

Maximize One Stop Tools & Partners to Assist Immigrants & Refugees

May 11, 2023



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE
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Panelists

- **Eva Locke**, Job Center Manager, Lake County Workforce Development, Job Center of Lake County
- **Rason Grant**, Career Resource Specialist, Lake County Workforce Development
- **Suzanne Klauke**, Transition Coordinator, Township High School 113 Adult Education

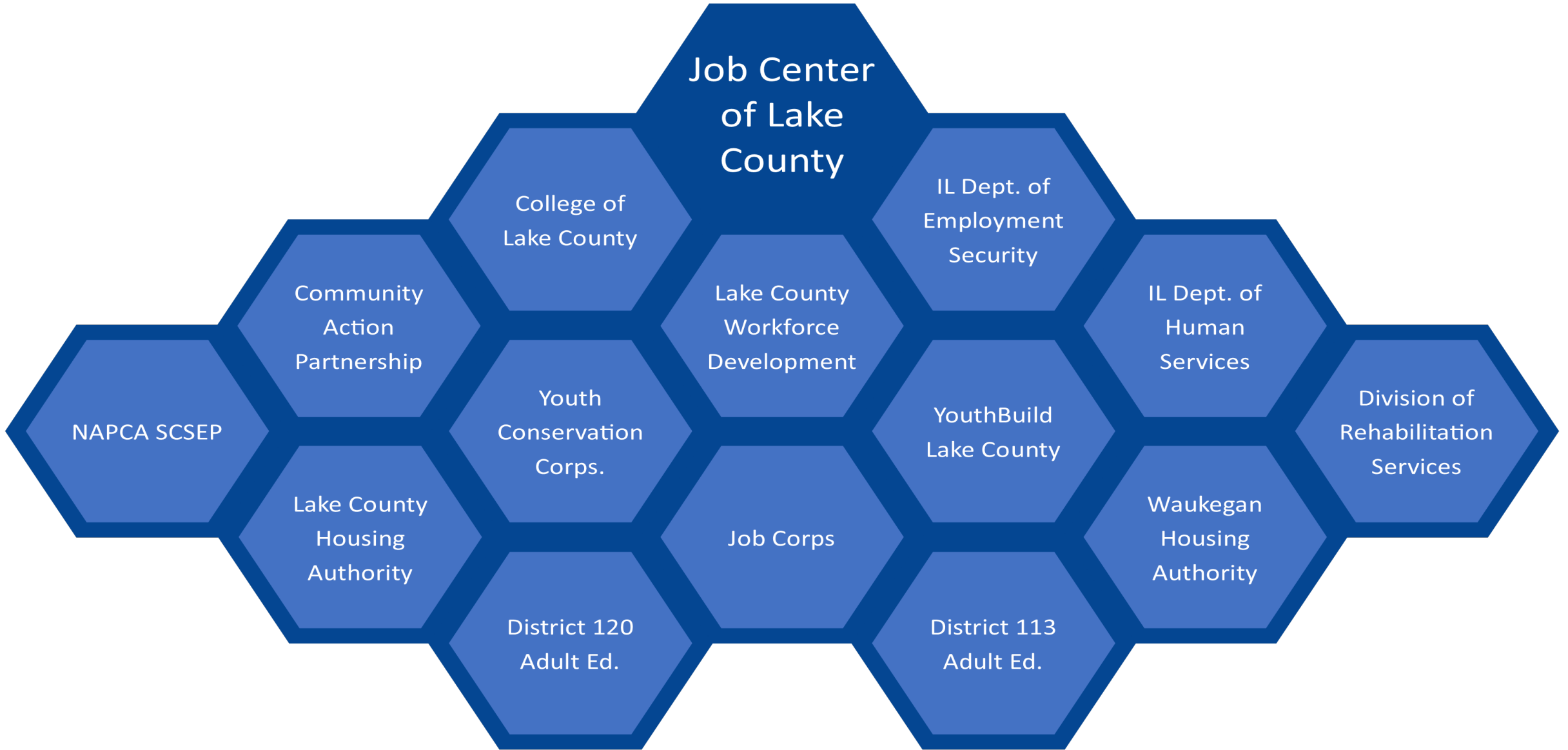
Takeaways

Learn how One Stop partners of Lake County:

- maximize existing resources to serve immigrants and refugees
- use an electronic referral system to refer individuals in need to other partner organizations.
- connect immigrants and refugees with additional resources

Hear examples of employment and training success for second-language learners.

