



English Language Learner Workforce Navigator Community of Practice

DECEMBER 6, 2017 10:30 AM – 12:00 PM

AGENDA

Meeting Hosts:

Kristina Meza, OCAPICA and **Norman Albances**, Orange County Development Board

- 1. Welcome** **5 minutes**
- 2. CLWDA presentation/discussion - DRAFT Pathway to Services, Referral and Enrollment Guidance** **30 minutes**
- 3. Grantee presentations - Enrollment and Referrals** **25 minutes**
- 4. Open Discussion – Emerging Successes and Challenges** **20 minutes**
- 5. Future Focus** **10 minutes**

Meeting Themes:

Enrollment:

- What is the program flow of services?
- What types of customers are expressing interest, and/or what types of customers are you encouraging to enroll/participate in this pilot?
- Once people are engaged/interested, what helps people decide to enroll?
- How do you determine eligibility for this pilot?

Referrals:

- What assessments are given at enrollment to help identify appropriate referrals?
- How does clients' language proficiency level inform referrals?
- What array of services are currently available through community/referral partners? Where are there gaps, and how do you handle these?
- What tools do you use to manage the referral process and share data?

CLWDA Presentation/Discussion: DRAFT

Pathway to Services, Referral and Enrollment Guidance

Grantee Presentations: Enrollment and Referrals

- Orange County
- San Diego
- Pacific Gateway
- Madera/Fresno
- Sacramento



ELL Workforce Navigator Community of Practice Meeting Orange County



Program Flow



Outreach & Enrollment

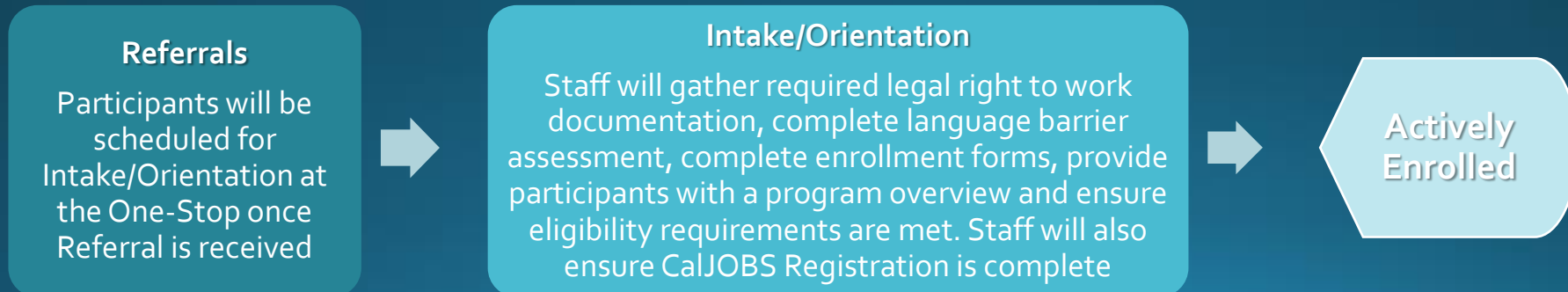


- OCAPICA staff continue to outreach and engage with community partners to provide program orientations & recruitments



- Administered recruitment in Spanish for adults at the Anaheim Independencia Center
- Conducted outreach to the West Coast Islamic Society to join in collaboration to provide weekly recruitment orientations
- Educated EDD staff and community partners on what services are provided for ESL & ELL qualified candidates to encourage referrals for potential enrollees

Enrollment Process:



What helps people to decide to enroll? Who's eligible?

The majority of engaged and interested individuals are:

- Seeking legal services to assist with pending permanent / temporary residency status
- Employment /Job Readiness Assistance
- Vocational Training

Eligibility:

- Individuals who have English language barrier
- Must have valid Right-to-Work Documentation I-9

How we track eligible candidates?

- In house tracking system spreadsheet

ocapica English Language Learner Workforce Navigator Program

**Are you looking for work?
Do you need to learn English?**

Get the job or training you need to fulfill your dreams!

OPEN ENROLLMENT!

Adults 18 years and older with VALID Right-to-Work Documentation

English Classes
Mon—Thurs
1pm-4pm
Evening classes also available!

