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National Center on Immigrant Integration Policy

Proactive Engagement: Two Strategies for Providing Language Access in Workforce Development Services

Language Access Webinar

August 3, 2011



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Independent, nonpartisan, nonprofit, think tank dedicated to the study of the movement of people worldwide

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- U.S. Immigration Policy
- *National Center on Immigrant Integration Policy*
- Borders, Security and Migration
- Labor Markets Initiative
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Language Portal:
A Translation and Interpretation Digital Library

Search our database to find resources used to provide services to Limited English Proficient (LEP) Individuals

[Click here to enter the database](#)

Practitioners' Corner: Advice and Insight from the Field

Practitioner's Corner: Doing More with Less on Language Access
By Lily Qi



Like many counties and districts across the country, Maryland's largest jurisdiction, Montgomery County, has experienced a rapid increase in its foreign-born population, doubling since 1990 to account for nearly 31 percent of the community's 1 million residents. At the same time, Montgomery County faces a tight budgetary environment, like others across the country. In order to meet the growing needs of the limited English proficient (LEP) clients the county serves, we have learned to do more with less.

[Click here to read full article.](#)

Practitioners' Corner Archive:

- [Tips for Testing and Certifying Multilingual Employees](#)
- [Tips for Ensuring Translation Quality](#)
- [A Guide to the Language Portal](#)

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In the Spotlight

Communicating More for Less: Using Translation and Interpretation Technology to Serve Limited English Proficient Individuals
By Jessica Snerling

- ELL Info Center
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Communicating More for Less: Using Translation and Interpretation Technology to Serve Limited English Proficient Individual
January 25, 2011

Increasingly, state and local governments are using translation and interpretation technology to provide services to limited English proficient (LEP) individuals, often turning to technological innovations to complement the work of front-line staff, increase the efficiency of in-house translators and interpreters, or directly provide assistance to LEP individuals. Employing translation and interpretation or "language access" technology can be a cost-effective approach to reducing redundancy and saving resources. Yet, choosing the right translation or interpretation technology can be a time-consuming and confusing task for language access service managers. Webinar speaker Jessica Sperling provides an overview of several commonly used translation and interpretation technologies, and discusses the potential benefits and disadvantages of different technologies, possible vendors, and examples of government agencies that have used the technology.



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Question and Answer Session

Press *1 on your telephone keypad to ask questions (You will hear a voice prompt say ‘Your hand is raised’).

Press the pound (#) sign if you no longer wish to ask the question.



About Our Speaker

JULIO RODRIGUEZ

Julio Rodriguez is currently the Director of Program Services, Office of Employment and Training, Illinois Department of Commerce & Economic Opportunity (DCEO). He has been working in the field of human services for the last twenty-five plus years both in a direct service capacity and at the senior management level. Prior to coming to work for DCEO, he was the Senior Administrator of the Office of Program Delivery and Training for the Illinois Department of Human Services (IDHS), Division of Human Capital Development and was on the leadership team involved in the original planning, reorganization and creation of the IDHS when it was established in 1997. Mr. Rodriguez has done training and organizing on a number of topics ranging from Alcohol, Tobacco and Drug Abuse prevention to organizational development. He has been a consultant for a number of public and private organizations and currently serves on a number of both local and National Leadership Boards.



About Our Speaker

KERRY DOUGLAS-DUFFY

Kerry Douglas-Duffy is a Workforce Program Specialist for the Division of Employment and Workforce Solutions with the New York State Department of Labor. Kerry provides support and assistance to One Stop Career Centers in implementing state workforce policy. She most recently served as a Senior Employment Counselor where she provided support and evaluation to counseling staff in the Capital Region, coordinated One Stop counseling services and pre-employment testing services for local employers, provided Rapid Response and transition services, and provided direct service to customers seeking counseling assistance.



About Our Speaker

HAEYA YIM

Haeya Yim is Counsel to the Division of Immigrant Policies and Affairs in the New York State Department of Labor. She is the primary point of contact for the state's Immigrant Workforce Project and in that capacity, she works with both the program's administrators as well as Immigrant Workforce Counselors. She also conducts outreach to immigrant communities on labor and general LEP issues. She previously worked at the Center for Public Interest Law at Columbia University, where she was involved in the creation and administration of pro bono, public interest and human rights programs for law students and lawyers. She attended Brooklyn Law School, where she was an Edward V. Sparer Public Interest Fellow.

