doing What Matters Initiative.

Strategy: Align programs, systems to improve transitions from basic education to career technical education and employment

- Program Areas: HSD/GED, Adult Basic Education, ESL, Citizenship, Adults with Disabilities, Career Technical Education and Apprenticeships
 - ❖ WIOA Title II services are a **subset** of all AEBG services

Overview: WIOA Title I Services

Adult and Dislocated Worker Services

Basic Career Services – Self Directed Job Search

- Career exploration tools, labor market information and job listing
- Access to computers, fax, copy machines and telephones

Individualized Career Services – Staff Assisted

- Career guidance, skill level evaluations and educational services
- Job Readiness Workshops and job placement services
- Supportive services such as training supplies, interview clothing and transportation needs

Training

- Occupational Skills training and On-the-job training
- Supportive services such as training supplies, interview clothing and transportation needs

Youth Services

- Individualized Services (like adult); Work-Based Learning (internships, experience); Vocational Training



Overview: Workforce Development



WIOA Mandated Partners

Employment Development
Department (EDD)

Department of Rehabilitation (DOR)

Adult Schools

Migrant Seasonal Farm Workers

Department of Social Services (DSS)

Community Colleges

Older Americans

Job Corps

ELL Workforce Navigator Pilot Project

Madera County



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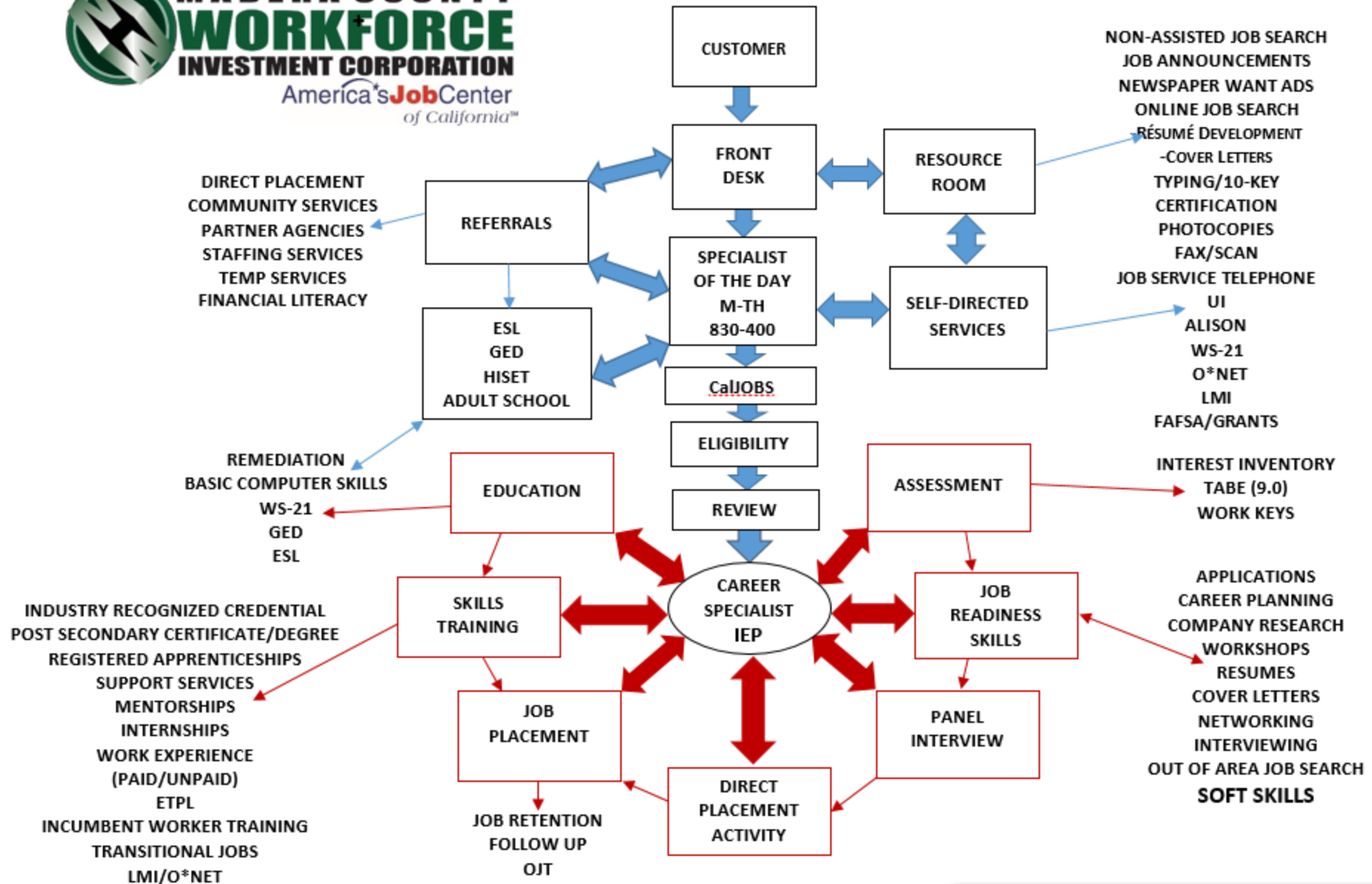
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Connection**

