

# Welcome to February Ecosystem Enrichment!

Serving Non-English Speaking Jobseekers

# WHAT IS ECOSYSTEM ENRICHMENT?



Monthly professional development opportunity for workforce professionals – career coaches, business services representatives, training instructors, and more!



Information that helps connect a complex system of services so that jobseekers can get the support they need to find, obtain, and maintain quality employment – no matter where they start!

Broadly applicable workforce development skills/knowledge with local context



Join us each month for more, invite others you think are a good fit, and reach out if you have questions about previous or upcoming sessions

# Housekeeping Items

The session is being recorded, the PowerPoint and other materials will be sent out after the session.

Please mute yourselves to make sure that speakers can be heard, and we do not experience feedback. No need to keep video on unless you want!

Feel free to share your own thoughts, reactions, and reflections to the topics as we go along. If time allows, we can move to participant questions, so please send those to me privately!

# Introductions

Type in the chat

Name, Title, Organization

How many of your customers speak a language other than English? What languages do some of your customers speak?



# Key Learning Objectives



Definitions



Why Language Access is Critical to Indianapolis Economy



Responsibilities to LEP Jobseekers



Serving LEP Jobseekers



# Definitions

LEP: Limited English Proficiency

ELL: English Language  
Learner/Learning

ESL: English as a Second Language

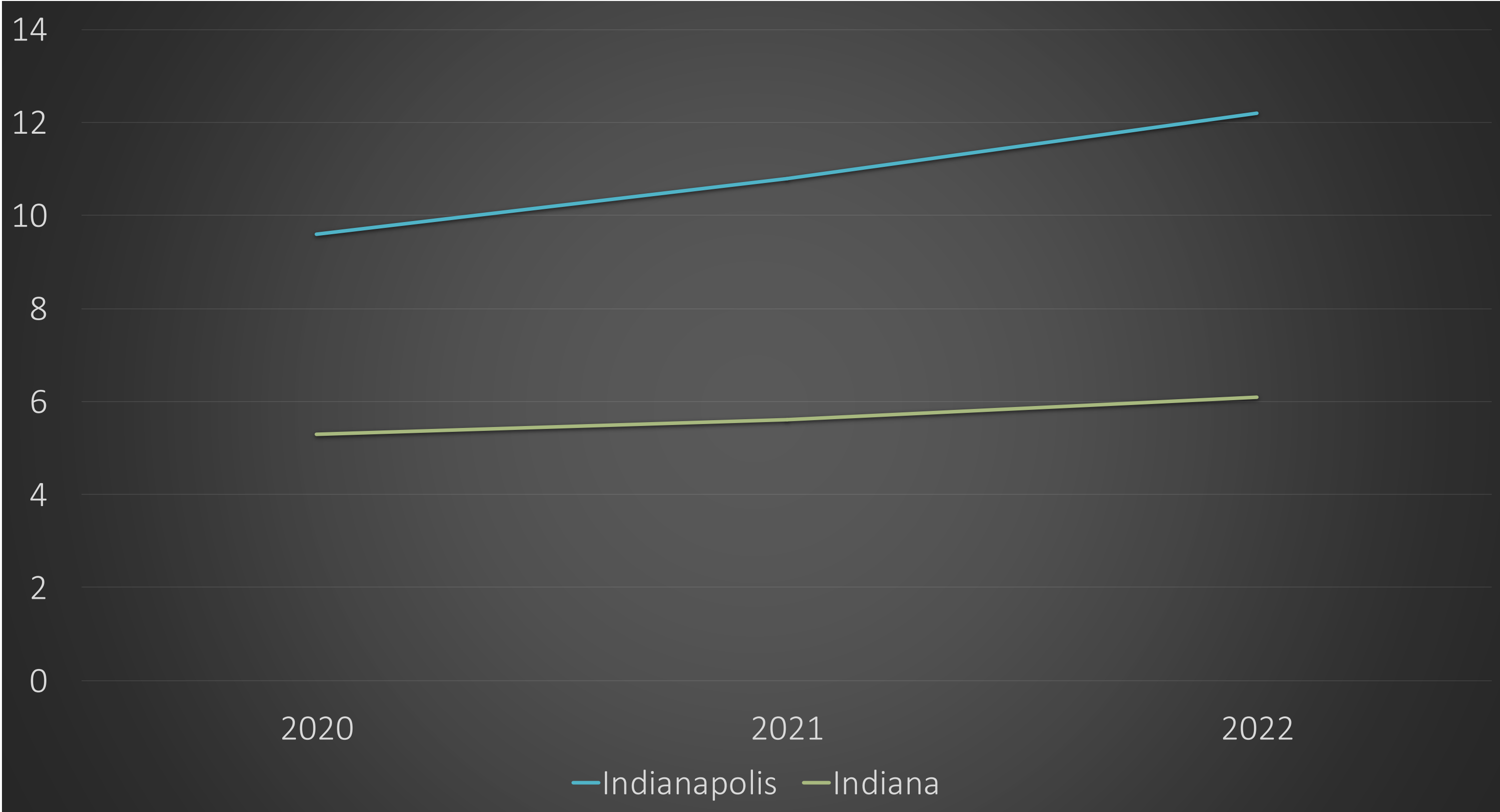
Others?