The Workforce System

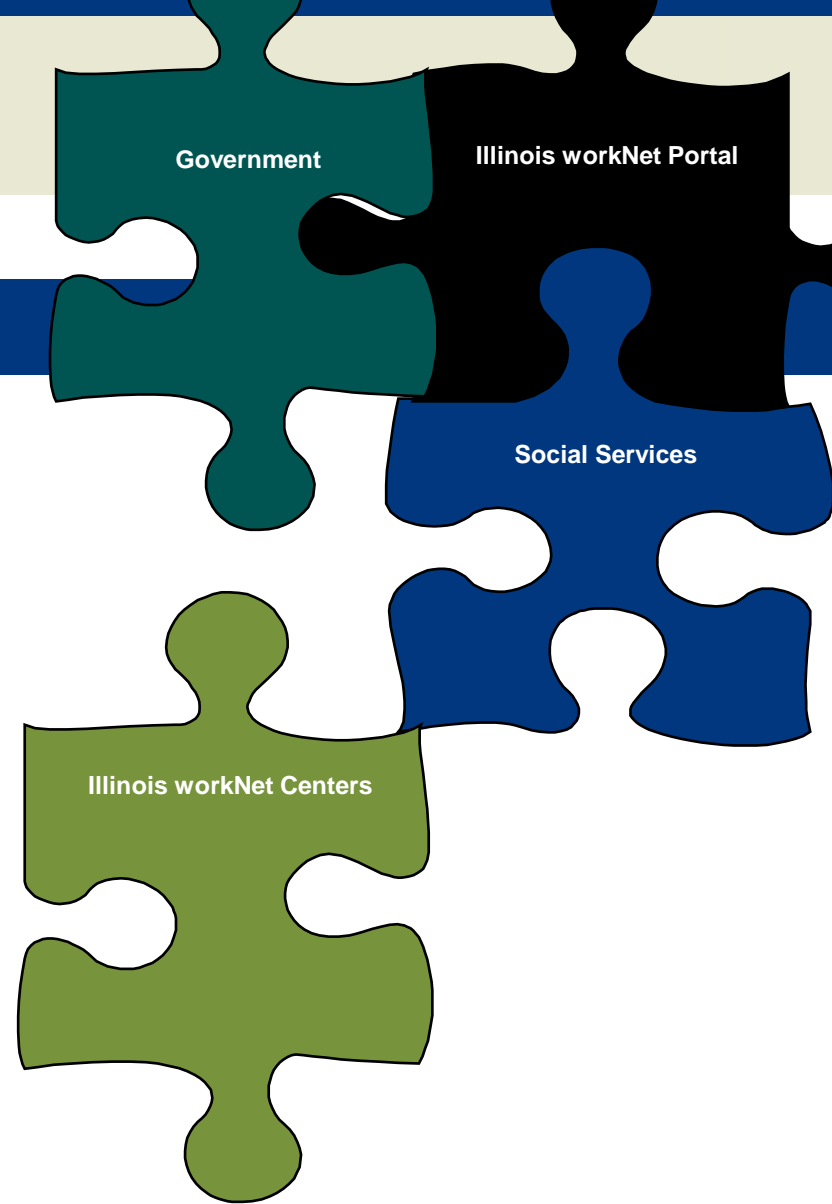
Workforce Investment Act

The Workforce Investment Act of 1998 (WIA) combines federally funded employment and training programs into a workforce development system where adults, dislocated workers, and youth can locate jobs or train for new careers.

WIA provides three levels of services:

1. Core
2. Intensive
3. Training

WIA services are provided through the Illinois workNet® portal, Illinois workNet Centers & satellites, and their community partner which reflect the workforce needs of the local area.