Job Center Partners



Lake County

- Talent shortage
- Population: 700,000+, population growth flat
- Workforce: highly educated, increasingly international
- As of 2020, 18.7% of Lake County residents were born outside of the United States



Terms that we will use in this workshop

ESL: English as a Second Language

LEP: Limited English Proficiency

Immigrant: any person lawfully in the U.S. who is not a U.S. citizen

Refugee: a person outside his or her country of nationality who is unable or unwilling to return to his or her country of nationality because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion

Video clip https://youtu.be/Oi_UwomRK2o

CONNECTING IMMIGRANTS WITH CAREER RESOURCES



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Adult Education in Lake County

3 APC (Area Planning Council) programs

- College of Lake County
- Township High School District 113
- Township High School District 120

Adult Education Services:

- English as a Second Language
- ABE/ASE (adult basic education, adult secondary education)
- High School Equivalency/Recovery
- Bridge Programs & ICAPS

Profiles of Adult Education Students



ESL student was originally from Haiti where she held a Master's Degree in Accounting.

- She participated in ESL and citizenship preparation courses with District 113.
- District 113 referred her to the College of Lake County for NACES credential evaluation and completion of any additional coursework needed.
- Goal is to become an accounting professional in the United States.



ESL student was a Pharmacist in Turkey.

- Dist113 Adult Education connected her with a fast-track program through Walgreens and immediately went to work as a Pharmacy Technician.
- She is working toward becoming a professionally licensed Pharmacist in this country.

Unify Referral System



College of Lake County
Local community college serving Lake County Adult Education needs.

[Visit Partner Page](#) >



Community Action Partnership
Assists Lake County residents with housing, food insecurity, and utilities assistance.

[Visit Partner Page](#) >



District 113 – Adult Education
Offers Adult Education classes and support services in-person and online.

[Visit Partner Page](#) >



District 120 – Adult Education
Offers Adult Education classes and support services in-person and online.

[Visit Partner Page](#) >



Division of Rehabilitation Services
Helps residents with disabilities prepare for, find, and maintain employment.

[Visit Partner Page](#) >



Illinois Dept. of Employment Security
Helps residents create an effective profile on Illinois Job Link to find employment.

[Visit Partner Page](#) >



Illinois Dept. of Human Services
Helps residents meet basic nutritional, medical, financial and child support needs.

[Visit Partner Page](#) >



Job Corps
Provides residents with academic, career and technical, employability and social skills training.

[Visit Partner Page](#) >

Launched in July 2021

Webpage used by frontline Job Center personnel to:

- send referrals to each other
- learn about the other Job Center partners
- review archived material from previous cross-training events

Unify Referral System

Referral form

- Basic contact information on customer only
- In “tell us about your referral” agency can list language preference
- Designated agency “receiver” will contact customer within 48 business hours



PROGRAM DESCRIPTION

Township High School District 113 Adult Education offers classes and support services for the following:

- English as a Second Language (ESL), Levels 1-6
- Adult Basic Education (ABE), Levels 1-4
- Adult Secondary Education (ASE) Levels 5-6
- High School Equivalency (HSE)/GED Preparation for ASE Levels 5 and 6
- ESL & ABE Bridge Classes
- Citizenship Preparation Classes for ESL and ABE/ASE Levels

Courses are offered online and in locations including Highland Park, Deerfield, Bannockburn, Highwood, Lake Forest, Lake Bluff, Great Lakes, and North Chicago.

Organization – District 113 Adult Ed
Primary Location – Highland Park High School, 433 Vine Avenue, Highland Park, IL 60035, Office A124
Primary Phone – 224-765-1021 or 224-765-2410
Website – <https://www.dist113.org/page/3368>
Contact Name & Title – Reni Mitkova, Director of Adult Education
Referral Guide – Send referrals for any of the programs listed above

Referred By *

Select

Your Information

Your Name *

First Last

Your Email *

Your Phone *

Referral's Information

Referral's Name *

First Last

Referral's Email

Referral's Phone *

Is the customer or their spouse a military veteran?

Yes

No

Tell us about your referral: *

Unify Numbers

1600 referrals made between partners since July 2021.

120+ referrals made by adult education partners.

Examples:

- asked her teacher how she might get food stamps as she is struggling financially now.
- is interested in joining a GED class and studying in Spanish.
- is a student from Ukraine who arrived during the summer of 2022. He has been studying English . . . is now actively looking for a job.
- would like information regarding CNA classes and certification.
- is looking for help in writing a resume. She is currently in an advanced ABE class.

