

# SUCSESSES, CHALLENGES & SUGGESTIONS

## *Initiating Systems Change to Improve Accessibility & Outcomes*

The SCWDB capitalized upon limited grant funding to launch a previously identified New American workforce liaison position. This position has had tremendous results over the past 20 months maximizing New Americans' talents and assets in the local workforce as demonstrated throughout this report. However, there remain substantial challenges and opportunities for system-wide improvements in delivery of services.

### *Successes*

- ✔ **SCWDB was positioned for success.** Our organization was involved for many years in partnership development with refugee and immigrant-serving agencies and shared strategies. We established other successful Navigator programs that served other populations and researched ELL Navigator models.
- ✔ **If you build it, they will come.** The vast majority of individuals seen and served were referred by other friends, family, and their community leaders.
- ✔ **In-person 1st Language Support is critical.** Resume assistance, group orientations, assistance completing online applications, group tours and communicating employer expectations were all conducted in clients' 1st language and in-person when possible.

### *Challenges*

- ⚠ **Capacity in the KCC / One Stop.** There is a tremendous need to serve LEPs. Their language literacy, digital literacy and overall navigation needs are bigger than what one person alone can handle. Additionally, many Employers are requiring online applications and login credentials to progress through the application process-- assisting with these needs is very time-consuming yet important work. Louisville, Lexington and Bowling Green areas have more working age Limited English Proficient (LEP) adults than they do working age Veterans in their respective areas.
- ⚠ **Federal Funding can provide workforce support for the newest Refugees, but there does not exist special workforce funding for Immigrants or LEPs.**
- ⚠ **Relationships With & Candidate Pipelines to Employers Are Fickle.** While we've established great employer relationships, too many employers still view language proficiency as a requirement for job success and aren't realizing many roles can still be filled by those in the process of learning the language. Among those that are agreeable, turnover in HR positions can completely reset progress.

### *Suggestions*

- 💡 **In-person Interpreter Support is Vital.** Language lines are insufficient methods to deliver critical basic and individualized career services. Dedicated, full-time "Navigator" positions and a designated "Interpreter Fund" could allow large numbers of individuals to receive workforce services.
- 💡 **Replicate Established Service Provision Models.** Designated New American programming and advocacy should be supported and embedded into One Stop Services similar to other WIOA priority of service outreach (such as the Veteran Employment Services and Vocational Rehabilitation programs).