



Implementing Workforce Navigator Programs

IMPROVING SYSTEMS ALIGNMENT AND SERVICES FOR ENGLISH LEARNERS, IMMIGRANTS AND REFUGEES

MEETING OF THE MINDS IN MONTEREY

SEPTEMBER 5, 2017

Overview: What

\$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: Design Strategies

Workforce Development Board of Madera County

- Integrated Resource Team Model
- State Center Adult Education Consortium partnership

Pacific Gateway Workforce Innovation Network

- Customer-centered design
- Connecting multiple agencies

Madera: Workforce Navigator Model

- Serve as a liaison in referring and connecting participants to supportive and wrap around services.
- Conducts an assessment of program participant's needs. Recruit, enroll, and effectively support participants through program completion.
 - ELL Flyer
 - Initial Interview Questionnaire
 - ELL Project Survey
- Stakeholder orientations and resource mapping
- ELL Resource Directory

Madera: Integrated Resource Team (IRT)

- Developed out of the Disability Program Navigator (DPN, 2003) Initiative and further implemented in the Disability Employment Initiative (DEI, 2010-present).
- Addressed the disconnect within and outside of the workforce system that prevented job seekers with multiple challenges from accessing the array of available services/supports.
- Minimized ‘bouncing’ job seekers with complex resource needs from agency to agency and increased effective coordination and communication across agencies and programs to ensure access to intensive services and outcomes.

Madera: What is an IRT?

An IRT offers a tangible model for providing wrap around services based on the individual needs of the job seeker without the need for formal agreements. However, it can be scaled up to inform and develop formalized agreements.

- The jobseeker is responsible for identifying his/her role on an IRT and is the 'driver' in reaching his/her employment goal.
- The IRT brings together a team of diversified service providers, including community and partner agencies and Job Center programs, who work together with the individual job seeker to strategize how services can be coordinated to reach and maintain an employment goal.
- This "team" approach can promote greater systems collaboration; increasing cross-agency education and accountability. The IRT approach can also increase co-enrollments and shared case management, resulting in leveraging and braiding of funds.

Madera: State Center Adult Ed Consort.

- Madera and Fresno counties identified as part of the State Center Adult Education Consortium (SCAEC)
- SCAEC has existing contracts for education with the Adult Schools and community colleges within the State Center Community College District boundaries.
- SCAEC has an established ESL sub-committee that has been working to create a system to transition adult students into the community college.
- 3 Transitions Specialists hired to assist Fresno & Madera navigators in identifying goals and promoting career pathways to successfully transition to post-secondary education, training, and/or employment.

Madera: State Center Adult Ed Consort.

- The Navigator and Transitions Specialist will work closely together to recruit, enroll, and provide resources for ELLs in citizenship, ESL, ABE, HiSET and workforce preparation.
- Welcoming America Week, September 15-24, 2017
 - Basic immigrant training for AJCC staff by Central Valley Immigration Integration Collaborative (CVIIC)
 - Resource Fairs
 - Class Presentations
 - ELL displays

Pacific Gateway

The System

Pacific Gateway
(WDB)

LB School for
Adults

Long Beach City
College



ELLs and their Advocates

United Cambodian
Community (UCC)

Career Transition
Center (AJCC)

Centro CHA

Others

Pacific Gateway: Strategy

1. Define the customer
2. Define the Optimal State
3. Identify Problem Statements (Pain Points)
4. Propose Solutions
5. Bless and Launch – SEPTEMBER 2017
6. Study and Measure – OCTOBER thru JANUARY 2018
7. Iterate – FEBRUARY & MARCH 2018
8. Keep the Good, Sustain into the future – SEPTEMBER 2018 +



RATANA SOK

34 years old

Came from Cambodia
3 years ago

have
Young families

Contact with
NGOs

GOAL

sponsored by
families
have Network

his E

get

...er paying job in
construction, he wants to be
an architect

educated

itect

MOTIVATION: "I wish more for my family. I have a wife, 2 kids, 1 boy, 1 girl. Under the age of 5. I want to move into a nice home in a nice neighborhood with good schools."

Agenda

- I Grant Update + Roles
- II "2 bikes and a Wish"
- III Who - personas
- IV Grant/Program Calendar ("Chunks")
- V Interventions (Part 1)



RATANA SOK

34 years old

Came from Cambodia
3 years ago

Signs of good health

ELL-serving orgs are engaged in WDB meetings + initiatives

ELLs would all know where to go for services.

ELLs are/feel empowered to seek out services

ELLs have skills, are in good jobs (across)
THRIVING

ELLs see all of what's available to them no matter where they go.

Highschool/HiSet equivalency rate is trending up ↗

Unemployment for ELLs is equal or better to overall.

% of ELLs in public local hire jobs ~~goes~~ is up.

% of ELLs enrolled in WIOA is reflective of population

Poverty rate and school lunch (Title I) is trending down

Leaders of ELL-serving orgs are known to each other and to the WDB by first name.

ELL-serving orgs are in stable, financial health

ELLs are making good, healthy choices ~~in~~ finances, health, etc.

ELLs can afford ^{access} quality housing for themselves/family

“ELLs are able to see what is available to them no matter where they go.”

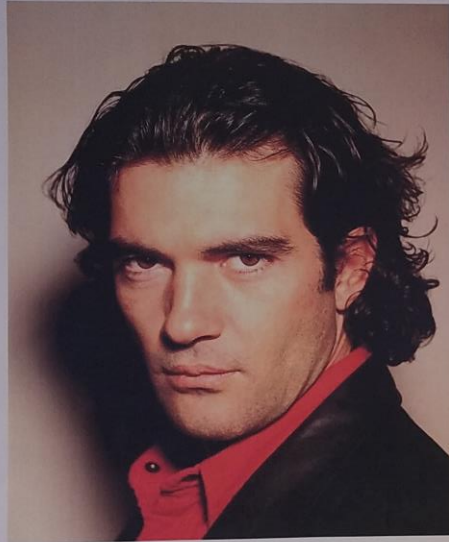
“Leaders of ELL-serving orgs are known to each other and the the WDB by first name.”

“ELL-serving orgs are in stable, financial health.”

“Unemployment rate among ELLs is equal or lower than that of non-ELL residents.”

“Percentage of ELLS enrolled in WIOA is reflective of the overall population.”

2
Likes



1
Wish

For More Information

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