# Why Language Access is Critical to Indianapolis Economy

Number of new foreign-born residents  
Immigrant workers in the labor force  
Employment projections/new jobs that  
will need filled

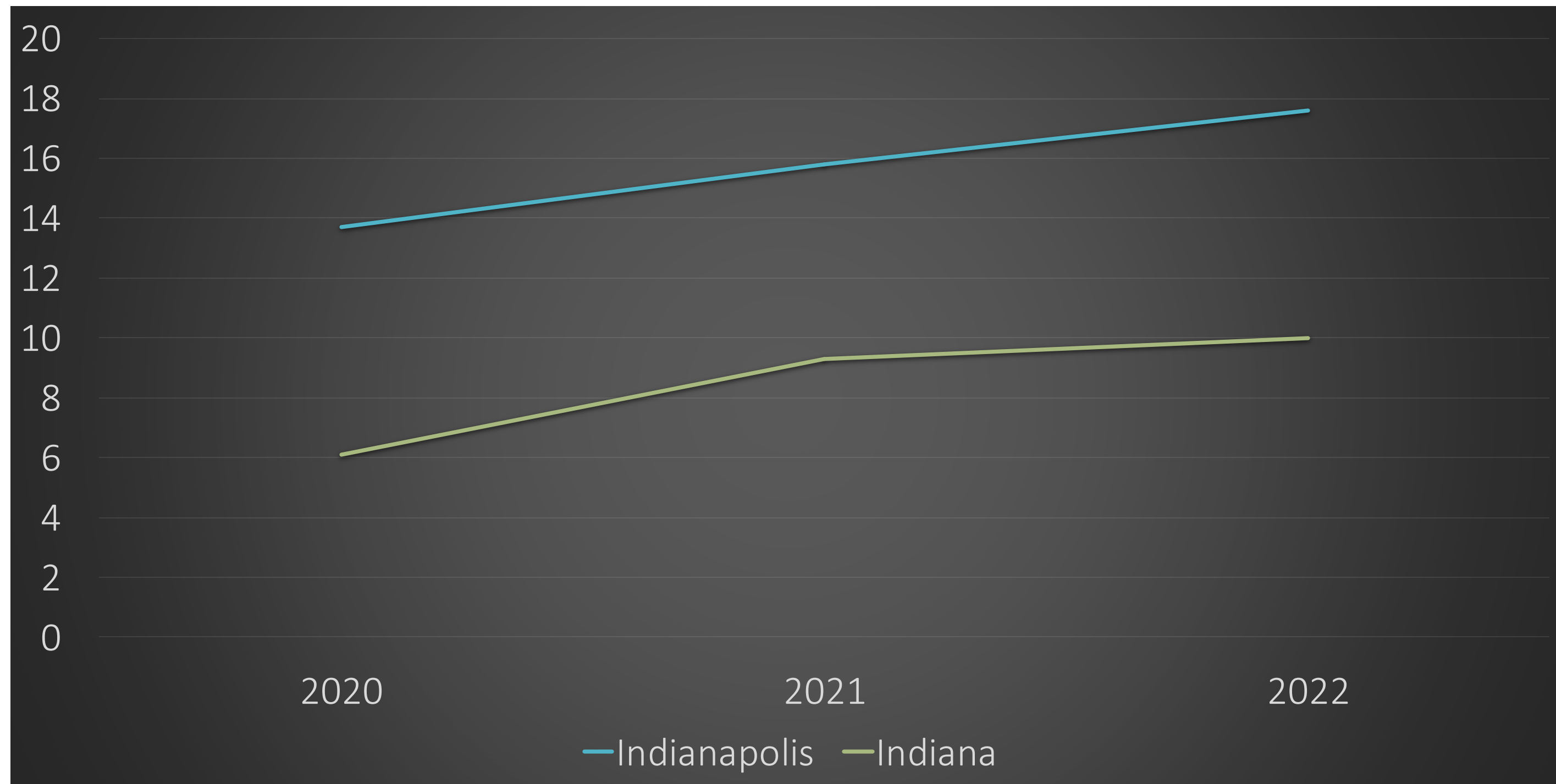
