



# Connecting Refugees to Workforce Development Opportunities

Promising Partnerships and the New Workforce Innovation and Opportunity Act (WIOA)

November 4, 2015

Connecting Refugees to Workforce Development Opportunities, *an Office of Refugee Resettlement technical assistance initiative supported by ICF International*

# Agenda



- Introductions
- WIOA Overview
- Speaker's Presentations
- Q&A

# Learning Objectives



- Understand the new Workforce Innovation and Opportunity Act (WIOA) and how it can enhance refugee services
- Understand the new performance metrics and common areas of service under WIOA
- Apply lessons learned about coordination and partnerships under WIOA from a local example of refugee services

# Today's Speakers



- Ed Trumbull, Principal, ICF International (Moderator)
- Jennifer Kemp, Unit Chief, Employment and Training Administration, U.S. Department of Labor
- Dr. Erica Bouris, Deputy Director, Programs, International Rescue Committee, San Diego
- Kathy Tran, Policy and Advocacy Assistant Director for Skills and Workforce Development, National Immigration Forum

# Asking Questions



The screenshot shows a web browser window titled "Microsoft Office Live Meeting - livemeeting.com - NHMRC July Webinar Practice Session". The browser's address bar shows "Attendees (1) Voice & Video Q&A Meeting". The main content area has a large text box with the placeholder text "Type your question here." and a small "Ask" button to its right. Below the text box, it says "No questions have been answered yet." Three numbered instructions are overlaid on the screenshot with arrows pointing to the corresponding elements:

- 1. Click on the word "Q&A"** (Yellow box, arrow points to the "Q&A" tab in the browser's navigation bar)
- 2. Type your question in the top box** (Orange box, arrow points to the text input area)
- 3. Click on the word "Ask" to submit your question** (Green box, arrow points to the "Ask" button)

# WIOA Overview



- Workforce Innovation & Opportunity Act (WIOA)
  - Title I: Adult, Dislocated Worker & Youth (DOL)
  - Title II: Adult Education & Family Literacy (DOE)
  - Title III: Employment Services (Wagner-Peyser) (DOL)
  - Title IV: Vocational Rehabilitation (DOE)
- Signed into law in July 2014
- Funding began July 1, 2015
- Final federal rules due January 2016
- State plans due to DOL in March 2015
- Implementation & performance measures start July 1, 2015

# Changes from WIA to WIOA



- Strengthens alignment between LMI and economic development
- Emphasizes implementing industry partnerships & career pathway strategies
- All performance measures, across all funded titles, will eventually align to jobs and sustainable income
- Sets higher employment expectations for individuals with disabilities
- Targets individuals with barriers to employment with attention to out-of-school youth, focuses services & support to be successful
- Eliminates the sequence of service and merges core & intensive activities
- Increases the ability to use OJT, customized training, and incumbent worker training
- Incorporates pay for performance contracting

# WIOA Themes



- Job-Driven Investment
- Career Pathways
- Sector Partnerships
- Cross-Program Data and Measurement

# WIOA Highlights



- Strengthens the governing bodies that establish state, regional and local workforce investment priorities
- Aligns federal investments to support job seekers and employers
- Aligns goals and increases accountability and information for job seekers and the public
- Fosters regional collaboration to meet the needs of regional economies
- Helps employers find workers with the necessary skills
- Targets workforce services to better serve job seekers
- Improves services to individuals with disabilities
- Supports access to services

