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

1. Click on the word “Q&A”
2. Type your question in the top box
3. Click on the word “Ask” to submit your question
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](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

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Resources

- Models of Collaboration report and webinar recording

- ORR State Letter 13-04

- ETA’s Workforce³ One
  - [https://www.workforce3one.org](https://www.workforce3one.org)

- ETA’s WIOA website