# Percent of Foreign-Born Residents



Source: American Community Survey (ACS) by the US Census Bureau

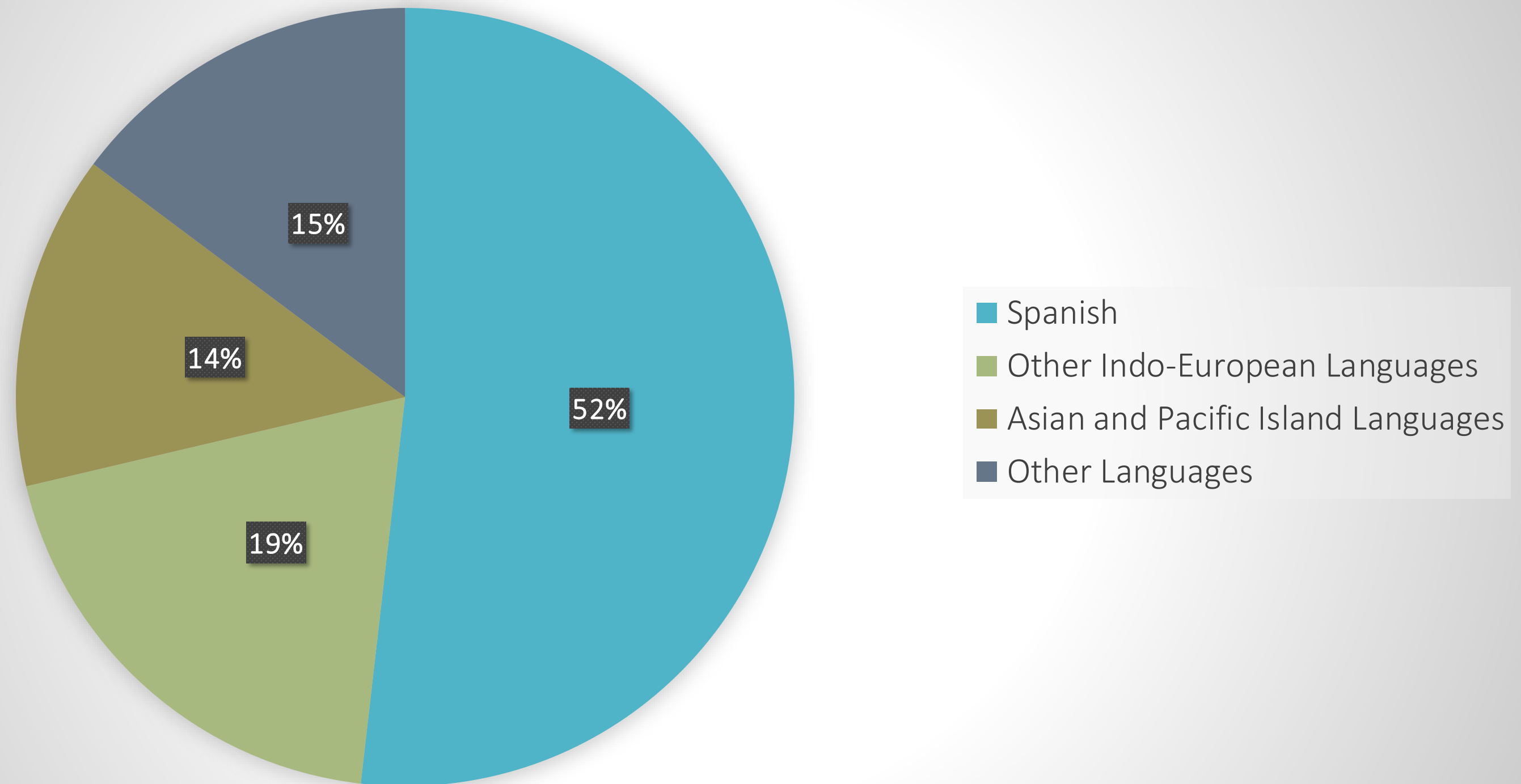


# Percent of Households Speaking a Language other than English at