**Jennifer Kemp**  
**Employment and Training Administration, U.S.**  
**DOL**  
<http://www.doleta.gov/>

# How much do you know about WIOA and the workforce system?

1. Tons
2. Some
3. Not much

# Funding Flow to the Workforce System



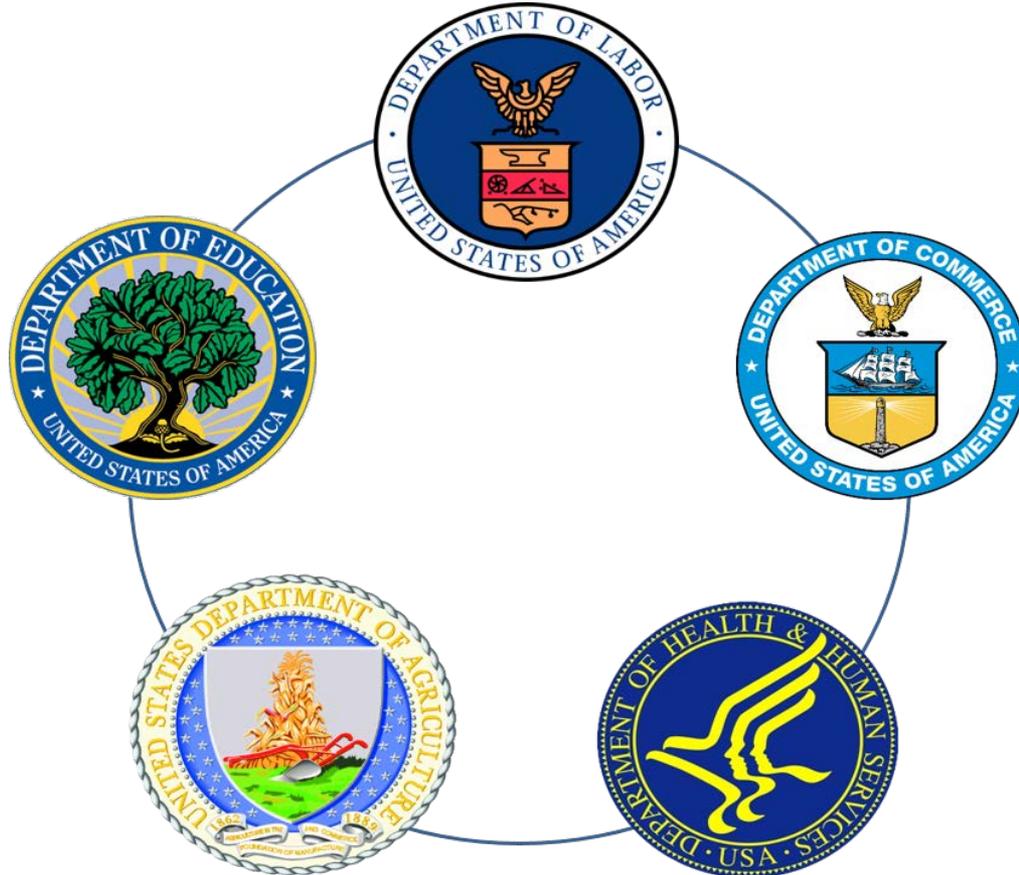
Employment  
and Training  
Administration

<http://www.servicelocator.org/>

# WIOA

- Workforce Innovation and Opportunity Act (WIOA)
- Signed into law July 2014, replaces the Workforce Investment Act (WIA)
- Implementation began July 1, 2015
- WIOA is designed to help workers, *including those with barriers to employment*

# Opportunities for Partnerships



# Importance of Partnerships

- WIOA broadens services and focuses on a more difficult to serve population – without providing much of an increase (if any) in funding
- Partnerships are therefore critical in implementing WIOA
  - Adult Education
  - Vocational Rehabilitation
  - K-12 System
  - Human Service Agencies with TANF funds
  - Employers
  - WIOA Adult program

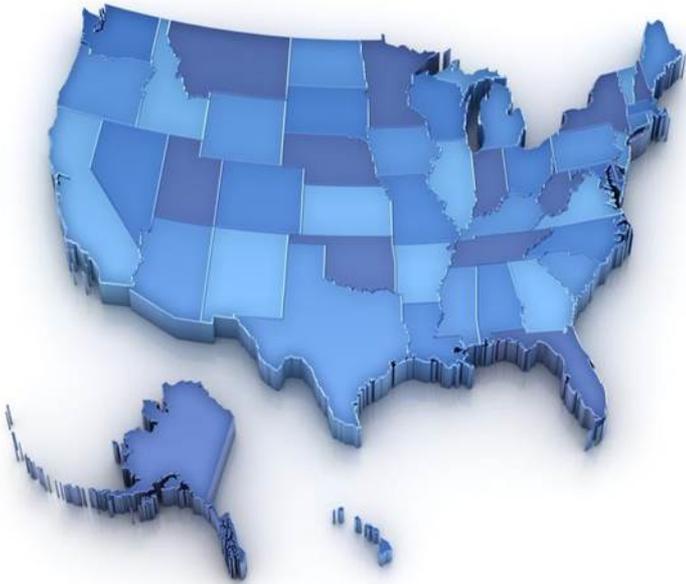
# Unified Planning

WIOA ensures that employment and training services provided by core programs are ***coordinated*** and ***complementary*** so that jobseekers acquire skills and credentials that meet employer needs.