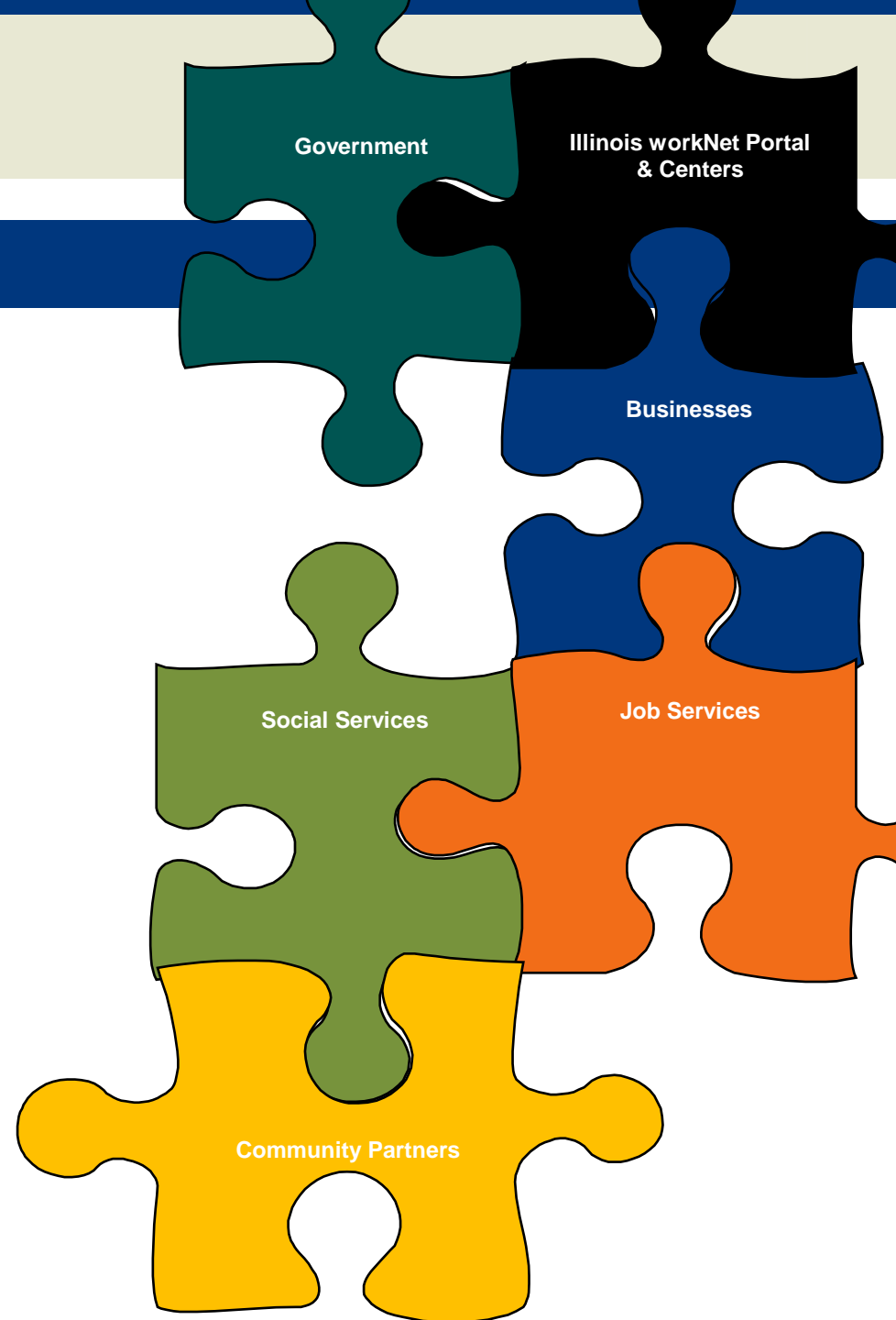
The Workforce System

State-Level Partners

The Workforce System in Illinois includes state-level partners such as:

- Illinois Department of Commerce and Economic Opportunity (DCEO)
- Illinois Department of Employment Security (IDES)
- Illinois Community College Board (ICCB)
- Illinois Board of Higher Education (IBHE)
- Illinois Department of Human Services (IDHS)

These agencies work together to oversee and implement local programs that provide training and education programs, resources, and services to the benefit of individuals and businesses.