Orange County One-Stop Center
7077 Orangewood Ave
Suite 200
Garden Grove CA 92841

CALL US:
(714)228-9795

WE CAN HELP!
NOW TAKING ENROLLMENTS FOR THE NEW ENGLISH LANGUAGE LEARNER PROGRAM!
GAIN ACCESS TO:

- VOCATIONAL TRAINING
- ENGLISH CLASSES
- JOB PLACEMENT
- ASSISTANCE WITH TRANSPORTATION
- & MUCH MORE! **ALL FREE**

Orange County One-Stop Center
Linking Business & People
The Orange County One-Stop Center is a proud partner of America's Job Center of California® network.

NOCE
NORTH ORANGE
CALIFORNIA
CONTINUING EDUCATION

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Assessments & Referrals

- ***Individual Initial Assessment***

Identify & measure language barrier using online English skills assessment

Identify employment barriers

Identify education and supportive service needs

<https://www.esl-languages.com/en/study-abroad/online-tests/english-test/index.htm>

- ***Formal Assessment***

NOCE (North Orange County Continuing Education) English Assessment and Performance Evaluations

- ***Referral Process***

Once the assessment process has been completed and barriers have been identified Navigator staff refer participants to appropriate services. “High Demand” services, aside from supportive services, are legal aid (World Relief, Asian Americans Advancing Justice), mental health and wellness (Orange County Healthcare Agency) and Job Search assistance which we offer through our program.

Specialized workshops are currently being developed to further assist with Job Search efforts for the ELL population.

Gaps that we are encountering while piloting the program and Best Practices

Gap:

- ESL Class location and time is not ideal for the population that we need to target.

Solution:

- After researching, we learned that the NOCE provides ESL classes at multiple locations with evening time availabilities. We conducted an outreach call to the NOCE program manager to assist us with implementing an attendance tracking system for other locations other than the Garden Grove One Stop Center.

Gap:

- A cross referral tracking process/system/documents with other community and referral partners.

Solution:

- Creating referral intake process/system/documents , collaborating with community and referral partners to implement referral process with tracking documentation.

ESL & ELL Best Practices

Co-location with the One-Stop has allowed for ease of access to additional services and ease of tracking our referrals.

The International Rescue Committee & East County Career Center

English Language Learner Workforce Navigator Pilot

America's **JobCenter**
*of California*SM

SAN DIEGO
WORKFORCE
PARTNERSHIP[®]



Project Org Chart

America's **JobCenter**
of CaliforniaSM

SAN DIEGO
WORKFORCE
PARTNERSHIP[®]