# Unified Planning

## State Plans



- A single, unified plan for each state for all WIOA core programs.
- Describes a state's overall workforce development strategy.
- Indicates how strategy meets identified skill needs for workers, jobseekers, and employers.
- Jointly approved by the Secretaries of Labor and Education.

# Combined State Plans

WIOA provides an option for states to submit a **Combined Plan** that includes core programs plus one or more other workforce programs:

- **Department of Education:** Perkins Career and Technical Education Programs
- **Department of Health and Human Services:** Temporary Assistance for Needy Families (TANF), Community Services Block Grant
- **Department of Agriculture:** SNAP Employment and Training Programs
- **Department of Housing and Urban Development:** Employment and Training Activities
- **Department of Labor:** Trade Adjustment Assistance, Veterans State Grant Program, Unemployment Insurance, Senior Community Service Employment Program, Reintegration of Offenders Programs

# How to get connected

- [www.servicelocator.org](http://www.servicelocator.org)

The screenshot shows a web browser window with the URL [www.servicelocator.org/workforcesystem?list=3&loc=20901&ycid=281](http://www.servicelocator.org/workforcesystem?list=3&loc=20901&ycid=281). The page title is "Youth Council Contacts". A "Back to Results" button is in the top left. Below the title, it says "Contact information for the Youth Council you selected is shown below." There is a "Search by Location" section with a text input containing "20901" and a "Search" button. The main content is for the "Montgomery County Workforce Investment Board Youth Committee". It includes a "Youth Council Information" section with the address: "Montgomery County Workforce Investment Board Youth Committee", "111 Rockville Pike Suite 800", "Rockville, MD 20850". Below that is a "Youth Council Contact Information" section with a minus sign icon. It lists the "Chair" as Ayana Lambert with email [michelle.gallipoli@montgomerycountymd.gov](mailto:michelle.gallipoli@montgomerycountymd.gov) and phone 240-777-2039. It also lists the "Mailing Address" as "111 Rockville Pike Suite 800 Rockville, MD 20850". At the bottom, there is a "Workforce Investment Board Information" section with a plus sign icon and another "Back to Results" button.

[Back to Results](#)

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Contact information for the Youth Council you selected is shown below.

**Search by Location**

 [Search](#)

### Montgomery County Workforce Investment Board Youth Committee

**Youth Council Information**

Montgomery County Workforce Investment Board Youth Committee	111 Rockville Pike Suite 800 Rockville, MD 20850
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**Workforce Investment Board Information**

