



NH Nondiscrimination Plan

Appendix V. Affirmative Outreach

ESOL ACTION PLAN PY 2018

(WIOA Adult)

The WIOA program has enhanced its focus on the ESOL population in recent years, as it is one of the identified target populations and this community has a significant presence throughout various regions of New Hampshire. Over this period, numerous partnerships have been developed with community partners, businesses, and learning institutions to ensure that the unique needs of the ESOL population are identified and met to the best of our ability. WIOA has spearheaded collaborations in multiple areas of the state to bring parties to the table to identify opportunities, barriers, resources, and career paths that would meet the needs of the ESOL population. As a result, the ESOL enrollment rate has risen more than 185% from PY 2015 (with 8 ESOL enrollments) to PY 2017 (with 43 ESOL enrollments).

Over the 2018 Program Year, WIOA aims to further expand its service to the ESOL population, with an enhanced focus on quality and targeted service to improve outcomes. This is outlined in the following action plan.

PY 2017 Accomplishments

1. Engaged with Adult Education in six areas of the state with the highest rates of ESOL population. Ongoing discussions are occurring to identify occupational areas to target for training and employment.
2. Worked with LNA Health Careers and the American Red Cross to provide LNA training focused on the ESOL population. This initiative is ongoing.
3. Participated in an effort to enroll ESOL individuals in a LNA program which was coupled with a Basic Skills class in collaboration with Ascentria, Second Start, and Adult Education.
4. Participated in a job fair at the Manchester Community Resource Center, which resulted in 14 ESOL OJT placements at Liquid Blue.
5. Developed a collaboration with Vocational Rehabilitation, Employment Security, CAP, and Adult Education to discuss to identify services for ESOL customers and employers in the Derry and Salem area that are ESOL friendly.
6. Partnered with Easter Seals to place six ESOL customers in OJTs for Direct Support positions, with ESOL instructions available onsite.

PY 2018 Goals

1. Work cooperatively with ESOL Providers and Adult Education to identify potential ESOL referrals with the goal of increasing the number of ESOL customers served.
2. Work with community partners and business to address the needs of ESOL customers and secure successful job placements.
3. Translate the WIOA customer satisfaction survey into multiple languages to allow ESOL customers the opportunity to complete it.
4. Utilize the newly developed language access plan, which will be incorporated into the WIOA policy manual, to improve communication and ensure quality service delivery to ESOL customers.

PY 2018 Initiatives

1. Focus on developing collaborations with Nashua Adult Education and Adult Education in the western part of the state.
2. WIOA will chair a subcommittee of the Seacoast Health Care Sector meetings to explore Limited English speakers as potential employees for area employers. Information and work products will be brought back to the Health Care Sector committee. First task is the group reaching out to multicultural organizations in the region who might know of limited English speakers not attending Adult Ed. Faith based organizations were also discussed as a source of referrals. An employee from Johnson Creek Senior Village will share her story about coming to this country, getting credentials transcribed and becoming more educated to work in health care here. WIOA will invite her to present at local Adult Ed and other organizations.
3. Meet with all the Adult Education Directors across the state in a central location to talk about success, failures and new ideas in working together on helping ESL customers
4. Increased outreach to employers statewide to build partnerships and secure successful job placements for ESOL customers.
5. Engage with International Institute (upcoming meeting) and Ascentria to keep involved with the Refugee/Immigrant populations and their needs.
6. Work with Adult Education to involve customers in Advanced Manufacturing and IT.
7. Explore potential hospitality connections in Concord, Seacoast and North Country for Limited English Speakers.
8. Build relationships with interpreters in local areas to assist in ensuring quality services are provided, and materials are available in customers' native language, whenever appropriate.