ECCC

Manager

Jeff Meredith

**Assistant
Manager**

Mary Wilson

ELL Navigator

Hisham Saleh

SDWP

**Program
Manager**

Sara Fox

**Lead Program
Specialist**

Daniella Molina

**Program
Specialist**

Crystal Gunter

IRC

Manager

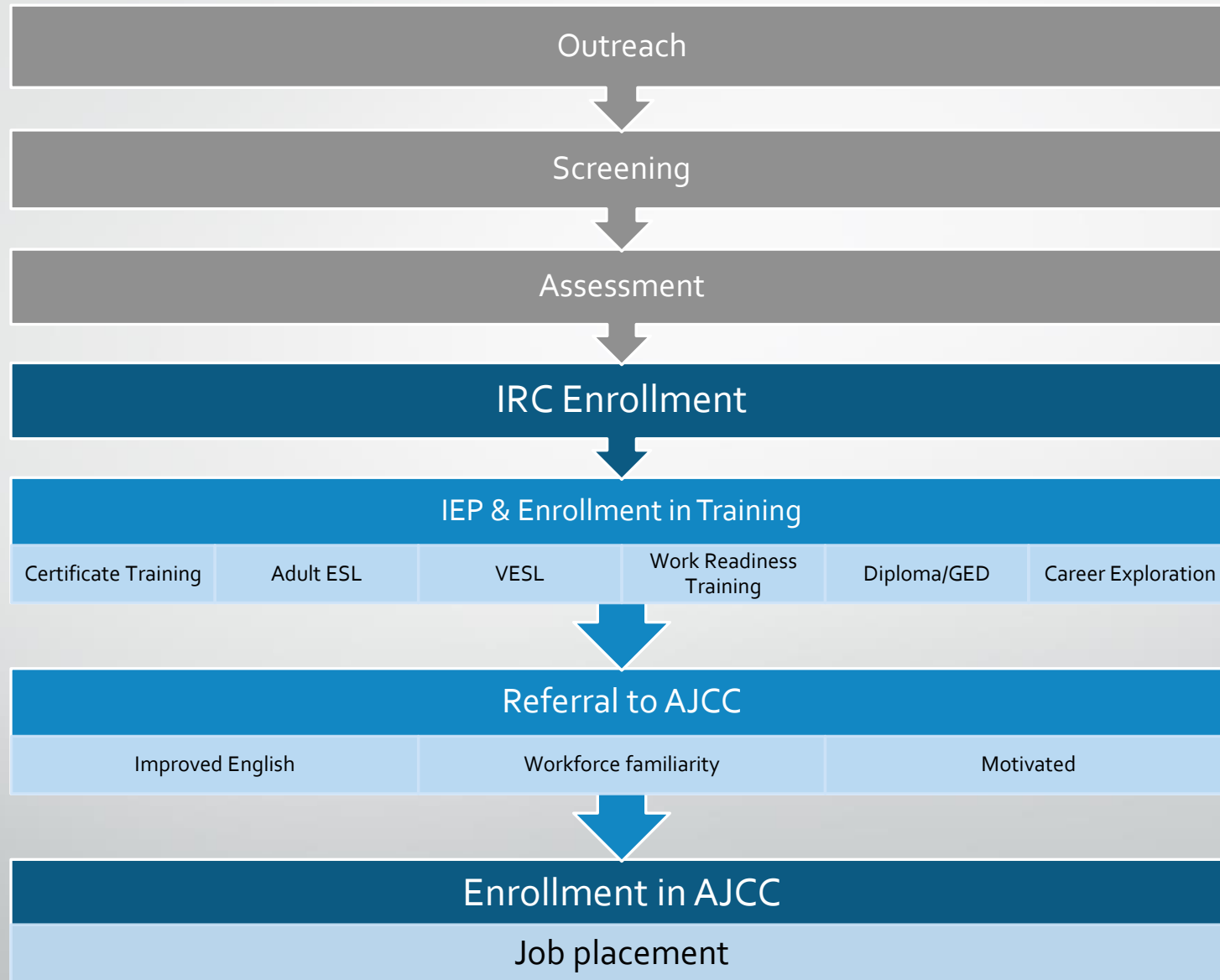
Mitch Johnson

Supervisor

Jessica
Wawrzyniak

ELL Navigator

Program Flow



Enrollment

- Customer demographics/stats
- Motivation/commitment to program
 - Supportive Services
 - Work readiness and employment assistance
 - Financial literacy
 - On-the-Job Training
 - Vocational/Certificate training
 - English language classes
- Program eligibility
 - Assessment (English & Math)
 - Eligibility documents (income, work authorization)
 - Residency

Services & Referrals

- Assessments
 - Customer interview
 - TABE/CASAS
 - Customer intake & IEP (short term/long term goals)
- IRC
 - VESL Plus Program
 - GED/Diploma Services
 - Career Development Bridge Program/Career Coaching
 - Advanced Work Readiness Training
 - Financial Literacy
- Grossmont Adult Ed/ECCC:
 - Advanced level ESL classes
 - Individualized career counseling
 - Career exploration workshops
 - Job placement services

Referral Process

- IRC determines that customer:
 1. Exhibits communicable English
 2. Shows an understanding of American Workforce System
 3. Demonstrates motivation
- Referred to ECCC:
 1. Referral form
 2. Secure file delivery
 3. Enrollment in AJCC

ENROLLMENT:
TYPES OF CUSTOMERS





WHO
AGE
COUNTRY OF ORIGIN
GOAL
MOTIVATION



NAME: SYLVIA CERVANTES

COUNTRY OF ORIGIN: MEXICO & SOUTH AMERICA

AGE: 21

GOAL: GOOD JOB WITH HEALTHCARE BENEFITS; INTERESTED IN GETTING CAREER AS A MEDICAL ASSISTANT

MOTIVATION: I WANT TO MOVE UP THE CAREER LADDER TO BECOME AN RN AND EVENTUALLY BECOME A HOMEOWNER.

NAME: SUESSY SANTOS

COUNTRY OF ORIGIN: PHILIPPINES

AGE: 42

GOAL: IMPROVE MY ENGLISH, AND
COMPLETE A NURSING PROGRAM AND
INTERNSHIP.

MOTIVATION: I WANT TO EARN ENOUGH
MONEY TO PUT MY CHILDREN THROUGH
COLLEGE.