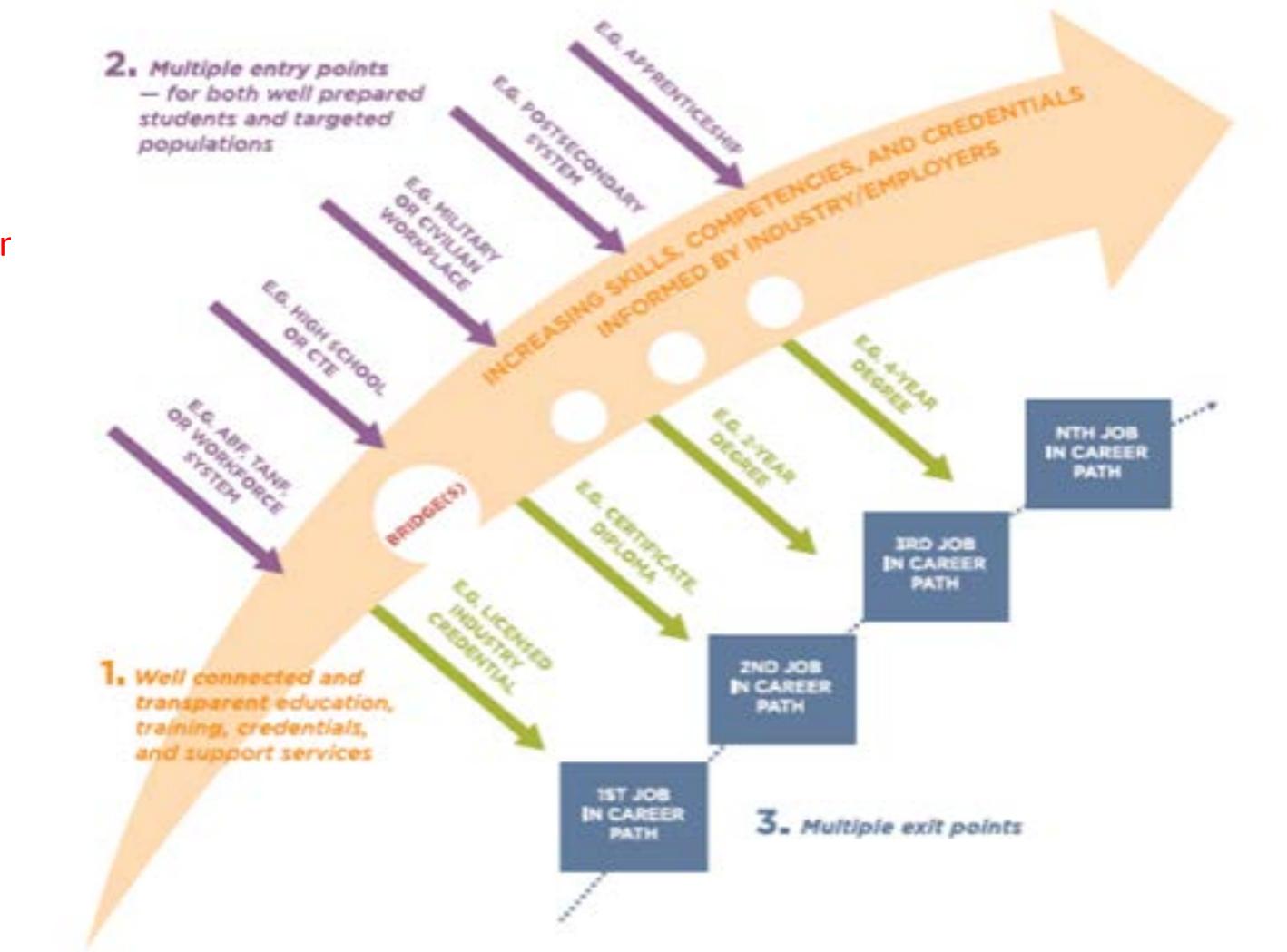
[Back to Results](#)