Home

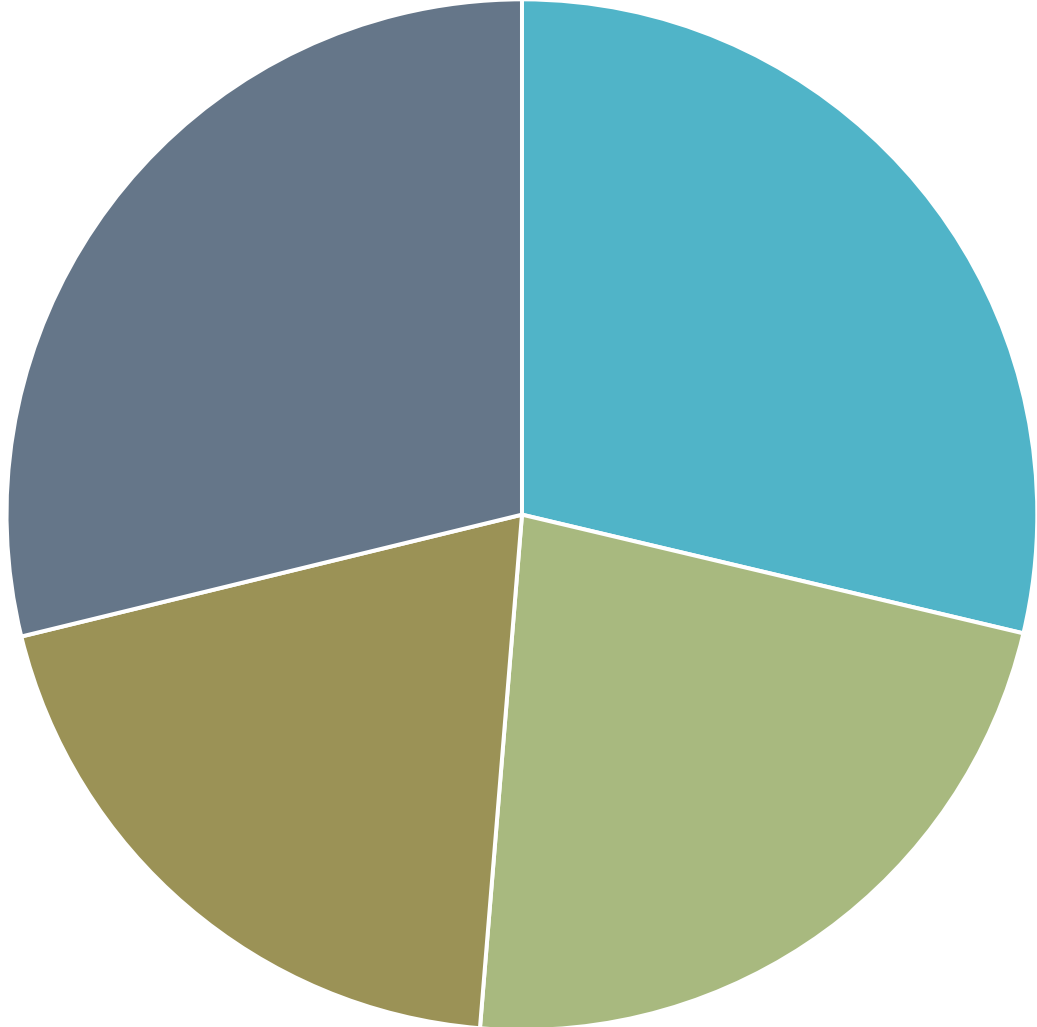


Source: American Community Survey (ACS) by the US Census Bureau

# Languages Spoken at Home, Other than English



# Educational Attainment, for Households where Language other