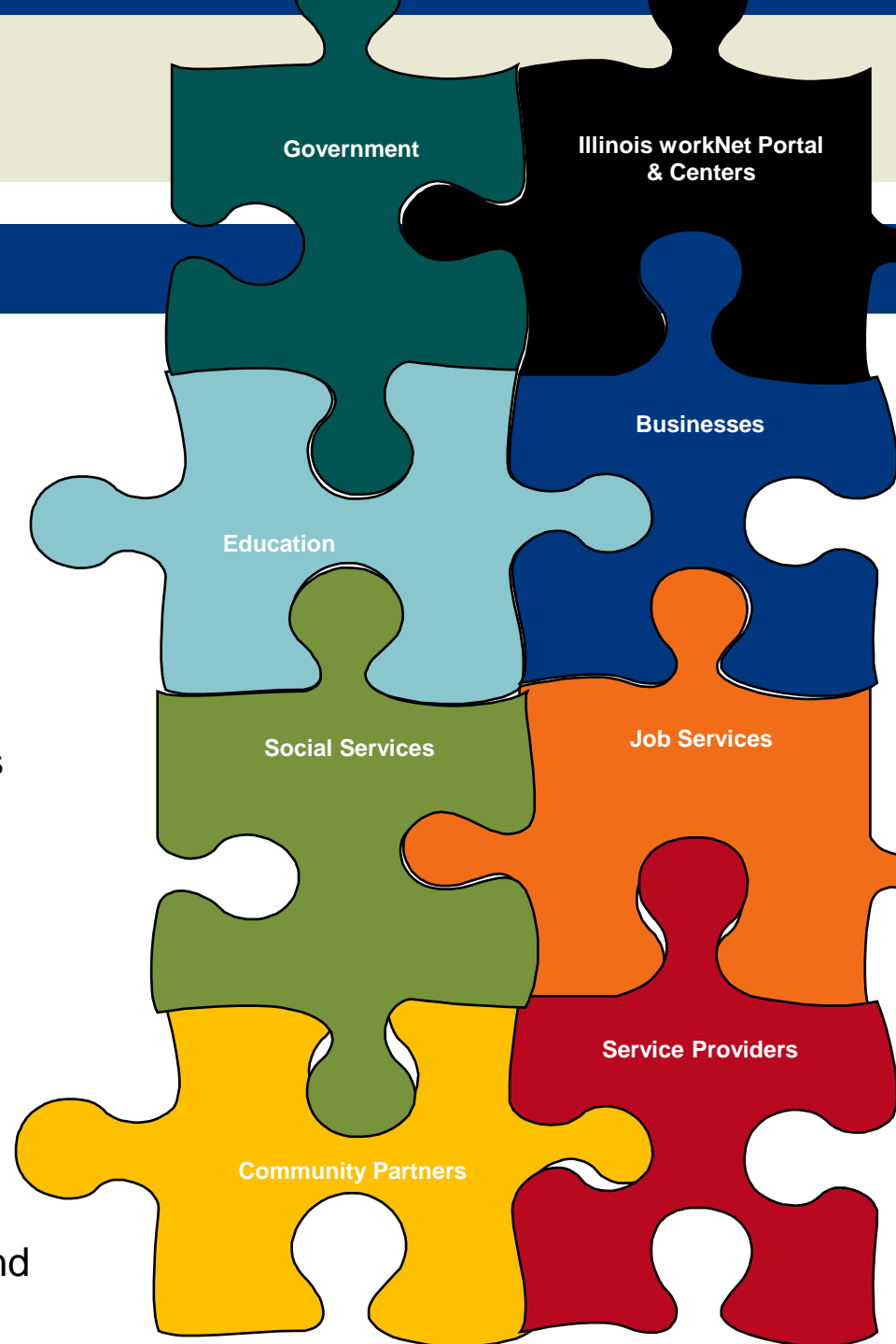
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Local Partners

Locally, workforce system partners include:

- Local Workforce Investment Boards
- Local Workforce Investment Areas' Illinois workNet Centers
- WIA mandated partners
- Illinois Department of Employment Security offices
- Illinois Department of Human Services offices
- Education and training entities
- Service providers
- Community-based organizations
- other organizations and agencies such as libraries

Partners work together to provide services beneficial to individuals and businesses. They provide job placement services, education and training opportunities, work-related resources and services, and promote career education.