NAME: RATANA SOK

COUNTRY OF ORIGIN: CAMBODIA

AGE: 38

GOAL: IMPROVE HIS ENGLISH SKILLS TO GET A BETTER PAYING JOB IN CONSTRUCTION; HOPING TO BE AN ARCHITECT.

MOTIVATION: I WISH MORE FOR MY FAMILY. I HAVE A WIFE, TWO KIDS UNDER THE AGE OF 5. I WANT TO MOVE INTO A NICE HOME, IN A NICE NEIGHBORHOOD WITH GOOD SCHOOLS.

NAME: FARSHIR FARHAT

COUNTRY OF ORIGIN: IRAN

AGE: 34

**GOAL: LEARN ENGLISH, SO THAT I CAN USE
MY ENGINEERING DEGREE AND EARN
\$45/HR.**

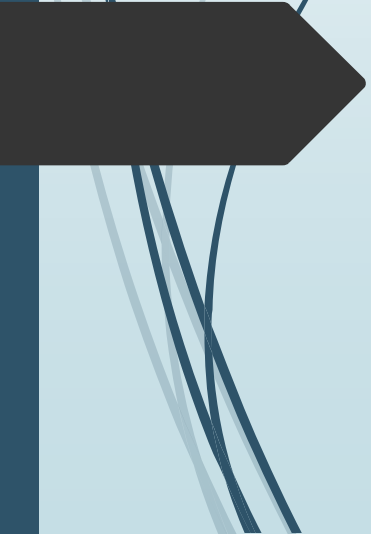
**MOTIVATION: I'VE ALWAYS WANTED TO BE
AN ENGINEER IN THE U.S. I WANT TO BUILD
THE NEXT BIG HIGHRISE IN LONG BEACH.**