# Career Pathways Operate At Many Levels

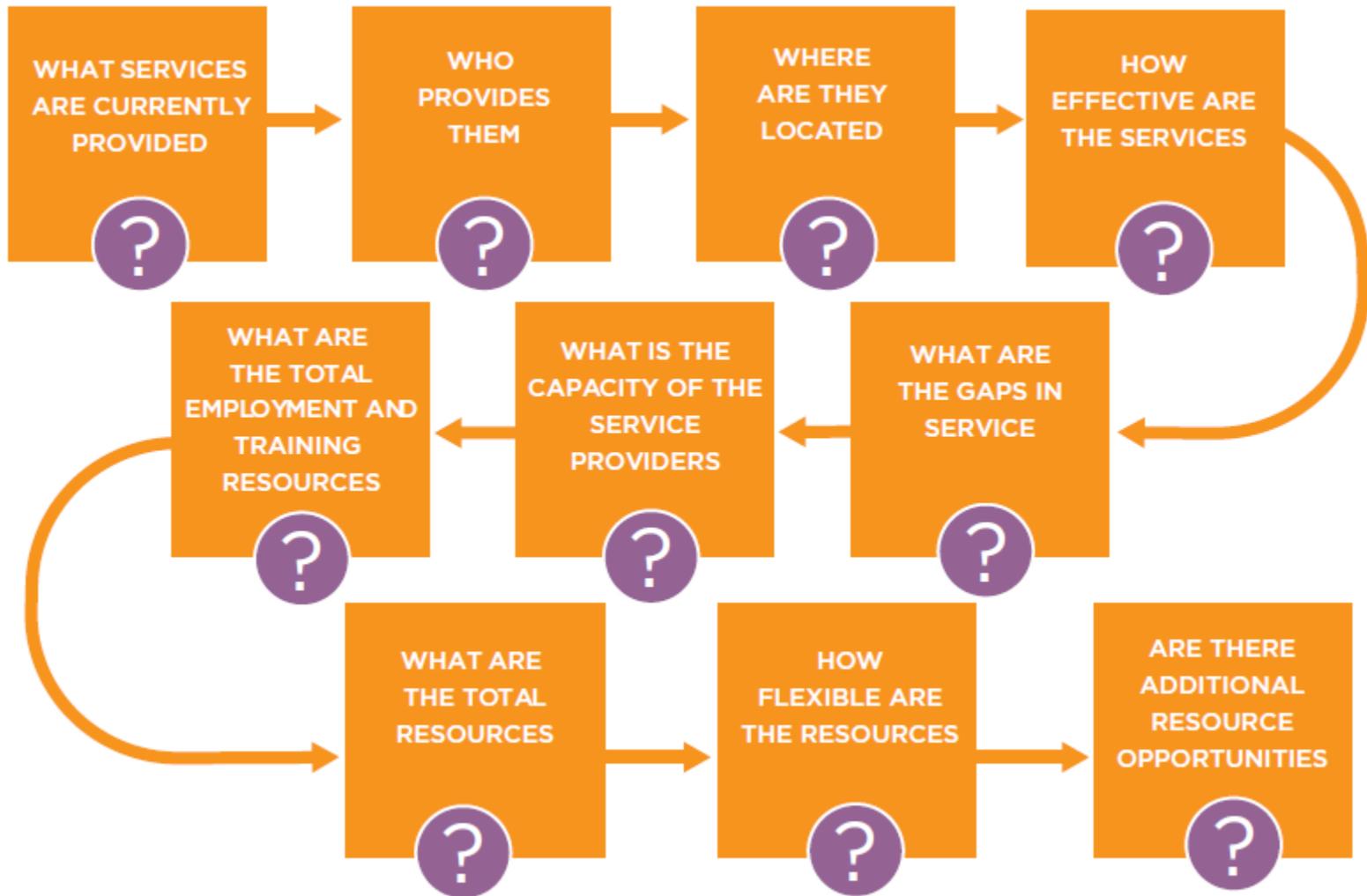


# Career Pathways Approach

- Shared Vision, Strong Systems: The Alliance for Quality Career Pathways Framework Version 1.0. CLASP, 2014.



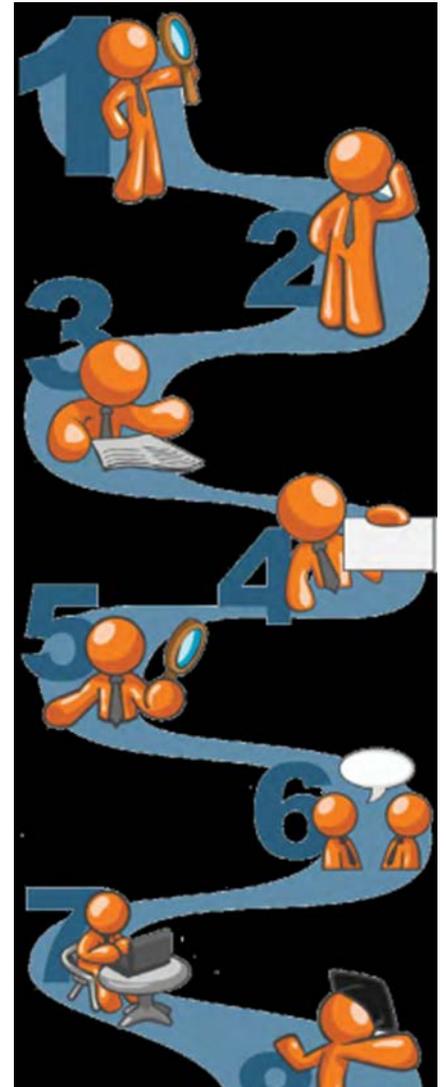
# Community Service/Resource Mapping



# What's My Next Move?

- A guide to exploring careers using online document, but wait...
- Working on an app now based on results of youth foster groups!
- We talked to them to figure out their needs!

[http://www.careeronestop.org/Tridion/Multimedia/WMNM%20FINAL%20JAN%2007%202013\\_tcm24-13704.pdf](http://www.careeronestop.org/Tridion/Multimedia/WMNM%20FINAL%20JAN%2007%202013_tcm24-13704.pdf)



# WIOA Resources

- Department of Labor
  - WIOA Resource Page ([www.doleta.gov/WIOA](http://www.doleta.gov/WIOA))
  - WIOA Dedicated Email ([DOL.WIOA@dol.gov](mailto:DOL.WIOA@dol.gov))
- Department of Education
  - Office of Career, Technical, and Adult Education's WIOA Resource Page ([www.ed.gov/AEFLA](http://www.ed.gov/AEFLA))
  - Rehabilitation Services Administration's WIOA Resource Page  
(<http://www2.ed.gov/about/offices/list/osers/rsa/wioa-reauthorization.html>)