The Workforce System

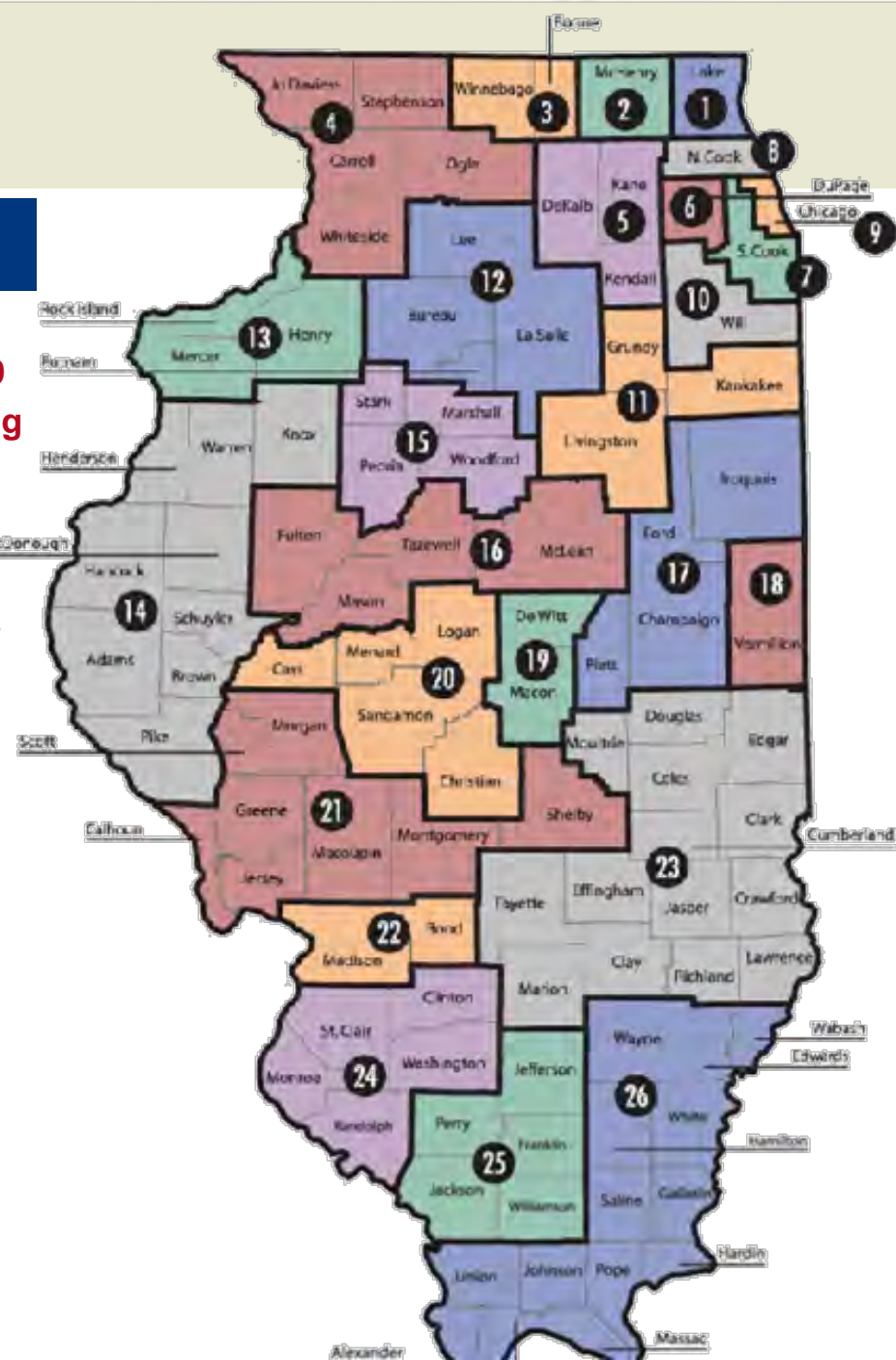
Network of Partnerships

As of July 25th, 2011, there are currently a total of 1,170 Illinois workNet partners providing WIA services ranging from mandatory to voluntary partners.

- 48 are comprehensive Illinois workNet centers (one-stop),
- 70 are WIA funded Satellite sites such as community based organizations, and
- 1,052 are non-traditional partners such as libraries, private sector entities and faith-based organizations.

Partners offer a variety of services to the community:

- Provide public access to Illinois workNet.
- Have staff that access the Workforce Professional's Pathway to use guidance and resources.
- Complete free online training and participate with webinars.
- Use customizable marketing materials available for download from Illinois workNet.
- Publish local content throughout the site.