than English is Spoken at Home

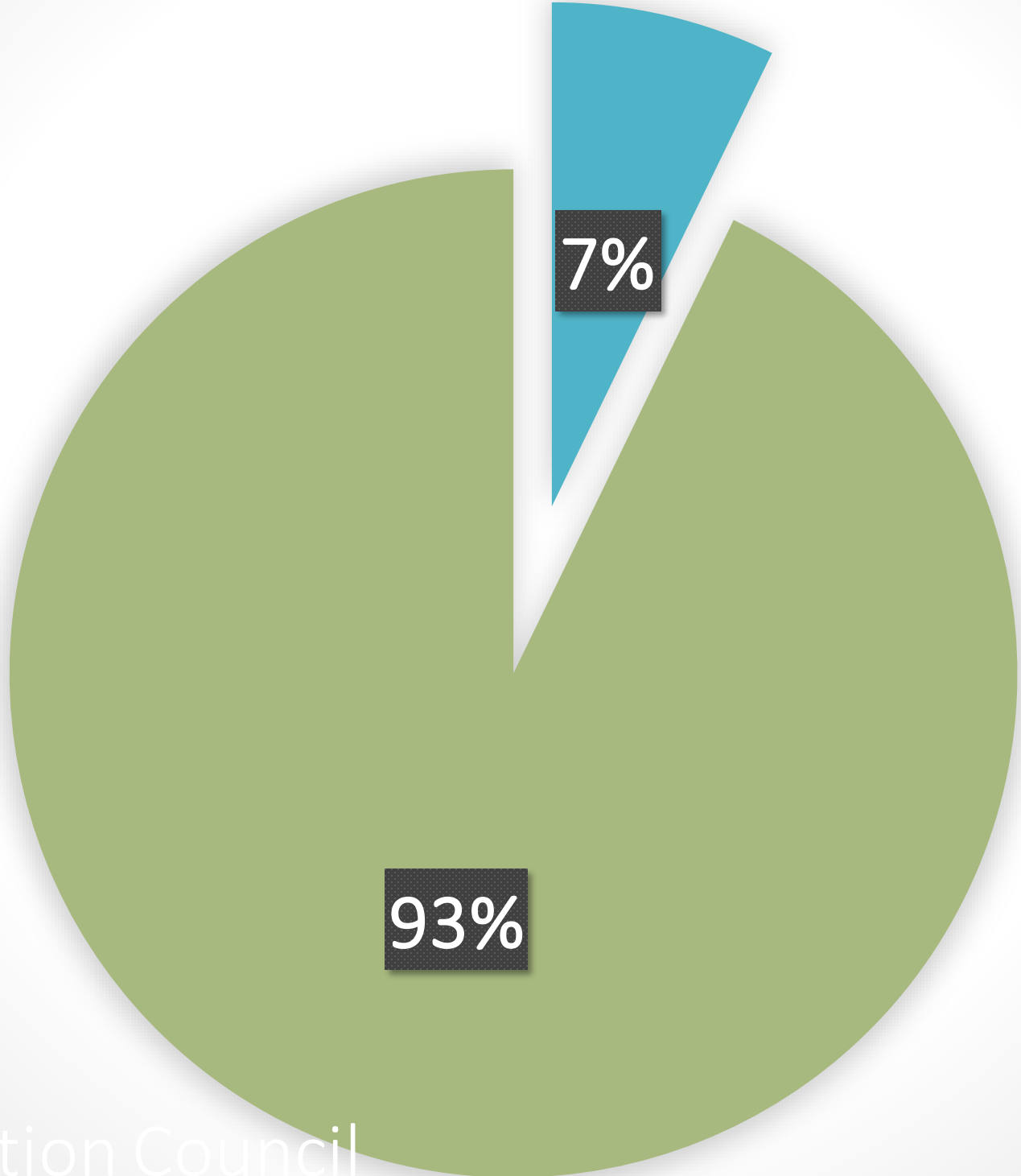


- Less than high school graduate
- High school graduate (includes equivalency)
- Some college or associate's degree
- Bachelor's degree or higher

