



## **English Language Learner Workforce Navigator Pilot Program Technical Assistance, Community of Practice and Evaluation Supports**

### **Approach**

In collaboration with the Labor and Workforce Development Agency, California Workforce Development Board, Employment Development Department, California Department of Education, the California Community Colleges Chancellor's Office, and the five pilot grantees, NOVA and ALLIES will design and provide convening, information and evaluation resources focused on the desired end results of the EL Navigator pilot project - to help grantees and the field learn more about:

- The language, cultural, health, economic and social needs of customers in targeted populations
- How to effectively serve ELLs to meet these needs and improve their education, training and employment options
- How to build workforce delivery partnerships and infrastructure that improves integration/coordination of services.

Grantees are in a unique position to advance understanding of practices that can help address and eliminate cultural, language and other barriers limiting immigrants' access and opportunities to complete job training programs. Sharing grantees' lessons from this Pilot is of paramount importance to statewide efforts toward aligning significant improvements in California's workforce delivery system. ALLIES' approach will build on grantees' strengths, interests and needs, and place them at the center of a peer facilitated, collaborative community of practice (CoP). The CoP will broker evidence and information resources to help inform grantees' next steps as they implement specific pilot objectives. ALLIES will ensure the support we offer responds to both State and grantee objectives by relying on:

- Research on best practices
- Feedback gathered through convenings, site visits, and a community of practice
- Grantees' performance metrics, and
- Program evaluation data.

ALLIES will support and engage with grantees in a process of peer learning, and connect grantees to resources that can help improve their practices and programs through in-person and virtual convenings, developing and reviewing performance metrics, and applying developmental, formative and summative evaluation methods.

### **In-Person and Virtual Convening**

ALLIES will collaborate with State partners and grantees to plan and coordinate in-person convenings and virtual TA to support grantee success.

### **Full-Pilot Convenings**

Day-long in-person meetings will be scheduled to provide grantees opportunities to connect with one another and experts in the field on topics critical to successful grant implementation.

- *Convening 1, July 2017*: This agenda will be structured to help grantees launch their pilots
- *Convening 2, January 2018*: Grantees will assess mid-term progress and plan refinements
- *Convening 3, November 2018*: Grantees will share and refine plans to sustain navigator functions after the grant period ends



### Site Visits

Members of the ALLIES team will meet with grantees on-site, to drill deeper into program implementation questions and challenges. ALLIES will work with grantees to develop the agenda, with a view toward facilitating working sessions that produce resources and result in action steps that can help advance grantees' objectives. Site visits will also coordinate data development, performance measurement and evaluation efforts, to help grantees and ALLIES gather information that can be used to understand participant experiences and outcomes related to the navigator pilot program.

- Site visits are tentatively planned for the fall of 2017 and spring/summer 2018

### Virtual Meetings and Supports

The ALLIES team will support grantees through three virtual TA strategies: brokering information, monthly calls, and a community of practice.

- ALLIES will facilitate a **quarterly Community of Practice**, the cornerstone of virtual TA activities. The Community of Practice will promote peer learning and address common interests, shared challenges and exciting breakthroughs as grantees and their partners work with customers.
  - The first CoP meeting is tentatively scheduled for September 2017
- ALLIES will help vet and broker information, coordinating with State partners and relevant initiatives to ensure grantees are aware of webinars and learning opportunities offered by local, state or federal agencies. In addition, ALLIES will maintain a website where pilots can access research and other information resources.
- ALLIES will also host monthly "office hours" – an unstructured, open conference call where grantees are welcome to touch base and raise questions.

### **Performance Metrics**

ALLIES will partner with the State and grantees to establish and refine a set of performance metrics that draw on existing administrative data and capture qualitative data related to the most critical element of the pilots: **the role and function of the EL Navigator**. Performance Metrics will:

- Focus on success/change related to the EL Navigator position
- Reflect and respond to the design of grantee pilot programs and interventions
- Support grantee efforts to bridge two databases (CalJOBS and Adult Ed): once this task is accomplished, solutions can be shared as best practices statewide
- Explore the possibility of data collection from CBOs; for example, to capture referrals to services
- Include qualitative and quantitative data gathered through a standard report template

### **Program Evaluation**

ALLIES will work with grantees on rapid-turnaround data-collection strategies that can be quickly analyzed and translated into useful learning tools. We will focus on ways in which partners' efforts are aligned and working to remove systemic barriers limiting English learners' ability to access, persist in and complete services, and participate in programs aligned with career pathways leading to jobs in demand. ALLIES' evaluation activities may include:

1. Reviewing program documents, protocols, and other materials
2. Conducting interviews and discussions with project leaders (including CBOs and navigators) and, where applicable, state leaders and other stakeholders
3. Capturing voices of participants in the pilot, staff in the organizations, or other key informants
4. Conducting a time-limited "snapshot" of participant outcomes, such as skills and learning gains