# Contact Information

Jennifer Kemp

[kemp.jennifer.n@dol.gov](mailto:kemp.jennifer.n@dol.gov)

202-693-3377

**Dr. Erica Bouris**  
**International Rescue Committee**  
<http://www.rescue.org/>



INTERNATIONAL  
**RESCUE**  
COMMITTEE

# Refugees and Workforce

## International Rescue Committee San Diego

# IRC San Diego At A Glance

**8,500**

Clients Served Annually

**1,000**

Refugees Resettled Annually

**\$8 Million**

Annual Budget

**98%**

Funding through federal and private grants

**Nearly 100**

Staff

**26**

Languages spoken by staff

# Who We Serve

- Clients from 68 countries
- 77% came to the U.S. as refugees or asylees
- 4 out of 5 clients have less than \$1,500/month in income
- 24% have less than an 8<sup>th</sup> grade education, 35% have some college

# Refugees and the Workforce: IRC San Diego Programs

- Connect2Work – 16-24 year olds, low-income and at-risk
- Health Professions Opportunity Grant – launching careers in allied health
- Workforce Accelerator Fund – connecting refugees to mainstream subsidized employment opportunities and workforce training funds



# Refugee and Workforce: Why?

- Unemployed/underemployed and in need of skills and assistance
- Longer-term programming
- Additional resources
- Community integration



# Refugees and Workforce: How?

- Understand the workforce landscape
- Needs assessment of who you are serving
- Identify strengths and opportunities to build programming
- Start small



# Refugees and Workforce: Outcomes

- 30-40% of clients served in these programs are refugees
- Youth: graduation rate exceeds 80%, more than 75% placed in college or employment
- Adults: HPOG average wage \$13+/hr, more than 80% placed in jobs in the field they trained for, 35% increase in wage-based income, 63% increase in net worth

**Kathy Tran**  
**National Immigration Forum**  
<https://immigrationforum.org/>



**NATIONAL  
IMMIGRATION  
FORUM**



# National Immigration Forum: Mission and Overview

Advocates for the value of immigrations, including refugees, and immigration to the nation.

Builds coalitions and develops policy recommendations and programs to ensure that new Americans have the opportunities, skills, and status to achieve their full potential.

# Overview of 2013 Data

69,909 refugees were admitted to the U.S.

58.4 percent were ages 18-54

Top 6 states of residence:

Texas (10.7 percent)

California (9.1 percent)

Michigan (6.7 percent)

New York (5.7 percent)

Florida (5.2 percent)

Arizona (4.4 percent)

YouthServices  
ESLclasses  
CareerPathways  
SocialNetworks Training  
Multigenerational Credentials  
Skills  
Careers ReLicensing  
Integration Entrepreneurship  
EmploymentServices  
TalentPipeline EmployerConnections  
AdultEducation  
EnglishLanguageLearners

WordItOut



# Opportunities in WIOA: Vision, Policies & Services

Vision for a customer-centered workforce system

State Governance

State Planning Process

Continuous Improvement

Local Governance

Local and Regional Planning Process

Local Workforce Boards-Standing  
Committees

# Opportunities in WIOA: Vision, Policies & Services

Career Pathways and Sector Strategies

Integration of Title I (Adult, Dislocated Worker, Youth formula programs) and Title II (Adult Education)

Priority of service to individuals who have barriers to employment.

Services to individuals who are limited English proficient in WIOA performance reports

# Actions You Can Take

Inform vision, policies, and services at state and local levels:

(Re)Connect with Workforce System Leadership - Chair of Local Workforce Board and State Workforce Agency

(Re)Connect with local Adult Education Providers

# Actions You Can Take

Inform vision, policies, and services at state and local levels:

Participate, review, and comment on WIOA Unified or Combined State, Local, and Regional plans

Innovative partnerships and client referral

# Actions You Can Take

Provide input into Federal policies:

Coming soon for 30 day final comment period

- WIOA Unified and Combined State Plan
- DOL-ED Joint WIOA Performance Reports
- DOL-only WIOA Performance Reports

Comments due mid-December

- Updated HHS-Annual Survey of Refugees (Form ORR-9)

# Questions and Thank You!

Thank you!

Kathy KL Tran

Policy and Advocacy Assistant Director  
for Skills and Workforce Development

[ktran@immigrationforum.org](mailto:ktran@immigrationforum.org)

# Q&A



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