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Customer-centered Design Flow Chart

Workforce Navigator Model

- Serve as a liaison in referring and connecting participants to supportive and wrap around services.
- Conduct assessment of participant's needs. Recruit, enroll, and effectively support participants through program completion.
- Develop marketing materials and referral processes
- Develop ELL resource directory and resource mapping
- Coordinate stakeholder orientations and meetings
- Coordinate Integrated Resource Teams (IRT)
- Work closely with Transitions Specialists to promote, co-enroll, and provide resources for ELLs in immigration support, citizenship, ESL, ABE, HiSET and workforce preparation.

ELL Strategies

- ELL stakeholder orientations & 1 on 1 meetings
- Initial Questionnaire & Referral Form
- Welcoming America Week and resource fair
- Basic immigration training by Central Valley Immigration Integration Collaborative (CVIIC)
- Targeted outreach events
- New partnerships and collaboration with non-traditional CBO's to align systems and enhance the customer experience.
- Co-class presentations with Transitions Specialists
- Purchase of CommunityPro Suite, a system that allows data to be shared across agencies in a more effective manner.

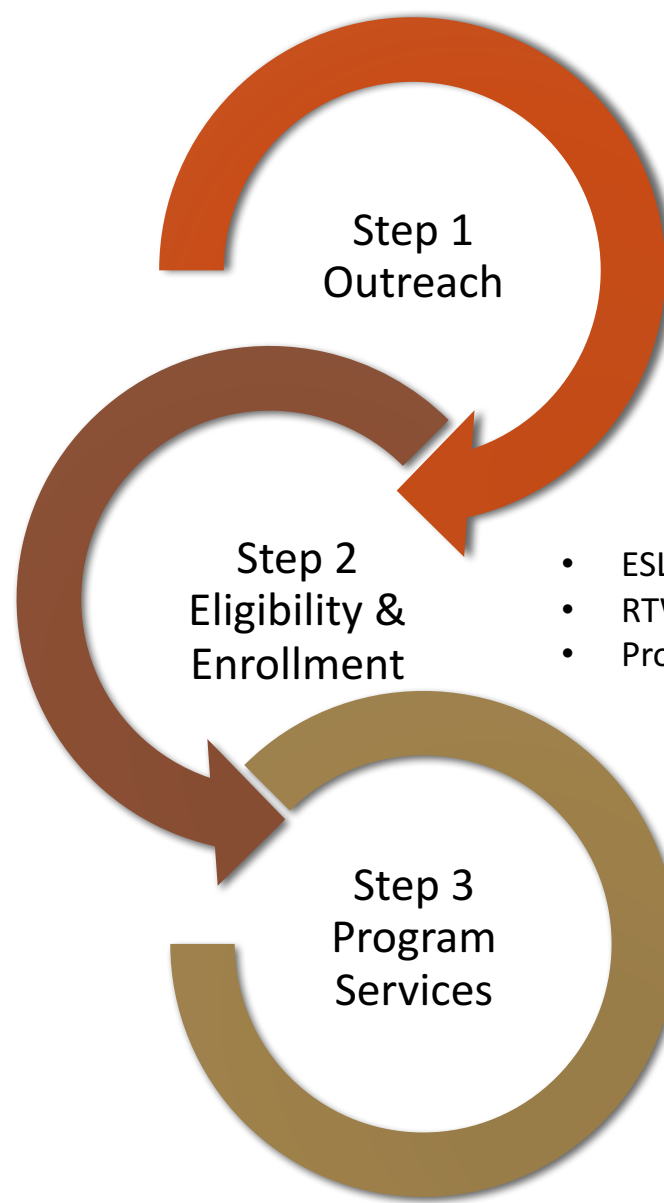


ELL Workforce Navigator Pilot Project

Orange County



Program Flow



Step 1 Outreach

- Referrals to/from Partners/OCAPICA programs
- Referrals to/from ESL programs
- Participation in Garden Grove One-Stop WIOA Orientations
- Religious Centers
- Community Centers, Family Resource Centers, ELAC/DELAC
- Resettlement/Immigration based Organizations
- SSA

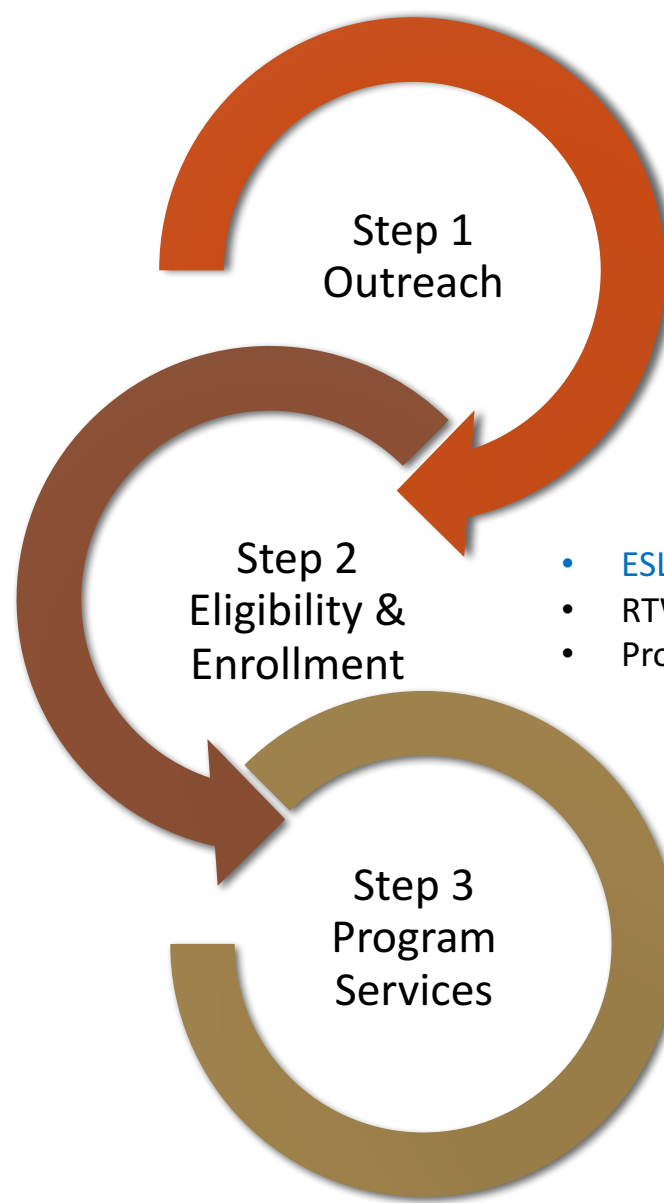
Step 2 Eligibility & Enrollment

- ESL Assessment and/or referral (as part of ESL course)
- RTW Documentation (I-9)
- Program Application, IEP, Barrier Assessment, other program forms