Source: American Community Survey (ACS) by the US Census Bureau

# Immigrant Workforce in Indiana

Share of workers in the labor force who are immigrants



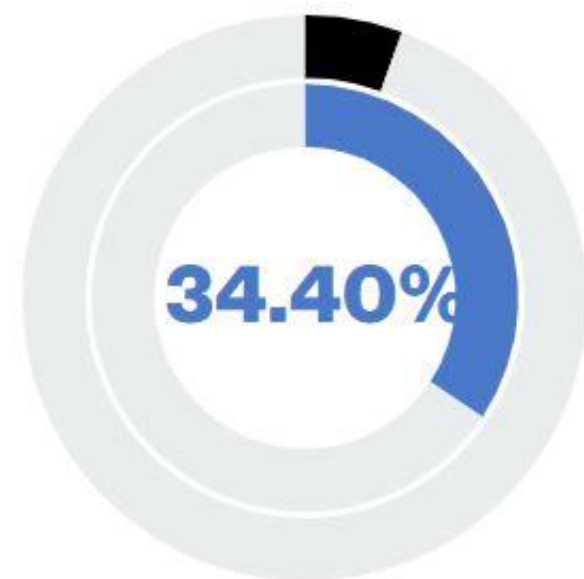
Source: American Immigration Council

# Indiana Industries

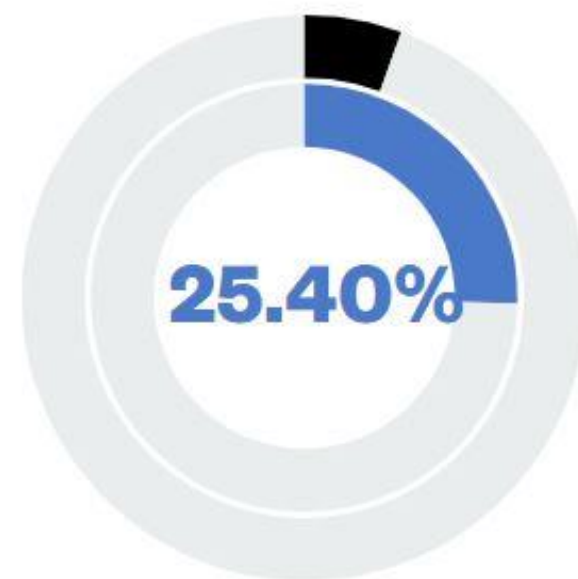
## TOP INDUSTRIES WITH HIGHEST SHARE OF IMMIGRANT WORKERS



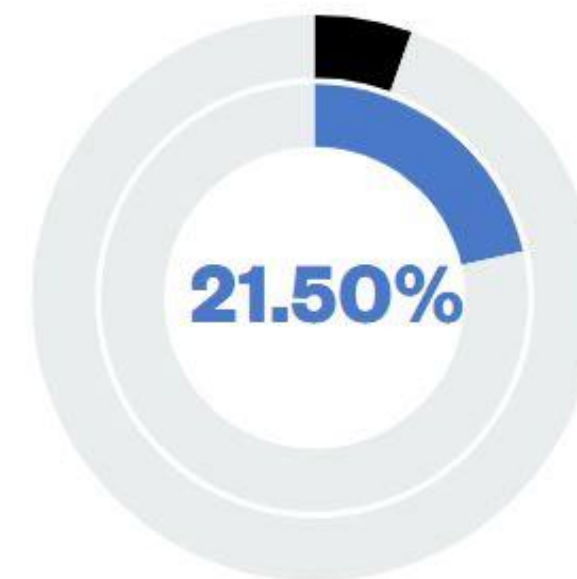
Nail salons and other personal care services



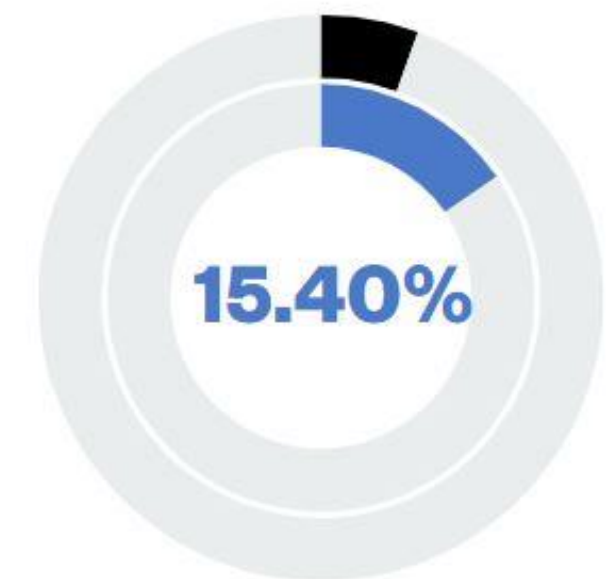
Engine, turbine, and power transmission equipment manufacturing