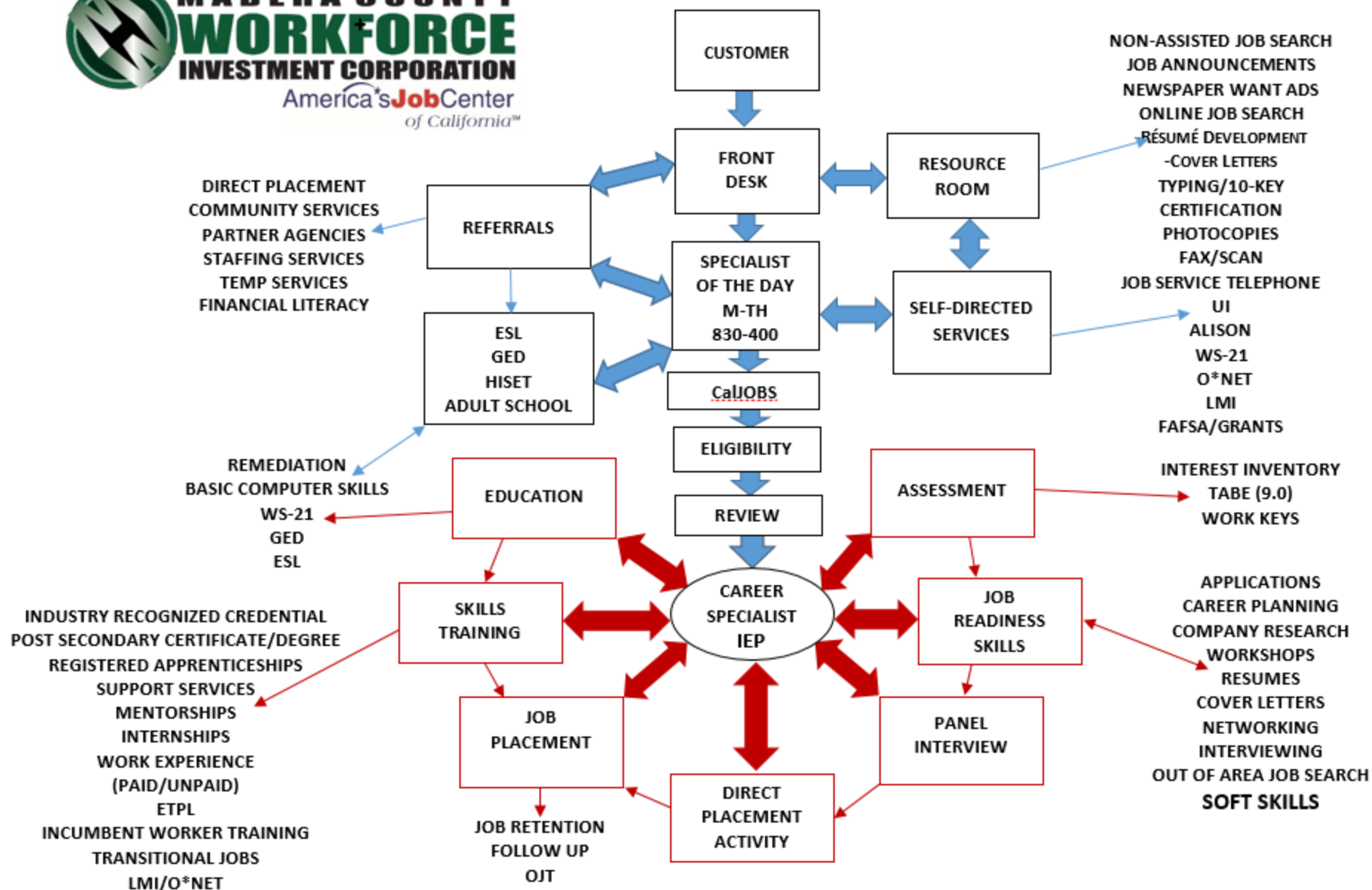
SIGNS OF GOOD HEALTH

- ✓ ELLs ARE THRIVING; HAVE THE SKILLS AND ARE IN GOOD PAYING JOBS
- ✓ ELLs ARE IN STABLE, FINANCIAL HEALTH AND MAKING BENEFICIAL FINANCIAL CHOICES
- ✓ ELLs CAN AFFORD AND HAVE ACCESS TO AFFORDABLE HOUSING FOR THEMSELVES/FAMILY

English Language Learner Project Enrollment & Referrals



Madera County Workforce Investment Corporation
Fresno Regional Workforce Development Board
State Center Adult Education Consortium





Enrollment

The majority of ELL participants are:

- Individuals whose primary language is Spanish
- Madera Adult School Students
- Individuals with less than basic skills or a high school education
- Parents who want to better participate/engage in their child's education (e.g., homework assignments, parent-teacher conferences)

ELL Participants have appreciated:

- The range of services and resources available to them
- Support through program completion
- The alignment and connectivity among Title I and II programs
- Open Entry/ Open Exit HiSET & ESL class
- Our commitment:
 - Single point of contact
 - Prompt service



Referrals

Assessment utilized to identify appropriate referrals:

- MCWIC:
 - TABE
 - Work Keys
- Madera Adult School:
 - CASAS score benchmarks

Strategies that fill gaps & align services:

- Outreach and build collaborations and partnerships with CBOs and nontraditional partners
 - One-on-one meetings
 - Resource mapping
- Use of Transitions Specialists
- Attend community events, conferences, meetings and trainings to network and develop new partnerships.

Mandated
partners



MADERA COUNTY WORKFORCE ASSISTANCE CENTER
CUSTOMER REFERRAL

REFERRAL TO:

Agency Name: Workforce Assistance Center Address: 2037 W Cleveland

Appointment Date: _____ Appointment Time: _____

Agency Staff: _____ Phone #: _____



REFERRAL FROM:

Agency Name: CVOC Referral Date: 9/22/17

Agency Staff: Sandra Leon Alfaro Phone #: 559 662 0100

Comments: Does not qualify for MSFW / DLW program



CUSTOMER INFORMATION:

Name: Miguel Last 4 of SSN: _____

Mailing Address: _____ Date of Birth: 3/29/94

Phone: _____ Email: None



Referral Reason: ELL Program



☒ Please respond with results of referral and any comments to referring agency contact above:



AUTHORIZATION FOR RELEASE OF INFORMATION:

I, Miguel hereby authorize CVOC to
Customer Signature Agency/Organization
discuss and/or release information to assist with my employment/training opportunities.



2037 W. Cleveland Ave. • Madera, CA 93637 • (559) 662-4500 • TTY (559) 674-7497 • FAX (559) 673-1794
Appointment for Chowchilla and Oakhurst, please call (559) 662-4500



We are an equal opportunity employer/program; therefore auxiliary aids and services are available upon request to individuals with disabilities. Please call our office to make arrangements.

