



# WIOA Innovations: Career Navigator 101

Chicago Citywide Literacy Coalition  
Career Pathways Navigator  
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*Click to edit Master sub title*

# WIOA Agenda/Acronyms

- Intro to: Chicago Citywide Literacy Coalition (CCLC); Career Navigator; 13 WIOA Title II Adult Education Providers (Pilsen Partners) and the Near West American Job Center (NWAJC).
- Collaborations & Partnerships between CCLC, Pilsen Partners, the NWAJC and local community stakeholders. (Outreach, orientations, resource fairs, advocacy, quality control meetings, cross trainings).
- Partner referral flows, reports, and tracking system.
- Best practices: Professional Development, marketing style, partner engagement, advocacy.

# History of Career Navigator

- **The Near West American Job Center located at 1700 West 18<sup>th</sup> Street in Chicago IL 60608** is the comprehensive one-stop connected to 13 WIOA title II adult education providers.
- CCLC and the Pilsen Partners began work on how all the organizations would be connected to this one-stop and in compliance with WIOA.
- The 13 WIOA title II adult education providers decided to staff a Career Navigator at the one stop to represent their services using 2.5% of what each program was awarded in Federal Basic.

# 13 WIOA Title II Adult Education Programs at the Near West AJC

- A Safe Haven
- Greater West Town Project
- Instituto del Progreso Latino
- Literacy Chicago
- Malcolm X College
- National Able Network
- PODER/English Works
- Pui Tak Center
- Richard J. Daley College
- Safer Foundation
- St. Augustine College
- UIC Center for Literacy/FAST
- Universidad Popular

# WIOA Title II Programs & Services

## ATTACHMENT 6a - Comprehensive One Stop Service Coordination Plan

Indicate the type of services offered by Adult Education (Title II) Funded providers within the APC at your local One-Stop site.

Each funded Adult Education provider that contributes to the One-Stop must indicate which services are provided and how they are delivered.

Local Workforce Innovation Board #:	#7	Participation / Contributions by APC Providers at One-Stop Location in LWIB		Place an "X" in each column below to indicate the type(s) of service(s) to be provided in FY20.																		
				ABE / Literacy	ASE / HSE	ESL / ELA	IELCE	HSCR	VOC	Employability Skills	Foreign Language HSE	Citizenship	Family Literacy/Parenting	Volunteer Literacy	Workplace Literacy	Counseling/Guidance	Workforce Preparation	Transitions Services	Childcare	Transportation	Bridge P programming	JET
Local Workforce Innovation Board Address:	69 W.Washington, suite 2860 Chicago IL 60602	Total (\$) infrastructure costs contributed by AEL program in FY 2019	Total (\$) infrastructure costs contributed by AEL program in FY 2020																			
# of Staff (or technology stations that meet direct linkage requirements) Funded by ICCB AEL at One-Stop Locations	Name of ICCB Funded (Title II) Adult Education Provider Offering Services at Comprehensive One-Stop Location																					
0.08	City Colleges of Chicago - Malcolm X	\$199	\$175	X	X	X			X	X						X		X				
0.08	City Colleges of Chicago - Richard Daley	\$199	\$175	X	X	X		X		X		X	X	X	X		X					
0.08	Greater West Town Community Development Project	\$199	\$175		X	X				X					X			X		X		
0.08	Instituto del Progreso Latino	\$199	\$175	X	X	X	X		X		X	X			X	X	X		X	X		
0.08	Literacy Chicago	\$199	\$175	X	X	X			X			X		X	X			X	X			
0.08	National ABE Network	\$199	\$175	X	X				X							X		X	X	X		
0.08	Pui Tak Center	\$199	\$175			X			X			X		X	X					X		
0.08	A Safe Haven	\$199	\$175	X	X				X		X		X	X	X		X	X	X	X		
0.08	Safer Foundation - PACE Institute	\$199	\$175	X	X				X			X		X	X	X		X	X	X		
0.08	St. Augustine College	\$199	\$175	X	X				X	X				X	X	X	X	X	X	X		
0.08	UIC - Center for Literacy	\$199	\$175	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X		
0.08	Universidad Popular	\$199	\$175			X	X		X	X	X	X			X	X				X		
0.08	Poder Learning Center	\$199	\$175	X		X	X		X		X			X	X	X				X		
1.00		\$2,586	\$2,275	10	10	9	3	1	2	11	4	4	4	7	3	8	11	8	4	7	9	9