Step 3 Program Services

- Case Management & Career Planning
- Supportive Services
- Vocational Training
- Job Placement
- ESL Courses
- Work Readiness Workshops
- Referrals to additional Services: Legal Assistance, Mental Health & Wellness Programs, Work Experience Programs (if eligible)

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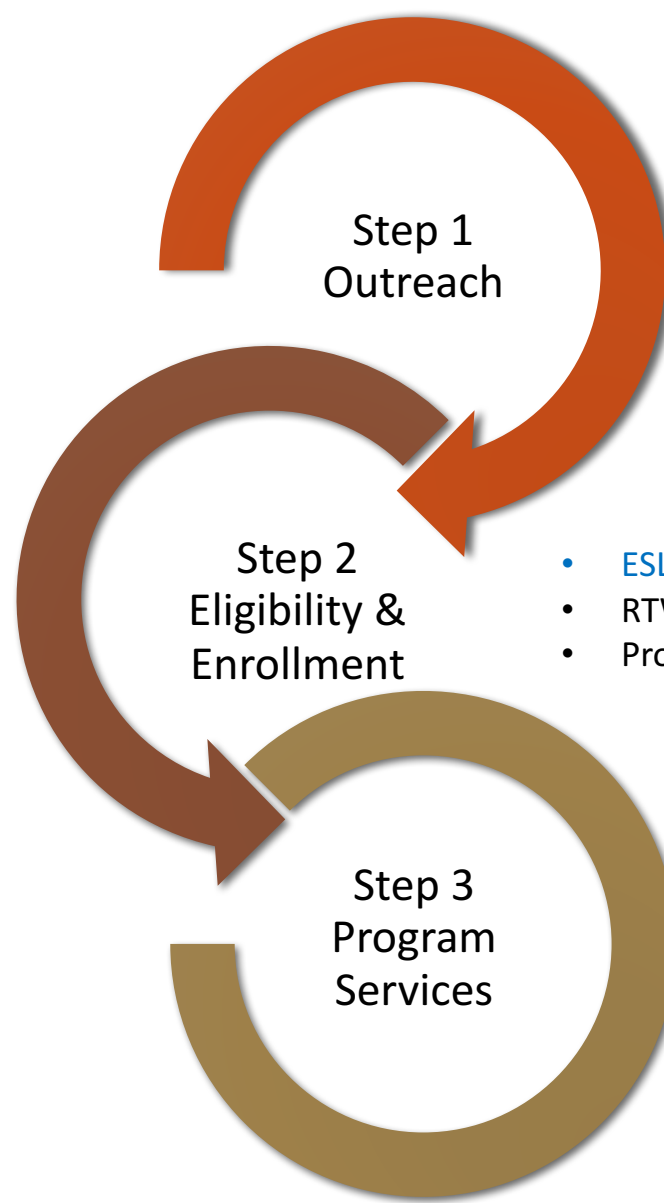
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ELL Navigator ESL Multi-level Course

○ DETAILS:

- Monday thru Thursday mornings, 3-hours each day
 - 12-week term
- 38 Unique Students the First Term
- AEBG-Funded Noncredit Counselor Once a Week

○ CHALLENGES:

- Transportation, SSA-Approval, Multi-Level Course, Work

Activity

Read the customer profile

Discuss how you might serve English learners *today?*

Discuss how you might develop and/or apply a navigator strategy to serve English learners *next term?*

For More Information

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