



Models of Collaboration

Between Workforce Investment and Refugee Resettlement Stakeholders

October 22, 2014

*Bridges for Refugees and Asylees, an Office of Refugee Resettlement
technical assistance initiative supported by ICF International*

Today's Speakers



■ Hosts

- Kenneth Tota, HHS Office of Refugee Resettlement
- Aparna Darisipudi, DOL Employment and Training Administration

■ Facilitator

- Amy Shir, ICF International (ORR TA Provider)

■ Speakers

- Paul Costigan and Blake Hamilton, International Institute of St. Louis
- Kimber Burks, Utah Department of Workforce Services
- Michelle O'Camb and Mary Jennings, Sacramento Employment & Training Agency

Webinar Objectives



- Highlight Models of Collaboration Report
- Discuss highlighted models:
 - Sacramento
 - St. Louis
 - Utah
- Explore promising practices and collaborations from these models

Asking Questions



The screenshot shows a web browser window titled "Microsoft Office Live Meeting - livemeeting.com - NHMRC July Webinar Practice Session". The main content area is the Q&A section, which includes a "Q&A" tab, a "Meeting" tab, and a "Feedback" button. A large text box contains the prompt "Type your question here." with a small "Ask" button to its right. Below this is a smaller text box that says "No questions have been answered yet." Three numbered instructions are overlaid on the screenshot with arrows pointing to specific elements: 1. A yellow box with the text "1. Click on the word 'Q&A'" has a yellow arrow pointing to the "Q&A" tab. 2. An orange box with the text "2. Type your question in the top box" has an orange arrow pointing to the "Type your question here." text box. 3. A green box with the text "3. Click on the word 'Ask' to submit your question" has a green arrow pointing to the "Ask" button.

ORR & ETA Collaboration

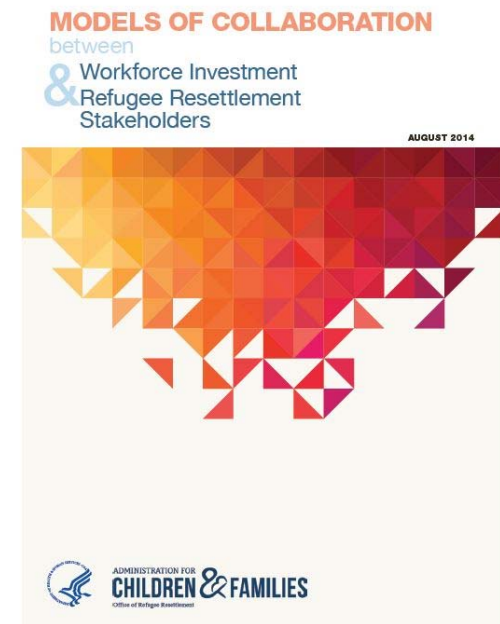


- Office of Refugee Resettlement
 - Provides new populations with opportunities to maximize their potential in the United States
- Employment and Training Administration
 - Assists adults and youth in transitioning to better jobs
- Employment is critical for refugees to achieve self-sufficiency and integration
 - ETA programs key resource for ORR populations

Models of Collaboration Report



- In 2012, ORR and ETA began collaborating on refugee employment opportunities
- “Models of Collaboration Report” is a product of this collaboration
 - 3 models in which workforce investment and refugee stakeholders are collaborating
 - Available at <http://www.acf.hhs.gov/programs/orr/employment-resources>



Why Collaborate?



