

Centro CHA: English Language Learners Flow Chart

SUMMARY	
<p><i>The main purpose of this flow chart is to explain the steps that the case manager in charge of ELL program at Centro CHA takes to best serve the ELL Clients. These steps explain the process from the moment client walks-in to, to the services they are provided with, and follow-up</i></p>	
1.0 English Language Learners Program Objectives	
	<p>1.1 To provide English Language Learners with job training opportunities so they can acquire better jobs</p> <p>1.2 To educate English Language Learners about supportive services that Centro CHA and partner organizations have to offer.</p>
2.0 Sign-In Sheets	
	<p>2.1 When a client comes in, they should sign in on the "ELL Walk-ins" sign in sheet.</p> <p>2.2 Client should be provided with the Centro CHA Organization intake and Centro CHA ELL Intake.</p> <p>2.3 Copies of ID, Social Security card, and residency (if client is a resident) should be made.</p>
3.0 Case Management with Participant	
	<p>3.1 When case manager sees client, he/she should review ELL intake and organizational intake.</p> <p>3.2 After case manager reviews organization intake. He/she should provide the organizational intake and copies of client's documents to the front desk staff. Front desk staff needs that information for tracking purposes.</p> <p>3.3 Case manager should explain to client what the forms he/she is about to complete entail. Also, it is important to let client know what services, and or trainings are available or will be available for the client to participate.</p> <p>3.4 Case manager should go ahead and fill out Initial Assessment/Initial Suitability form with client. This form asks questions regarding job interest, jobs from the past, programs and benefits the client is part of or is receiving. It also asks about education, skills, and barriers client has to overcome</p> <p>3.5 If Case manager sees that client is a good candidate for the program meaning that: client has permission to work, is 18 years of age or older, is actively trying to look for a job then case manager should provide the next forms to client to fill out.</p> <p>3.6 Client should fill out Pacific Gateways eligibility form. Use BLUE ink.</p> <p>3.7 Client should sign Pacific Gateway's "equal opportunity is the law" packet. Last two copies of packet belong to client.</p> <p>3.8 Client should state "I am an English Language Learner. The language spoken at home is Spanish/Or other language" on the WIOA Customer Statement form. Then client needs to sign the form.</p> <p>3.9 After reviewing filled out forms with client, case manager needs to write case notes. Pacific Gateway's case notes sheet is just a checklist of what case manager went over on the first appointment with client. Case Manager needs to make sure to write more detailed notes about the client on the client's file.</p> <p>3.10 After the case manager has reviewed the above forms with client, then client should be asked about following steps he/she will like to take. If client is interested in trainings or paid work experience through Centro CHA then he/she should be put in the interest list and be informed of training dates and times. If they want to get a job right away, they should be referred to Maritza or Salvador at Pacific Gateway so they can get them started on job search.</p>
4.0 Data Entry	
	<p>4.1 After meeting with client, case manager should input client's information on database. The steps are: Log in into Dropbox, go to Immigration Integration Folder, then open "2018 ELL Database." Assign the client a case number and then input the information that is required from the forms.</p> <p>4.2 After inputting data in the ELL Database, a folder with client's name and assigned case number should be created and be saved on the "ELL Client Case Notes" folder.</p> <p>4.3 A case notes template should be placed on the client's folder. Then case notes should be typed and tracked online.</p> <p>4.4 Case manager should review client's file one more time. Once case manager is sure no information is missing then Pacific Gateways forms should be scanned to Maritza at Pacific Gateway unless she states otherwise. It might be the case that she might want to come to office to personally pick up forms.</p> <p>4.5 Everytime client contacts case manager or has an appointment at the office to bring missing documents, case manager should type notes on client's folder in Dropbox. This way case manager will know exactly where clients stands with his/her case.</p>
5.0 Trainings	
	<p>5.1 The day a training starts, as soon as participants/clients arrive at the office they should sign in in the "ELL walk- in" sign in sheet.</p> <p>5.2 When they come into the classroom where the training is going to take place, they should sign in on the WIOA timesheet. This particular timesheet will be giving to Adriana later so she can use it as proof and clients can get paid for the time they have spent doing the training.</p> <p>5.3 Before clients start with training class, they should be reminded of Centro CHA's rules and expectations of the class.</p> <p>5.4 Case manager should not leave the class unattended while the students are doing activities or using the computers.</p> <p>5.5 Case manager needs to make sure that when clients are done with training at the end of the day, they should sign out on the WIOA timesheet.</p> <p>5.6 Finance (Adriana) should be notified of start and end dates of trainings. Clients need to fill out and sign W-2 forms in order to get paid for the trainings.</p> <p>5.7 Case manager needs to make sure that client's file is up to date. This means case notes should be typed and tracked online.</p>
6.0 WEX (Paid Experience)	
	<p>6.1 Case manager needs to make sure that clients have work experience job placements if they decide that they want to get paid after finishing a training/certification. For example, for this pilot program, we decided to provide clients with the food handlers certification so later on they could get a paid internship at Chef Tech (Culinary Arts School) or a family restaurant.</p> <p>6.2 Chef Tech and the two other Restaurants (Cannadian Pizza and Grill & Long Beach Pizza Co) signed a contract with Centro CHA. This contract explains the agreement between Centro CHA and the culinary school/restaurants so interns could get the best experience in their placements.</p> <p>6.3 Clients should also signed the WEX Agreement so they understand wba their responsibilities and behaviors should be at work</p> <p>6.4 Case manager should maintain communication with the clients as well with the supervisors of the places where clients are doing their internships. This ensures that concerns and questions are being propely addressed on time.</p> <p>6.5 Clients should be taught how to properly fill out their timesheets. They should be reminded of the deadline to bring their timesheets so they get paid on time.</p> <p>6.6 Clients should be educated on when to take their lunch brakes and how to address issues at their internship placements.</p>