

Supporting Labor Market Success Through Accelerated/Contextualized ESOL

National Skills and Credential Institute

Washington, DC

June 29, 2016

LaGuardia Community College, City University of New York



- Large, urban campus in most diverse US county
- 57% of 1.8M Queens residents foreign born; 518,000 LEP adults
- 209,000 underutilized skilled immigrants in NYC: brain waste
- Division of Adult & Continuing Education
- ESOL
- High School Equivalency in English and Spanish
- CLIP and CUNY Start remedial programs
- Workforce Training and Employment Services

Center for Immigrant Education & Training

- ESOL Civics
- ESOL Immigrant Family Literacy
- NYC Welcome Back Center

Contextualized and NY-BEST ESOL Programs

- *Hotel T.E.A.C.H* ESOL curriculum
- ESOL Bridge for Retail Skills
- ESOL Bridge to Bookkeeping
- ESOL pilot course for Whole Foods incumbent workers
- ESOL Bridge to US Healthcare Careers
- ESOL Bridge to Medical Assisting
- ESOL Bridge to Infection Control
- NY-BEST ESOL NLCEX LPN & RN for immigrant nurses
- NY-BEST ESOL USMLE Step II for immigrant physicians

NYBEST NCLEX: The Results



- LPN cumulative pass rate of **93%**, double national rate for immigrant professionals (46%).
- LPNs doubled wages (**120%**) from average \$12.02 per hour to \$26.45 after course.

- RN cumulative pass rate of **65%**, double national rate for immigrant professionals (32%).
- RNs doubled wages (**120%**) from average of \$11.61 per hour to \$29.00 after course.

Welcoming Center for New Pennsylvanians

Accelerating immigrant integration and economic advancement through education, training, employment and entrepreneurship.

We believe immigrants strengthen the productivity, profitability, and stability of the region, and contribute to Pennsylvania's economic growth.

Over **14,000** immigrants served from over **140** countries since **2003**



Welcoming Center – Core Programs

Education and Training - Helped over **1,500** adults to learn English, civics, GED, and Academic English.

Employment Service - Placed over **2,300** work-authorized immigrants in family-sustaining employment.

Small Business & Entrepreneurship - Assisted over **800** immigrant and U.S. born entrepreneurs throughout Philadelphia area to launch or expand their businesses.

Immigrant Professionals Program - Served over **120** foreign-trained professionals in establishing their career pathway.

Our Process

Integration of Education, Training and Employment

INTAKE
www.welcomingcenter.org

**ORIENTATION, LANGUAGE AND SKILLS ASSESSMENT,
PLACEMENT IN JOB OR PROGRAM**

**EDUCATION AND TRAINING
PROGRAMS**

**IMMIGRANT PROFESSIONALS
PROGRAM**

**Classes: ESL, Civics, ABE, GED Prep, Citizenship
Career Pathways/Post-Secondary Education
Job Specific Skills Training Workshops:
Resume, Job Search, Soft Skills, Mock Interview**

**Classes: College Prep/Academic English, English
for Healthcare Professionals, Professional Writing
Career Pathways/Post-Secondary Education
Mentoring and Networking**

**EMPLOYMENT
and RETENTION**

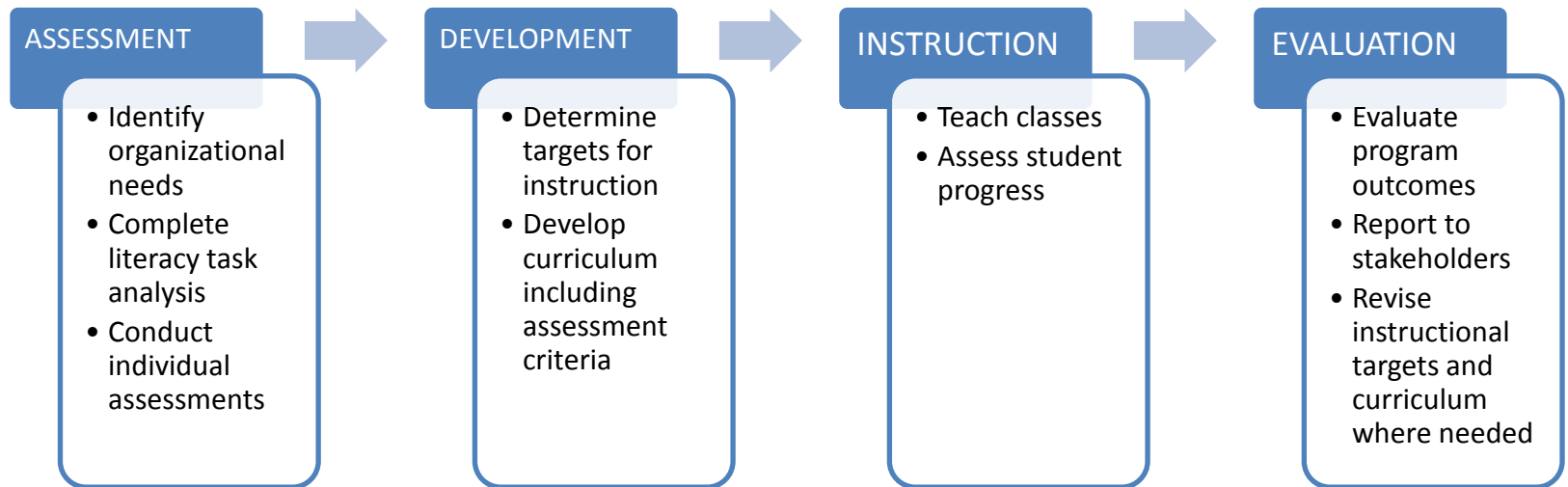
Project Learn of Summit County Akron, Ohio

Community-based agency providing literacy, GED, ESL and career pathways/college transition services

- **Core ESL Programs:** ESL classes, Civics, GED, Citizenship, Career Pathways/Post Secondary Education services
- **Contextualized/Customized Training:** ESL Healthcare Classes, Customized Incumbent Worker Classes, Language Coaching Services, Customer Service Certification Training



Customized Training Process



Outcomes & Lessons

Outcomes:

- **55%** advanced at least one EFL
- **75%** demonstrated improvement in targeted tasks
- **80%** retained employment
- **75%** students satisfaction with classes
- **65%** employer satisfaction with classes

Recommendations:

- This is **customized** training (not an ESL class in a plant)
- Stakeholder **buy-in** critical (all parties involved in the planning)
- **Timing** is everything (paid participation vs. unpaid participation)
- Establish realistic **expectations** (educate the employer)
- **Incentives** are important (ask participants what motivates them)
- Employers need to **invest** in this service (\$)

