

Mass Workforce Issuance

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☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: January 18, 2017

Subject: **Best Practices, Partnership Models, and Resources Available for Serving English Language Learners, Immigrants, Refugees, and New Americans**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the Department of Labor (DOL), Employment and Training Administration (ETA) Training and Employment Notice [\(TEN\) No. 28-16](#), to provide the workforce system examples, best practices, partnership models, and information on how to align resources available under WIOA to increase services to English Language Learners (ELL) with substantial cultural and language barriers to employment.

Background: The vision of WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment.

Individuals who are English Language Learners and who face substantial cultural barriers, including immigrants, refugees, and new Americans, often encounter challenges that make it difficult to find and retain jobs. These barriers vary among individuals and may include limited English proficiency, limited cultural competency, prior trauma, low educational attainment in native countries, or the failure to have advanced degrees, credentials, and/or licenses attained abroad

recognized in the United States. The needs of low-skilled and high-skilled immigrants differ significantly, and for employment and training services to be most effective, they must be tailored to the specific needs of the individual.

TEN 28-16 provides information to the workforce system, including partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs, about how to align their efforts to provide basic career services, individualized career services, and training services.

Action

Requested: Please share with staff and workforce partners as appropriate.