Serving Limited English Professionals under WIA :

- **Eligibility**—WIA law strictly prohibits servicing undocumented individuals.
- **Performance**—WIA has stringent performance targets. Individuals with barriers that prevent them from being employed quickly become a liability to the program.
- **WIA Staff**—Lack of cultural competency amongst WIA Staff.
- **Resources**—Cuts in State and local WIA funding will impact the resources available to serve a multitude of population with barriers to employment.
- **Programs**—Lack of immigrant programs that can provide workforce services under the WIA program.
- **Current Job Market**—Makes it difficult for low-skills, limited English individuals to compete.

The Workforce System

Proactive Solutions



What Illinois has done to address LEPs challenges:

- **Illinois workNet Portal**—Provides full access and consistent information on services and resources available to all users
 - Portal translates to the 6 most represented languages Illinois
 - BrowseAloud reads website to users with literacy barriers
 - Statewide advisory group on Limited Language Skills
- **Outreach**—Workforce professionals actively meet with organizations servicing LEPs to educate and expose them to the WIA system, partners, and programs.
- **Program**—The State of Illinois has developed new policy that fosters collaboration between WIA, Community Colleges, and Education to develop programs that meet the needs of LEPs.
- **Investment**—The state has leveraged considerable investments both in workforce and education programs to better serve low-skilled, low-wage, LEPs and immigrant groups.

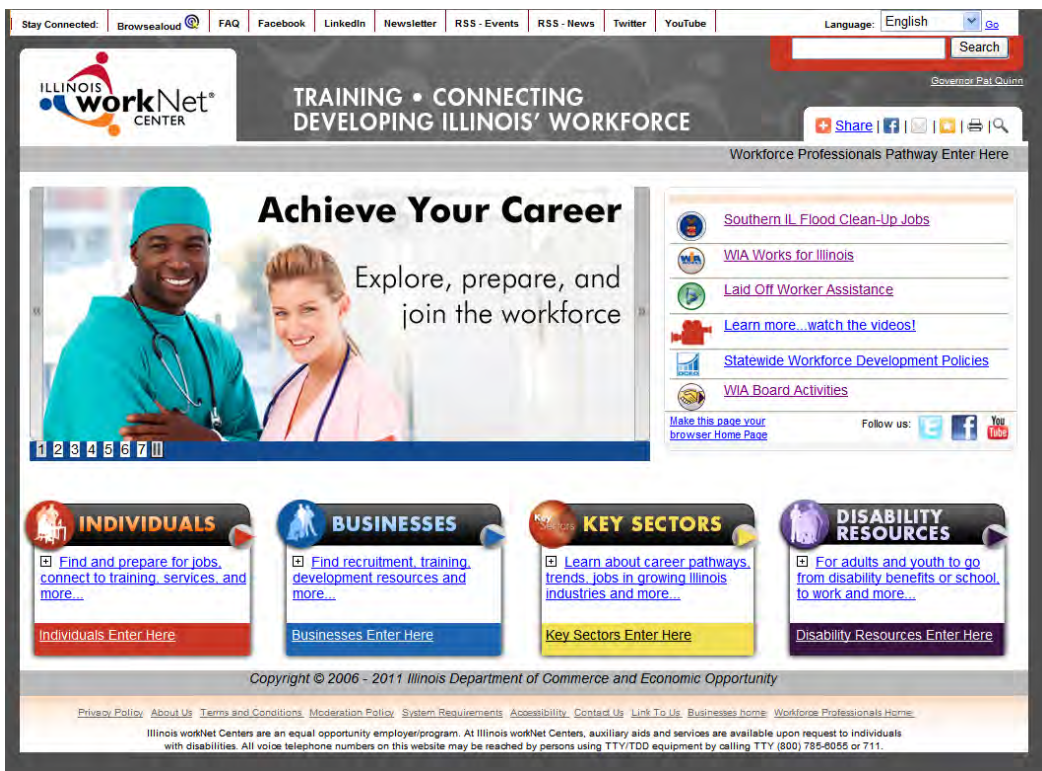
Web Portal (www.illinoisworknet.com)

Illinois workNet is the state's primary e-learning tool that provides delivery of WIA services on a virtual platform.