# Near West AJC Partners & Services

**Services Summary Chart: Near West American Job Center Partners**

PARTNER	BENEFITS OFFERED	BASIC ELIGIBILITY
<b>American Job Center Core Services</b>	<ul style="list-style-type: none"> <li>Resource Center w/ internet access, printer, fax, phones</li> <li>workshops on resume writing, interviewing, using social media for job search and basic computer skills</li> </ul>	<ul style="list-style-type: none"> <li>open to ALL</li> <li>no eligibility documentation requested</li> </ul>
<b>WIOA Workforce Innovation &amp; Opportunity Act</b>	<ul style="list-style-type: none"> <li>funding for technical &amp; vocational skills training</li> <li>job search guidance &amp; assistance</li> </ul>	<ul style="list-style-type: none"> <li>18 years old and up</li> <li>low income OR dislocated worker</li> </ul>
<b>TAA Trade Adjustment Assistance</b>	<ul style="list-style-type: none"> <li>funding for adult basic education (GED/ESL)</li> <li>funding for technical and vocational skills training</li> <li>funding for degree attainment</li> <li>job search guidance &amp; assistance</li> </ul>	<ul style="list-style-type: none"> <li>dislocated worker as a result of the job leaving the country</li> <li>appear by name on a TAA certified petition worker list</li> </ul>
<b>ADULT ED</b>	<ul style="list-style-type: none"> <li>prep for GED, US and Illinois Constitution Exams</li> <li>develop literacy and numeracy skills</li> <li>small class sizes</li> <li>rolling enrollment</li> <li><b>IT Bridge Program</b> (for adult education customers through Able)               <ul style="list-style-type: none"> <li>access to IT Essentials: a Cisco Academy course that can be done at home and teaches A+ type material to build background knowledge before IT training</li> <li>Paid Work Experience (with recent IT credential)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>18 years old and up</li> <li>low test scores on literacy/ numeracy exam <u>OR</u></li> <li>adults seeking GED</li> <li><b>IT Bridge Program</b> <ul style="list-style-type: none"> <li>above criteria, plus</li> <li>demonstrated interest in a career in IT</li> </ul> </li> </ul>
<b>IDES Illinois Department of Employment Security</b>	<ul style="list-style-type: none"> <li>unemployment benefits</li> <li>Illinois Job Link</li> <li>specialized services for veterans</li> <li>Fidelity Bonding (insures a business hiring at risk job applicants)</li> </ul>	<ul style="list-style-type: none"> <li>dislocated workers</li> <li>job seekers</li> </ul>
<b>SCSEP Senior Community Service Employment Program</b>	<ul style="list-style-type: none"> <li>subsidized employment and training</li> <li>paid community service assignments at local public and non-profit organizations</li> <li>computer training, job readiness training &amp; supportive services</li> </ul>	<ul style="list-style-type: none"> <li>age 55+</li> <li>low income</li> <li>unemployed</li> </ul>
<b>DRS Division of Rehabilitative Services</b>	<ul style="list-style-type: none"> <li>technical skills training for individuals w/ disabilities</li> <li>job search assistance for individuals w/ disabilities</li> <li>funding for assistive technology for job seekers w/ disabilities</li> </ul>	<ul style="list-style-type: none"> <li>documented disability</li> </ul>
<b>IDHS Illinois Department of Human Services</b>	<ul style="list-style-type: none"> <li>public benefits (medical, SNAP, cash, child care)</li> <li>substance abuse services</li> <li>mental health services</li> <li>specialized services (homeless, teen parents, domestic violence)</li> <li>food pantry connection</li> </ul>	<ul style="list-style-type: none"> <li>low income</li> </ul>
<b>Veterans Forward Program</b>	<ul style="list-style-type: none"> <li>specialized services for veterans transitioning to civilian careers</li> <li>individualized coaching for job search (focus on referrals)</li> <li>weekly job search support team meetings</li> </ul>	<ul style="list-style-type: none"> <li>veteran with a DD214 with a discharge status</li> </ul>
<b>Ready 2 Work Program w/ the Legal Assistance Foundation (LAF)</b>	<ul style="list-style-type: none"> <li>free legal assistance for job seekers facing legal barriers to employment</li> </ul>	<ul style="list-style-type: none"> <li>low income</li> <li>Cook County resident</li> </ul>

