A graphic of a spiral-bound notebook with a brown cover and a light beige page. The spiral binding is on the left side. The text is written on the page.

SUCCESSFUL WORK PARTICIPATION OUTCOMES FOR LIMITED ENGLISH SPEAKERS

- History / Student Profiles
- Collaboration
- Program Design
- Instructional Component
- DVD
- Work Participation
- Outcomes
- Contact Information
- Questions & Answers

HISTORY

- **March 2000: Implementation of VIP, Vocational ESL Immersion Program**
 - Response to new welfare legislation
 - Clients needed more intensive, vocationally related classes
- **April 2008: Implementation of Work Participation Program as part of VIP**
 - Response to new federal welfare regulations
 - Clients required to have 20 core hours per week of work participation activity

STUDENT PROFILES

- All receive government assistance: CalWORKs or PAES
- Diverse ages, languages, educational and socio-economic backgrounds
- **Profile A:**
 - Long term residence in US: 5-20+ years
 - Little formal education and often limited work history
 - Congregate primarily within monolingual language clusters

STUDENT PROFILES, cont.

- **Profile B:**

- Recent immigrants and refugees
- Well educated
- Often computer literate with strong work history in country of origin
- Lack knowledge of American work place culture and expectations

COLLABORATION

- **San Francisco Human Services Agency:** referrals, coordination, vocational assessment & counseling, long term case management
- **Arriba Juntos** (Community Based Organization, CBO): overall coordination of VIP, Employer for work participation sites, computer lab facilities
- **Arriba Juntos & Catholic Charities (CBOs):** daily case management, classroom facilities, development of work participation sites, interpretation services
- **City College of San Francisco:** instruction, curriculum development, language assessment, placement tests
- **Local Employers:** work sites and supervision
- **Acumen:** responsible for payroll

PROGRAM DESIGN

- **All Students**
 - ESL and Vocational ESL
 - Maximum 20 students in a cohort (not open entry, open exit)
 - Intensive case management
- **Tanf/CalWORKs Work Participation**
 - 27 hours per week (includes 6 hours of workplace VESL)
 - Non-profit work sites

PROGRAM DESIGN, cont.

Work Participation Students, Levels 1,2, 3

- Go to worksite as a cohort
 - Emphasis on English language, employer expectations, soft skills, etc.
 - Often not related to student job goals

Work Participation Students, Level 4

- Targeted Vocational Assessments (TVAs) and Career Counseling sessions to determine short and long term job goals
- Work Participation worksites connected to students' job goals when possible

TYPICAL VIP DAY

- ESL Class
- VESL Class
- Work Participation VESL Class
- Work Participation or CALL (Computer Assisted Language Learning) Class

INSTRUCTIONAL COMPONENT

VESL Component, All Students

- Is not job specific
- Focuses on workplace readiness, general vocational language, cultural understanding, and customer service
- Work Preparation: applications, interview skills, team jobs, job safety
- Work site visits, guest speakers

INSTRUCTIONAL COMPONENT, cont.

Work Participation VESL Component

- For cohort sites with similar jobs, the students learn job specific language as well as general workplace English
 - Level 1: Catholic Chars., Childcare, Clerical
 - Level 2: Arriba Juntos, Clerical
 - Level 3: Food Bank, Warehouse
- Level 4: focus is on general workplace English since students have diverse job titles, duties and work sites

INSTRUCTIONAL COMPONENT, cont.

- Incorporation of SCANS, (Secretary's Commission on Achieving Necessary Skills)
- Focus on listening & speaking
- Regular, paid teachers' meetings
- Project-based learning
 - Job Fair, Mock Interviews
 - DVD

WORK PARTICIPATION COMPONENT

- VIP students in levels 1, 2, 3 and 4 whose families do not meet core hour requirement

– Goals

- Gain familiarity & experience at an American workplace
- Improve English listening & speaking skills
- Build soft skills in English, e.g., following directions, working as a team
- On the job training and employment

WORK PARTICIPATION WAGES

- **Prior to July, 2009:** Funded from CalWORKs grant, CalWORKs Welfare-to-Work service funds, county general funds.
- **Beginning July, 2009:** Funded by ARRA (American Recovery & Reinvestment Act), ECF TANF, CalWORKs Welfare-to-Work service funds.
 - Jobs Now Program
 - Goal: Create subsidized jobs for CalWORKs (and low income) families in San Francisco.

JOBS NOW PROGRAM

- **Options for Participants**

- Subsidized temporary jobs in the public, non-profit or private sector
- Weekly job recruitments.
- Wages paid in full through September, 2010. (In-Kind Matches such as supervision used for 20% match).
- Participants receive a voucher that they can present to potential employers explaining that the government will pay 100% of wages through September, 2010. (Does not include benefits, payroll taxes or unemployment insurance).

- **Options for VIP**

- Due to limited English skills, most participants work in the non-profit sector
- Ability to access other options as appropriate

WORK PARTICIPATION DESIGN

– Design

- Job coach on site as needed
- VESL instruction directly related to the workplace

– Schedule

- Job Duties: 27 hours per week
- Work Participation VESL instruction: 6 hours per week

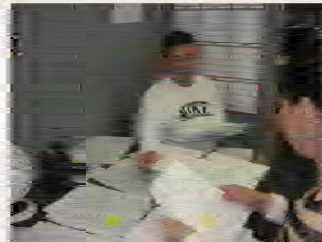
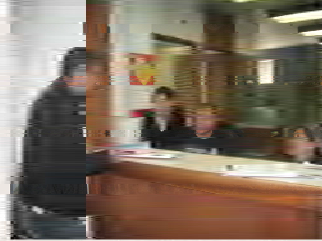
FOOD BANK (Non-profit Employer)

- **Food Sorter**
- **Team Leader**
- **Maintenance Worker**



ARRIBA JUNTOS (CBO)

- **Receptionist**
- **Clerical Assistant:**
filing, organizing,
answering telephones
- **Sales Clerk**
- **Computer Lab
Assistant**
- **Teacher's Clerical
Assistant**



ADDITIONAL WORK PARTICIPATION SITES

- **Children's Village Child Development Center:**
Childcare and Art Assistants
- **Companeros Del Barrio:** Childcare Assistant
- **Family Caregiver Alliance:**
Childcare and Clerical Assistant
- **Pesticide Action Network of North America:**
Receptionist and Clerical Assistant
- **Ronald McDonald House Charities:** Program Assistant
- **Russian American International School:**
Teacher's Assistant

VIP ENROLLMENT & OUTCOME INFORMATION

JULY, 2003 – JUNE, 2009

Average Outcomes

Yearly Enrollments:	190
Completions:	92%
Increased 1 or More ESL Levels per Semester:	81%
Rated Satisfaction with Program at 3 or above, on a scale of 1-5:	98%

CONTACT INFORMATION

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Workforce Development Division

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