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Madera County Workforce Investment Corporation

English Language Learner Referral Tracking Sheet

SCHEDULE	ORIGIN OF REFERRAL			PARTICIPANT INFORMATION			MADERA COUNTY WORKFORCE INVESTMENT CORPORATION				
Date	Agency	Contact Person	Phone Number	Name	Phone Number	Email Address	MCWIC Staff	Initial Contact	Notes	Follow up	Notes
9/15/2017	State Center	Michelle Santesteban	559-593-0993	Maricela Ornelas		N/A	Angelica Murillo-Virgen	10/2/2017	Will visit the center this week		
9/18/2017	State Center	Michelle Santesteban	559-593-0993	Rocio Cardenas		N/A	Angelica Murillo-Virgen	10/2/2017	No work authorization		
9/18/2017	State Center	Michelle Santesteban	559-593-0993	Maria Moreno		N/A	Angelica Murillo-Virgen	10/5/2017	No work authorization		
9/22/2017	CVOC	Sandrea Leon-Alfaro	559-662-0100	Miguel Gonzalez		N/A	Angelica Murillo-Virgen	10/6/2017	No Answer	10/10/2017	No Answer
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Patty Saenz		N/A	Sophia Aguilar	10/17/2017	No Answer	10/19/2017	Will visit the center on 10/24
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Gabriel Salazar-Mayorga		N/A	Sophia Aguilar	10/17/2017	No Work Authorization		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Lupe Escobedo		N/A	Sophia Aguilar	10/17/2017	No Work Authorization		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Claudia Rodriguez		N/A	Sophia Aguilar	10/17/2017	Will Visit the Center		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Kuljeet Nehil		N/A	Sophia Aguilar	10/17/2017	Will Visit the Center		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Mario Garcia		N/A	Sophia Aguilar	10/17/2017	No Answer	11/1/2017	Will visit the center on 10/03
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Paula Santos Cortes		N/A	Sophia Aguilar	10/17/2017	No Answer	11/1/2017	Will visit the center next week
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Enedina Carbajal		N/A	Sophia Aguilar	10/17/2017	Cannot Receive Incoming Calls		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Thorya Alshaif		N/A	Sophia Aguilar	10/17/2017	Will Visit the Center		
10/13/2017	State Center	Michelle Santesteban	559-593-0993	Salvador Trinidad		N/A	Sophia Aguilar	10/17/2017	Interested in OJT. Has his GED		



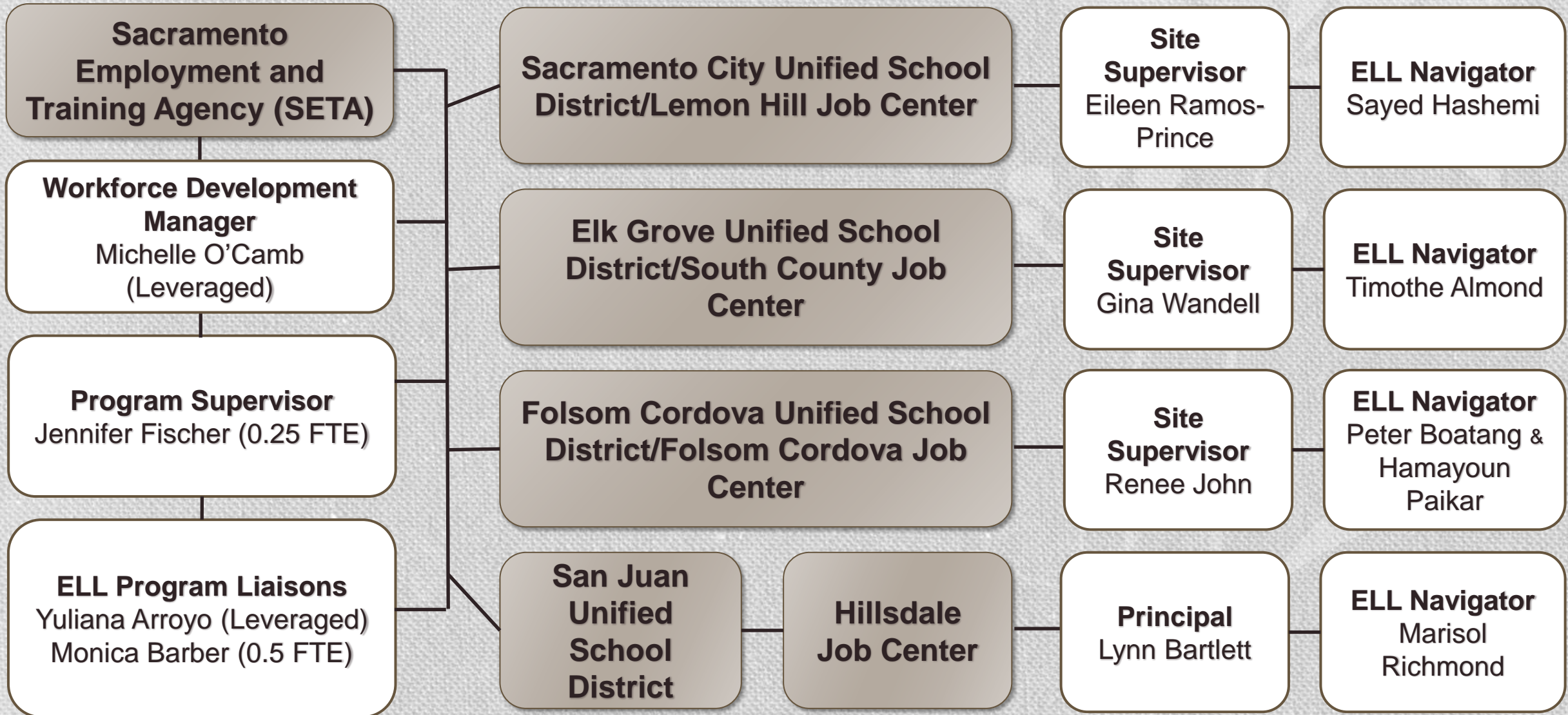
Workforce Development Department **ELL Workforce Navigator Pilot Program**

