

CA ELL Navigator Program Overview

Over the 18-month grant term, lead grantees were required to collaborate with community-based organizations and adult education entities (Workforce Innovation and Opportunity Act (WIOA) Title II and California Adult Education Program¹ (CAEP) providers) as key grant partners. The Pilot Program set goals for local pilots to build workforce system capacity in the following areas:

- Enhancing or establishing collaboration with community-based organizations (CBOs) and other partners that can help provide supportive wraparound services for targeted English learner populations, specifically those who are among the hardest to serve.
- Creating stronger collaboration and infrastructure to support co-enrollment in WIOA Title I and Title II programs.
- Initiating systems change that begins to adapt the workforce system and make it more accessible, with no wrong door² access to services for ELL individuals.
- Implementing a navigator model that can help recruit, enroll, and effectively support participants through program completion, serving as a liaison in referring and connecting participants to support services.

Grant funds were awarded to five local area workforce development boards on behalf of a partnership that also included an adult education and community-based service partner. The partnerships represented differences in the organizational structures of lead WDBs, partnership configurations and target populations.

Grantee Partnerships and Populations

Madera and Fresno Counties

Partners: Madera County Workforce Investment Corporation (MCWIC) is a public benefit nonprofit providing administrative and fiscal oversight for county workforce funds and is the America's Job Center of California (AJCC) operator implementing services on behalf of the local WIB. Madera Adult School is co-located at the AJCC. Fresno Regional Workforce Development Board (FRWDB) was a named grant partner and is part of a county structure providing administrative and fiscal oversight for workforce services. State Center Adult Education Consortium (SCAEC) was the named adult education partner.

Customers: The target population was predominantly Hispanic/Latino, with a large population of workers in agricultural and service industries.

Navigators: Navigators were hired by MCWIC and FRWDB and collaborated with SCAEC transition specialists who were co-located at each AJCC at least one day a week.

Orange County

Partners: County of Orange / Orange County Development Board, the lead grantee, oversees the County's workforce development activities, establishes programs to respond to local workforce needs, and operates a network of One-Stop Centers (AJCCs). The Orange County Asian Pacific Islander Community Alliance (OCAPICA), the largest immigrant and ELL social service organization in the county,

¹ Formerly Adult Education Block Grant

² No wrong door access means a universal gateway to services. Customers can seek help for the problem they need to address, rather than a preconceived idea of the programs or services they think that they should receive.

and North Orange Continuing Education (NOCE), a member of the North Orange County Regional Consortium for Adult Education (NOCRC) were named grant partners.

Customers: The pilot program targeted a diverse mix of refugees and immigrants, primarily speakers of Spanish and Asian languages.

Navigators: Navigators were employed by OCAPICA and co-located in the AJCC, as were NOCE staff.

City of Long Beach³

Partners: Pacific Gateway is the Workforce Development Board and AJCC operator and runs programs and services in the city of Long Beach. Named partners included the Long Beach Adult School, Long Beach City College Adult Education Programs, Centro Community Hispanic Association (Centro CHA), and United Cambodian Community (UCC).

Customers: The target populations were Hispanic, Latino and Cambodian communities, with a mix of longer-term and recent arrivals in both communities.

Navigators: Navigators were hired by and located at Centro CHA and UCC.

City and County of Sacramento

Partners: Sacramento Employment and Training Agency (SETA) is a city and county Joint Powers Agency that provides administrative oversight and is responsible for workforce services and a host of other related services, including refugee resettlement grants available through the Office of Refugee Resettlement (ORR). Named grant partners were Sacramento City Unified School District, Elk Grove Unified School District, Folsom Cordova Unified School District, San Juan Unified School District.

Customers: The target population was recently arrived refugees and SIVs.

Navigators: Navigators were hired by each school district and co-located at AJCCs.

City of El Cajon, San Diego County

Partners: The San Diego Workforce Partnership (SDWP), the lead grantee, is the local Workforce Development Board and funds job training programs and business services in San Diego County. It procures providers to run six AJCCs and generates research on regional labor market needs. International Rescue Committee (IRC), Grossmont Adult School, and the local AJCC – East County Career Center were named grant partners. During the grant term, IRC became a Title II adult education provider and the AJCC provider was re-procured and shifted from Grossmont Unified School District to KRA Corporation.

Customers: The project targeted adult immigrants and refugees, many of whom were recent arrivals from Iran and Afghanistan.

Navigators: Navigators were hired by IRC and the AJCC, which is co-located with the adult school.

³ The Pacific Gateway team did not fully implement a navigator model. Due to significant delays in program implementation and missing data, this report does not include customer performance data for this pilot. Named grant partners were interviewed for the evaluation and high-level lessons from the pilot appear on page XX.