270+ referrals made to adult education partners

Examples:

- would like to take ESL classes.
- is limited English speaking and interested in ESL and adult education.

Challenge: Finding current immigration data

Up-to-date data regarding the number of immigrants/refugees in a specific region is hard to find.

Office of Immigration Statistics—U.S. Department of Homeland Security <https://www.dhs.gov/immigration-statistics>

Illinois is one of five states that account for half of 123,962 requests to sponsor Ukrainian refugees in U.S.
<https://cbsn.ws/41rXp5f>

Challenge: Language Interpretation and Translation

Limited English Proficiency (LEP):

Lake County Workforce Development provides equal access to interpretation and translation for persons with limited English proficiency. The Job Center of Lake County informs LEP persons of the availability of language assistance.

Language solutions

- 1) Follow your organization's Limited English Proficiency plan to provide meaningful access for LEP persons. This can include hiring bilingual staff or using a qualified interpreter.
 - 2) LEP. Gov provides resources and guidance to organizations for language access planning. [Welcome to LEP.gov](http://www.welcomelep.gov)
- 145 applicants indicated a preferred language (Spanish, Ukrainian, Russian, and Polish)
 - 138 Referrals were made to Adult Education partners for English as a Second Language

Challenge: cultural differences

Help immigrants navigate cultural differences relevant to job search and employment

- Expectations regarding self promotion & direct communication
- Body language: eye contact, handshake
- Expectations about timeliness and follow up
- Resume design
- Individual responsibility in job search
- Individual rights and role of government

Challenge: additional needs

- Technology: computer, email, and telephone
- Transportation
- Housing
- Childcare
- Local network
- Concern for family members



Resource: IDHS

Illinois Department of Human Services link to resources for Immigrants

<https://www.dhs.state.il.us/page.aspx?item=124289>

- Support Services for Recently Arrived Migrants
- Community Service Agencies that serve immigrants, refugees, and asylum seekers
- Illinois Welcoming Centers: comprehensive service center for the integration of immigrants and refugees; this model eliminates systemic barriers that immigrants may have in approaching state services

“Know Your Rights and Resources for Immigrants, Refugees and Asylum Seekers”

The wrong immigration advice can hurt. Only licensed attorneys and DOJ (Department of Justice) accredited representatives should provide immigration legal advice.

Find the information on DOJ accredited representatives via:

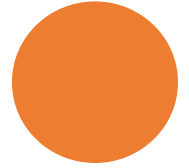
<https://www.justice.gov/eoir/list-pro-bono-legal-service-providers>

Notary publics or notaries are not authorized or qualified to provide immigration legal advice.

Identify Local Resources

U.S. Citizenship & Immigrant Services
<https://www.uscis.gov/humanitarian/refugees-and-asylum/refugees>

- Mano a Mano
- Catholic Charities
- HACES
- UMMA Center
- North Suburban Legal Aid Clinic
- Townships



Credentialing Resources

- Upwardly Global: National organization dedicated to supporting immigrants and refugees

www.upwardlyglobal.org/about-us/

NACES (National Association of Credential Evaluation Services)

www.naces.org/members

- Educational Credential Evaluators

<https://www.ece.org/>

Get Everyone Involved!

Quarterly Cross-training

- Held every quarter since 2016
- Hybrid format
- Approximately 40 frontline staff members from 15 organizations attended
- Networking time in breakout rooms, featured topic(s)
- 3 APC partners featured in February 2023. Conversation included resources for immigrants & refugees.

Success: In the Works



Student was originally from Columbia

- Took ABE/ASE classes with District 113
- Completed a resume with the Job Center
- Worked with Upwardly Global for career coaching
- Finishing classes at Oakton's Physical Therapy Assistant Program



Student was originally from Ukraine

- Took ESL classes with District 113
- Completed a resume with the Job Center
- Goal is to work as a Medical Assistant
- Referred to WIOA program

Success through Outreach



Jairo is originally from Venezuela

- Attended Job Center on the Move at the Zion-Benton Public Library
- Goodwill Industries was featured employer at event
- Jairo interviewed and was hired as a crew leader for Goodwill at Great Lakes Naval Base



Thanks for joining us!

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lakecountyjobcenter.com

Follow us on social media **@jobcenterlakecountyil**

Join us tomorrow at 9AM for “Unifying One Stop Partners”