KEY PILOT COMPONENTS

- **Establishing 4 ELL Workforce Navigators**
- **Targeting refugee and Special Immigrant Visa (SIV) ELLs**
- **Increasing Alignment and Co-enrollment in Title II Adult Education**
- **Integrated Resource Teams (IRTs) and Wrap Around Services**
- **Building or enhancing existing collaborations with the Sacramento Works America's Job Centers of California, County of Sacramento—DHA, Refugee Resettlement Agencies, Refugee Employment Service Providers, and other Community Based Organizations (CBOs)**
- **Integrated Education and Training (IET) opportunities promoting accelerated success**

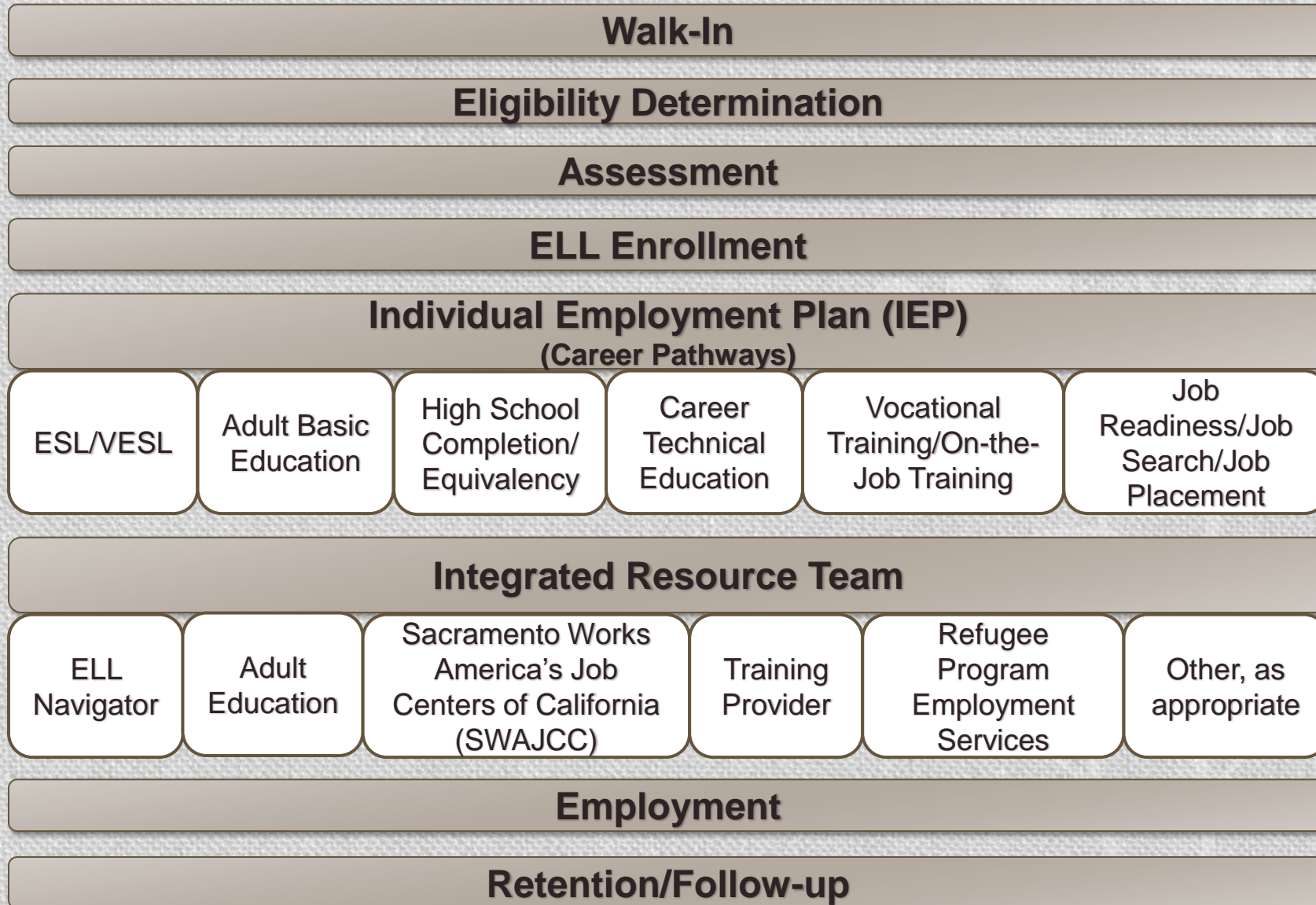


Program Org Chart





Program Flow Chart



REFERRALS

- **Navigator recruitment**
- **Sacramento Works Job Centers**
- **DHA, Refugee Resettlement Agencies, Refugee Employment Service Providers, and other Community Based Organizations (CBOs)**

ELIGIBILITY

- **WIOA Adult/DW eligibility rules apply**
 - **Right to Work**
 - **Proof of Age**
 - **Selective Service Registration**
- **English is not primary language**
 - **Priority to:**
 - **Limited English Proficient (LEP)**
 - **Basic skills deficient**
 - **Lacking high school diploma**
 - **Lacking sufficient work history**
 - **Special Immigrant Visa (SIV) holders and Refugees**
- **Service structure for Individuals lacking right to work documents**

ENROLLMENT AND ASSESSMENT

First Step: CalJOBS registration

At a Minimum:

- Language Proficiency
- Basic Skills Proficiency
- Education Levels
- Work Experience/History

Useful Tools:

- CASAS Conversion Chart
- Client “Life Domain Tool”

Development of Individual Employment Plan (IEP)

- Short, Mid, and Long-term Goals