Community of Users – Social media pages, forums, and FAQs are examples of two-way communications with customers.



Flexible System – Statewide programs are quickly made available along with communications about the programs and training for workforce professionals.



Training – Workforce professional training includes online courses, webinars, and in-person training opportunities at no cost to staff with all partner organizations.



Accessible – Language translation options, supports assistive technologies, and meets Illinois Information Technology Accessibility Act.



Dynamic/Real Time – Trained state and local content managers located throughout Illinois publish content to the portal.



Illinois workNet Language Translation Tool

The screenshot shows the Illinois workNet website interface. At the top, there is a navigation bar with links for 'Estancia conectada', 'Browsealoud', 'FAQ', 'Facebook', 'LinkedIn', 'Boletín de noticias', 'RSS - Acontecimientos', 'RSS - Noticias', 'Twitter', and 'YouTube'. The main header features the Illinois workNet logo and the tagline 'TRAINING • CONNECTING DEVELOPING ILLINOIS' WORKFORCE'. A search bar is located in the top right corner, with a language dropdown menu set to 'en Español'. An orange arrow points from the search bar area to a magnified view of the language dropdown menu. The magnified view shows the following options: 'en Español', 'English', 'en Español', 'Polsku', 'Korean', 'Русский', and 'Chinese'. The 'en Español' option is currently selected. Below the search bar, there are social media sharing icons and a 'Parte' button. The main content area is divided into sections: 'Documentos', 'Vídeos', and 'Conexiones'. The 'Prepárese para un trabajo' section features a 'Got Skills?' article with a photo of a man wearing glasses. The 'Recursos' section lists various resources such as 'Escritura de un video del curriculum vitae', 'Prepárese para actividad del', and 'Glosario'. The '¿Qué hacen?' section discusses job selection. The footer contains a note about the preparation for the job market and a link to 'Consiga la información local'.

The Workforce System



Recommendations

Changes to the WIA System to Better Serve LEPs:

- **Performance**— Re-examine WIA performance measures.
- **Programs**—Change WIA Policy to include funding of Bridge Programs.
- **Funding**— DOL should partner with DOE & OVE to specifically fund successful projects targeted at LEPs.
- **Accreditation**—Develop pilots across the country to address the issue of foreign credential accreditation.

NY IMMIGRANT WORKFORCE PROJECT



**IMPROVING ACCESS FOR
LEPs**

New York State Department of Labor

New York State Department of Labor - Windows Internet Explorer

http://www.labor.ny.gov/home/

New York State Department of Labor

DEPARTMENT OF LABOR

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New York State Demographics



LEP Populations & Languages

There are over 4 million immigrants in NY, from a variety of countries

The highest foreign-born populations:

Mexico	China	Korea
Vietnam	Burma	Poland
Russia	Haiti	Italy
Philippines	Colombia	Jamaica

System Size and Challenges



81 One Stops and **33** WIBs

782,354 customers served in 2010

The largest One Stops in NYC serves hundreds of customers per day

EXISTING SYSTEM CAPACITY & RESOURCES

- Bilingual staff
- In-house Language Bank
- Telephonic interpreting services
- In-house and contracted translation services for forms and documents



EXISTING SYSTEM CAPACITY & RESOURCES

**Workforce Development System Technical Advisory #
10-01**

**Language Interpretation Services Available at One-
Stops**

Immigrant Workforce Project

PROJECT GOALS

- Increase LEP and immigrant customers' access to One Stop services
- Enhance One Stop staff capacity to serve LEP and immigrant customers
- Reach out to CBOs that serve LEP and immigrant communities

Immigrant Workforce Project

PROJECT BACKGROUND

- Creation in 2010
- Surveys of LEP One Stop customers and community organizations
- Search for Immigrant Workforce Counselors
- Implementation and IWC training

Survey Campaign

- LEP Customer Survey
- CBO Survey
- Manager Survey

What were the goals?

Who responded to the surveys?

What did we learn?

Immigrant Workforce Counselors

- Locations
- Individual histories and skills
- Functions

IWC Impacts and Successes

- Trainings for staff
- Job connections for LEP and immigrant customers
- New programs for LEP and immigrant customers
- Increased outreach to CBOs and government agencies

QUESTIONS & CONTACTS

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