# Near West AJC Continued

<b>CHA</b> <b>Chicago Housing Authority Services</b>	<ul style="list-style-type: none"> <li>individualized career coaching for CHA residents</li> <li>Basic Computer Skills Workshops</li> <li>Resume Development Workshop (hands on)</li> </ul>	<ul style="list-style-type: none"> <li>current CHA resident</li> </ul>
<b>Job Corps</b>	<ul style="list-style-type: none"> <li>career technical training (classroom)</li> <li>work-based learning (onsite with employers)</li> <li>job search assistance</li> <li>education support (GED/high school diploma)</li> </ul>	<ul style="list-style-type: none"> <li>16 to 24 years old</li> <li>low income</li> </ul>
<b>Up 2 Us Sports</b>	<ul style="list-style-type: none"> <li>hire and train adults and veterans as coach mentors for youth sport programs</li> <li>provide trauma-informed training for youth programs</li> <li>AmeriCorps Partner Program</li> </ul>	<ul style="list-style-type: none"> <li>18 years old and up</li> <li>have high school diploma or GED, or currently working toward completion of either</li> </ul>
<b>St. Anthony Hospital Outreach</b>	<ul style="list-style-type: none"> <li>enrollment assistance with Medicaid, SNAP, cash assistance and other public benefits</li> <li>connection to low or no-cost health care</li> </ul>	<ul style="list-style-type: none"> <li>low income</li> </ul>
<b>CCLC</b> <b>Chicago Citywide Literacy Coalition</b>	<ul style="list-style-type: none"> <li>career pathways navigator (in reference to adult education next steps and beyond)</li> </ul>	<ul style="list-style-type: none"> <li>18 years old and up</li> </ul>

**Note** Generally most programs listed also look for the following:

- authorized to work in US
- willing to sign consents, submit documents
- want services
- ready to work

# WIOA Career Navigator Activities

- In FY20, an estimated 18,163 individuals will receive Adult Education services from the 13 WIOA Title II providers in Chicago.
- Clients of the Near West AJC are connected to WIOA Title II Adult Education services, and current adult education students are provided supportive services by the partners at the Near West AJC.
- The Career Navigator's office is located at the Near West AJC which allows real time communication and collaboration between WIOA Title II and all Near West AJC partners.
- Due to the demand in Chicago, the Career Navigator is assisting WIOA Title II providers with developing adult education courses at off site locations in communities of high need of ESL, GED, Digital, or Literacy programs. (Adult Education Broker Services)



# WIOA Career Navigator FY19

- The Career Navigator has completed 89 site visits at the 13 Adult Education programs to inform staff and students about supportive services, workshops, updates and resource fairs provided at the Near West AJC, and to collect information regarding Adult Education registration, orientation, program schedules or course updates to share with the Near West AJC community and partners.
- The Career Navigator has participated in 65 Chicago outreach events hosted by community organizations, state agencies, elected officials, park districts, and WIOA partners, reaching over 1,500 participants.
- The CCLC Career Navigator has assisted 208 clients receiving services from IDES, DHS, DRS, CHA, WIOA Title I and the Near West AJC community transition into basic literacy and numeracy skills programs, English Language, citizenship, and digital literacy courses as well as GED/HSE programs.
- The Near West AJC partners have provided supportive services to 176 students referred by WIOA Title II adult education programs. These include assistance with obtaining SNAP, Housing, TANF, UI Benefits, legal assistance, job readiness, healthcare and mental services.
- The Near West AJC partners host an annual “Careers de Mayo” open house to provide community members the opportunity to engage, network and learn about the services, programs and career opportunities available at over 65 participating employers, state agencies and community organizations.

# WIOA Career Navigator Tracking

- CCLC is collaborating with the Chicago Cook Workforce Partnership to develop a referral tracking system for WIOA Title II Adult Education providers on “Career Connect”.
- “Career Connect” is the current tracking system utilized by WIOA Title I Workforce Providers to document WIOA business services, case management, and workforce engagement among job developers, job seekers, employers and career coaches.
- The Career Navigator will utilize the Customer Relations Management (CRM) in “Career Connect ” to track referrals between WIOA Title II and the Near West American Job Center partners and the WIOA community.



# Chicago Citywide Literacy Coalition

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*Learn more about the 13 WIOA Title II Adult Education Providers:*

<http://www.chicagocitywideliteracy.com/career-pathways-navigator/>