Development of IRT

SUPPORTIVE SERVICES

- Needs assessment and documentation of need required
- May requires co-enrollment in WIOA Adult (201) or DW (501) depending on level of support needed
- CalWORKs ELLs
- GED and HiSET test fees
- Credential and Degree Translation
- Immigration Services

MISCELLANEOUS

- **ELL Pilot Liaisons**
- **SETA Monitor**
- **Quarterly Focus Group Meetings – to include partners**
- **Quarterly Refugee Forum Meetings**
- **Cross Training with Partner Agencies**
- **Development of Partner Directory**
- **Technical Assistance**
- **Sharing Tools and Best Practices**

PILOT GOALS

- **Conduct outreach in a culturally and linguistically relevant manner to target populations**
- **Increase enrollment of ELL individuals into workforce programs (primarily WIOA Title I and II)**
- **Leverage local partnerships to build a network to provide wrap-around services**
- **Increase partnership/collaboration with CBOs**
- **Increase number of ELLs obtaining HS Diploma or equivalent**
- **Increase number of ELLs entering training and obtaining industry recognized credentials**
- **Improve overall labor market outcomes for ELLs**
- **Test/measure the impact of the navigator structure**

MISCELLANEOUS

- Referrals
- Target Pilot Populations
- Eligibility and Priority Enrollments
- Life Domain Assessments and Other Assessments
- Supportive Services
- Tracking and Reporting
- Cross Training with Partner Agencies
- Sharing Tools and Promising/Best Practices
- Where we are now...

Open Discussion: Emerging Successes and Challenges

Future Focus

Takeaways & Feedback – Use Chat

Action Items – Follow-up on Today's Meeting

Up Next – Site Visit Summary, January Convening