Warehousing and storage



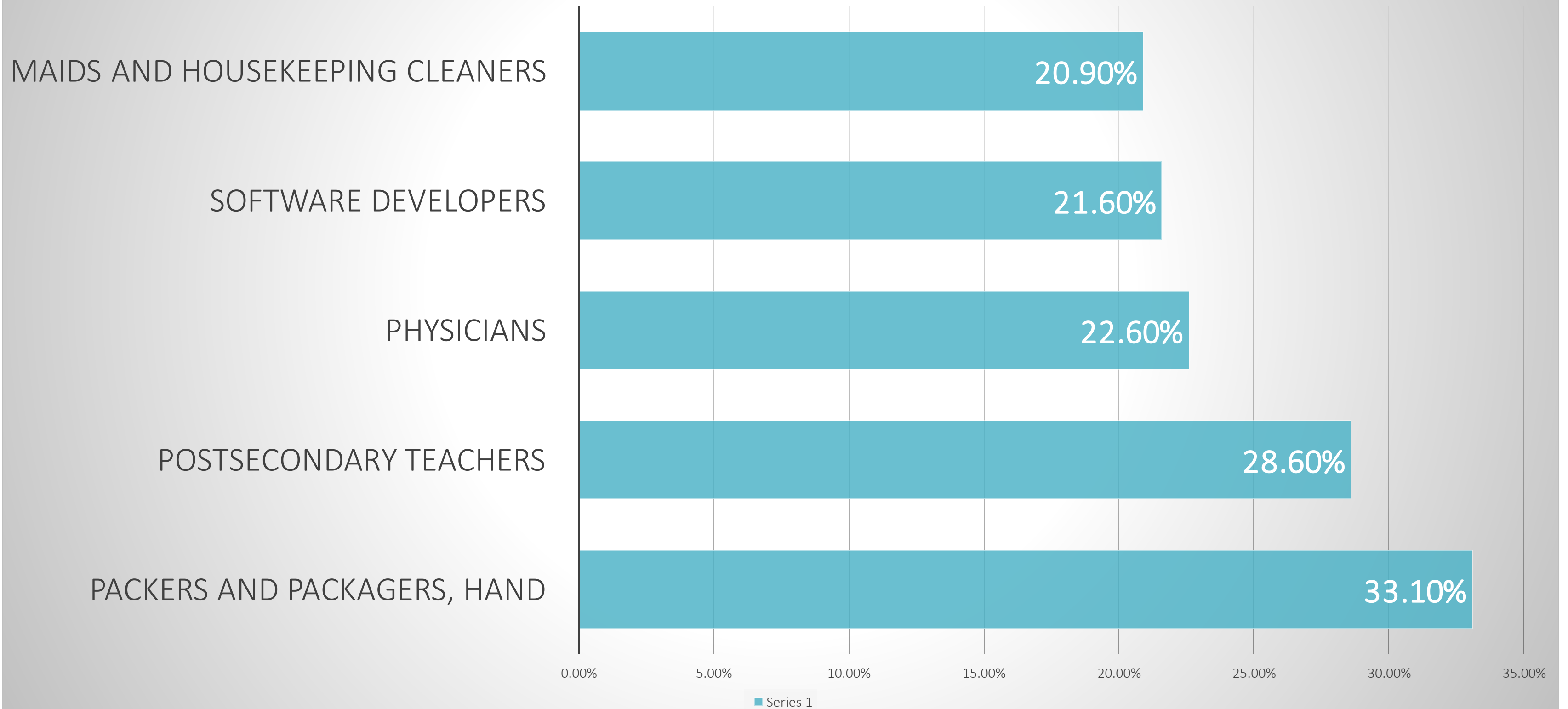
Electronic shopping and mail-order houses



Colleges, universities, and professional schools, including junior colleges

■ IMMIGRANT SHARE OF POPULATION: 5.60%

# Top Occupations with Highest Share of Immigrant Workers, Indiana



Source: American Immigration Council

# Immigrant Entrepreneurship, Indiana

There are nearly 23,000 immigrant entrepreneurs in Indiana

9% of entrepreneurs in Indiana are immigrants

Total business income of immigrant entrepreneurs is \$694.0M

# Workforce Needs

Indiana has 70 available workers for every 100 open jobs.

- Job Openings: **189,000**
- Unemployed Workers: **106,590**
- Labor Force Participation Rate: **63.6%**
- Quit Rate: **2.9%**
- Hiring Rate: **4.4%**





# Responsibilities to LEP Jobseekers

Non-Discrimination  
Collecting LEP Data  
Babel Notice

# Non- Discrimination

WIOA Section 188, 29 CFR 38.9 An individual must not be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any WIOA Title I-financially assisted program or activity based on national origin.

