

The San Diego ELL Workforce Navigator Project

Purpose:

The San Diego ELL Workforce Navigator Project is an initiative that strategically deepens promising partnerships between Title I providers, Title II providers, and immigrant-serving CBOs under the leadership of the San Diego Workforce Partnership (SDWP). The project is designed to better connect with, serve, and support ELL adults who need additional skills, training, and assistance to secure and retain living wage jobs in growing industries. It leverages experienced providers that have strong track records in serving the ELL population with workforce services and seeks to pilot, evaluate, and systematize a model that works across the region.

Challenges:

ELL adults are less likely to walk into an AJCC, staying instead within the structure of Title II or CBO providers. And even when they do, they struggle to access and persist in services, in part because they require a more intensive level of support and preparation to be successful navigating the AJCC and in part because AJCC's need stronger connections to the community of providers that can offer culturally and linguistically-accessible supportive services.

IRC Resources (CBO):

IRC will be able to leverage a continuum of supportive programming including the following:

- Access to funding for short-term work supports including transportation subsidies and funds for work clothes.
- In-house, bilingual vocational ESL program ("VESL Plus") with integrated, one-on-one employment counseling that prepares ELL adults for entry-level employment in 8-12 weeks; a key referral option for those adults that are not yet ready for engagement with AJCC services but need support in finding work quickly
- Access to sector-specific "bridge" programs in healthcare, telecommunications, hospitality, culinary arts, and building trades that offer short-term, contextualized learning to support language and basic skill development so that an ELL adult can effectively participate in advanced vocational training, either in a post-secondary educational institution or at an employer site.
- Financial education and coaching.
- Screening and enrollment in public benefits, including enrollment in Fresh Fund to double participants SNAP benefits when they purchase food at Farmer's Markets
- Access to financial products that support self-sufficiency and economic stability (includes interest-free credit-building loans, low-interest auto loans, and low-interest emergency loans); auto loans for working adults are particularly critical in San Diego County, with a limited transportation system and employers clustered in regions that are often 20+ miles from where many ELL adults live.
- Free tax preparation services, critical for capturing Earned Income Tax Credit and other tax benefits for working families.
- Bureau of Immigration Affairs (BIA) accredited immigration legal services including assistance with work authorization renewals, citizenship, DACA, and more than 30 other forms of immigration relief.

- Referrals to accredited, culturally appropriate childcare, including referrals to the more than 100 immigrant-owned childcare businesses that IRC small business development team has helped to support.
- Health and Wellness programming, including in-language wellness groups serving ELL adults

IRC will hire:

ELL Workforce Preparation Coordinator and role will include:

- Outreach to the community, including in-reach to the 8,000+ ELL accessing services at IRC and the 3,500 students in GUHSD Title II classes;
- In-language pre-AJCC case management to prepare the ELL adult for the AJCC experience;
- Supporting the client in gathering requisite documents such as work authorizations, transcripts, test scores, diplomas, certificates, and short-term training funds;
- Screening for and enrollment in Title I services;
- Assessing and connecting the client to supportive services; and
- Job placement assistance.

Grossmont/KRA/IRC Resources (Title I & Title II):

Grossmont Unified High School District (GUHSD) provides adult education services to Title II clients through Grossmont Adult Education. This grant will allow SDWP and its partners more effectively connect the Title 1 and Title II WIOA services that GUHSD providers. IRC also serves as as Title II Adult Education provider.

Beginning July 1, 2018 - KRA will assume the role of Title I Ault Services for the East Region of San Diego County and the ELL Program.

GUHSD/KRA (AJCC) will hire:

AJCC-based ELL Workforce Specialist position and role will include:

- High-touch navigation support to ensure is able to access needed AJCC services;
- Focus on connecting ELL adults to training resources including training funds; coordination with IRC Workforce Preparation Coordinator to ensure that supportive services continue to meet the needs of the client; and
- Job placement assistance.

Role of Adult Education:

- Connect Title I and Title II WIOA services
- Data that can be pulled
 - First language - date of arrival;
 - Language placement and assessment score;
 - Resettlement agency; and
 - Anything tracked through CASAS/WIOA

Project Criteria

Partipant Referrals will come from:

- IRC
- Title II – Adult Education

- Other community partners

Types of referrals:

- Tier 1 (40%)
 - ELL and ABE score around 225
 - Minimal ESL classes
 - Work Ready
- Tier 2 (40%)
 - ELL and ABE score around 210
 - Short term ESL classes
 - Short term work ready classes
- Tier 3 (20%)
 - ELL and ABE score around 200
 - Longer term ESL classes
 - More intensive work ready classes

Eligibility:

- English Language Learners
 - 18 years of age and older; and
 - Adults who are unable to communicate fluently or learn effectively in English, who often come from non-English-speaking homes and backgrounds, and who typically require specialized or modified instruction in both the English language and in their academic courses.
- Immigrant Workers
 - 18 years of age and older; and
 - An alien admitted to the United States as a lawful permanent resident; or
 - A Refugee.
- No current participants enrolled in Title 1 services

Cohort Model:

- Individual enrollments
- Cohort in training programs depending on need and availability

Project Flow

The outreach (to both existing Title II participants and non-participating adults), in-language case management to help the ELL adult understand Title I services, preparation of needed documents and enrollment of the client in Title I services happens with the community-based IRC staff. At the time of enrollment in Title I services, the IRC ELL Workforce Preparation Coordinator connects with the AJCC ELL Workforce Specialist in a team meeting that allows for a supportive transition to AJCC services. The AJCC staff member then takes the lead in helping the client access AJCC services and training resources in particular, while continuing to coordinate with the IRC staff member on supportive services.

Step 1: IRC will conduct outreach, orientation, and assist participants with gathering appropriate documents for eligibility.

Step 2: Test using CASAS/TABE test through Grossmont/KRA

Step 3: IRC will conduct eligibility and enroll the participants into ELL.

Step 4: IRC will provide the following services

- Develop an IEP: [Activity Code 205](#)
- ESL Classes (Adult Education/IRC): [Activity Code 222](#)
- Support Services: [All available activity codes](#)
- Work Readiness Workshop: [Activity Code 105](#)
- Job Placement Support: [Activity Code 125](#)

Step 5: Once participant is “work ready”, IRC will refer to AJCC – Workforce Specialist

- Referral: [Activity Code 203](#)
- File is transferred.
- [To begin referral process, IRC will need to open activity code 203 and add a case note indicating referral. Then, East County will close activity code 203 and add another case note indicating they’ve processed referral and obtained paper file from IRC.](#)

Step 6: AJCC will co-enroll (1st WIOA adult services entered into CalJOBS)

- [Review IEP: Activity Code 205](#)

Step 7: AJCC will provide the following services

- AJCC Navigation Support
- Resume Support
- Training Resources
- Supportive Services
- Job Placement Support with assistance from IRC

Step 8: Closure/Follow-Up

- Job Placement
- Credential Attainment if enrolled in a training program
- Measurable Skills Gain