- Integrated programs and services can help refugees navigate education, training, and employment in the United States
- Workforce investment services are critical for refugees to achieve long-term self-sufficiency
- Refugees are assets to employers and their communities

IISTL and Partners



- Since 1979, International Institute of St. Louis, Missouri has helped more than 21,000 refugees resettle
- In 2002, IISTL began working with area American Job Centers (AJCs) to provide translation services
- A consortium has formed to enhance employment services available to refugees and immigrants in St. Louis

IISTL and Partners



- Today the consortium includes 6 partners
- Goal is placement into permanent employment for all persons seeking services from consortium partners
- At regular meetings, partners have a chance to exchange best practices, share leads and activities
- Consortium has increased communication and exchange of information among partners

IISTL and Partners



- Regular sharing of information has grown from formal meetings to include informal daily emails and phone calls
- Consortium has become known as a resource for large employers seeking to bolster their workforce
 - Example: support of large St. Louis development project
- IISTL continues to partner with county's AJC
 - Helped place nearly 1,200 refugees/immigrants

Utah Dept. of Workforce Services



- DWS administers refugee assistance, TANF, WIA, and Wagner-Peyser funded services
 - Co-locates employment, TANF, refugees, and other services at AJCs that provide comprehensive case management and employment services
 - Allows for enhanced coordination and easier client access to workforce services
 - Provides translation and language support, work readiness evaluations, and referrals and partnerships with domestic violence and mental health service providers

Utah Dept. of Workforce Services



- Large Partnership Network
 - Looks for opportunities to partner with organizations to offer enhanced coordination
 - Actively networks with businesses, community colleges, universities, employers, school districts, and other organizations
- DWS' JumpStart program has been leveraging the WIA Youth program to help refugee youth (ages 16-24)
 - Partnership with local high school helps refugee students graduate from high school and prepare for employment or postsecondary education

Utah Dept. of Workforce Services



- Integration of refugee, employment, and work support services provides a comprehensive roadmap and approach for resettlement
- Consistent and regular communication due to co-location and the purposeful integration of services helps with ongoing case management
 - Helps refugees navigate their individual paths through education, training, job development soft skills, and English language skills

SETA and Sacramento Works



- Since 1983, the Sacramento Employment and Training Agency's Refugee Program has served refugees from around the world
 - Assists refugees in achieving self-sufficiency and reduces dependency on public assistance through employment and acculturation services
- SETA is also administrator of the Sacramento Works AJC system
 - Refugee Program service providers required to provide a tour and orientation of an area AJC

SETA and Sacramento Works



- SETA offers a network of job and training centers
 - Addresses both job seekers and businesses with workforce needs and challenges
- Sacramento Works AJC system home to staff that speak 15 different languages
 - Supports access in-depth assessments, career coaching, labor market and career exploration, basic to advanced education, and occupational skills training

SETA and Sacramento Works



- Through Sacramento Works AJC, SETA offers a robust On-the-Job Training program
 - Three of SETA's Refugee Program service providers are WIA-funded OJT providers
 - Numerous refugee clients have successfully participated, gaining skills and work experience in specific occupations while earning wages
 - OJT program increases entered employment rate by 30%

Themes Across Models



- Bring organizations together
 - Communicate and collaborate regularly
- Provide complementary services
 - Allow partners to do what they do best
- Partner workforce centers and refugee services
 - Opportunities to provide translation services, orientations, and access to all One-Stop or American Job Center services, etc.
- **BETTER EMPLOYMENT OUTCOMES**

Discussion with Featured Organizations



- International Institute of St. Louis
 - Paul Costigan and Blake Hamilton
- Utah Department of Workforce Services
 - Kimber Burks
- Sacramento Employment & Training Agency
 - Michelle O'Camb and Mary Jennings

Participant Q&A



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 with a question mark icon to its right. Below this is a smaller text box containing the text "No questions have been answered yet." Three numbered instructions are overlaid on the screenshot with arrows pointing to specific elements:

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

Resources



- Models of Collaboration report and webinar recording
 - <http://www.acf.hhs.gov/programs/orr/employment-resources>

- ORR State Letter 13-04
 - <http://www.acf.hhs.gov/programs/orr/resource/state-letter-13-04-0>

- ETA's Workforce³ One
 - <https://www.workforce3one.org>

- ETA's WIOA website
 - <http://doleta.gov/wioa/>