# Limited English Proficiency Data

29 CFR 38.41(2) Collection and maintenance of equal opportunity data and other information.

*...Beginning on January 3, 2019, each recipient must also record the limited English proficiency and preferred language of each applicant, registrant, participant, and terminee...*

## What is the Babel Notice?

A Babel notice is a short notice included in a document or electronic medium (e.g., website, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages.

# Examples of Documents That Contain Vital Information

Applications

Consent and complaint forms

Notices of rights and responsibilities

Written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required

## Discussion: Serving non-native speakers

What are their specific needs/barriers to employment? How are they unique from other customers?

Share any previous experience

# Common Barriers for LEP Jobseekers

- ❖ Need for "survival job" income to support family
- ❖ Lack of career information and guidance
- ❖ Gaps in or lack of formal education
- ❖ Language fluency
- ❖ Lack of professional network
- ❖ Lack of culturally appropriate US job search skills
- ❖ Technical skills gaps
- ❖ Age/stage in career
- ❖ Discrimination
- ❖ Family Obligations
- ❖ Professional Licensing
- ❖ Lack of US work experience
- ❖ Employer concerns about visa sponsorship or lack of context for foreign education and experience



Some non-native and/or immigrant students/jobseekers may need additional support adapting to cultural norms

Coaching strategies to employ

- ❖ *Discuss non-verbal communication: handshaking, eye contact*
- ❖ *Interview Prep: reviewing U.S.-style interview techniques, practicing self-promotion, etc*
- ❖ *Resume development: use industry relevant terms, look for clarity, eliminate confusing information*

Identify existing strengths and validate cultural experiences

- ❖ *Identify technical skills from previous work*
- ❖ *Discuss how cultural diversity is an asset to employers*

# Preparing ELL Jobseekers for Employment



# Discussion

- What specific programs or services are available to serve non-native speakers?



Q&A

# Resource and Organization Highlights

# English Language Learning Classes

English Language Learning classes offer instruction for non-native English speakers, providing the students with the skills necessary to improve their reading, writing, listening, and speaking skills. At local Adult Education providers, ELL students can enroll in evening or day classes and are provided access to on-line learning opportunities in addition to classroom instruction by a licensed teacher. Classes are open to all adults, regardless of English level.

[Indy Reads](#)

[Marian University  
Project Build](#)

[Warren,  
Washington, and  
Wayne Township  
Adult Education](#)

[Central Nine](#)

# Indianapolis Public Library: Immigrant Services

Citizenship Classes

English Conversation Circles

Pathway to Literacy: Beginner English Classes

Spanish Financial Literacy Classes

# Legal Services

Indiana Legal  
Services, Inc.  
(ILS)

Neighborhood  
Christian Legal  
Clinic

Archdiocese of  
Indianapolis  
Catholic Charities

# Immigrant Welcome Center

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

Immigrant Welcome Center Connect  
Resource Database

Natural Helpers Program

Helpline

Language Learning

Citizenship & Legal Assistance

# Exodus Refugee

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

Arrival Support, Reception, and  
Placement

Employment Program

Language Training & Cultural  
Orientation

Mental Wellness



# Burmese American Community Institute (BACI)

<https://thebaci.org/>

## Civic & Cultural Education Program

- Naturalization Assistance
- English & Citizenship Classes
- Civic and Community Engagement

## Employment & MicroEnterprise (EMED)

- Organized Job Fairs
- One-on-one Employment Assistance
- Technical Assistance to Entrepreneurs

## Refugee Resettlement

# Additional Resources

[Immigrants in Indiana, an Overview](#)

[Employment Among Immigrants and Implications for Health and Health Care](#)

[How can career counselors foster a sense of belonging and inclusion for immigrants and refugees?](#)

[Upskilling New Americans: Innovative English Training for Career Advancement](#)

[Barriers to Career Advancement Among Skilled Immigrants in the US](#)

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Rate the Session

# Wrap-Up

Next Session: March 28<sup>th</sup>

[Register Here](#)

Are you a new career coach, navigator, or case manager looking for resources?

Are you a seasoned professional with resources to share?

Check out the Resource Library where you can access & request materials to help as you serve jobseekers