



Improving Participation of Refugees in Virginia's Workforce

2021 Report as required by Chapter 552, 2021 Acts of Assembly

Submitted by Dr. Megan Healy, Secretary of Labor

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I. Executive Summary

Chapter 552, 2021 Acts of Assembly directs the Secretary of Labor to convene a work group to identify barriers that recent refugees in Virginia face to entering the workforce; assess participation in adult education and workforce training programs; compare, to the extent practicable, the current employment of recent refugees to that of their employment, including any occupational and professional credentials and academic degrees earned, prior to resettling in the United States; and identify the top occupations that recent refugees seek to work in Virginia and make recommendations for addressing any barriers that prevent them from using their work experience gained outside of the United States to obtaining employment in these occupations in Virginia.

Work group members consisted of representatives from the Departments of Education, Social Services, Professional and Occupational Regulation, Health Professions; the Health Workforce Development Authority; Office of Diversity, Equity, and Inclusion; the Virginia Community College System; Commonwealth Catholic Charities, Catholic Charities; Migration and Refugee Services; International Rescue Committee; Church World Services; Lutheran Social Services; Ethiopian Development Council; NoVA Friends of Refugees; ReEstablish Richmond; local one-stop career centers that have experience serving refugees; and multiple national nonprofit organizations.

The work group met three times, and all work group meetings were conducted virtually due to the COVID-19 pandemic. A public comment survey was also conducted to develop general considerations to better serve refugees. The resulting considerations are as follows:

Goal 1: Engage all local, state and national partners, nonprofit organizations, ethnic communities, and government agencies who support refugees to increase communication and services around employment.

Goal 2: Partner with employers to develop expedited pathways to employment for refugees.

Goal 3: Collaborate with agencies and nonprofits to support the success of refugees on the job or in training with childcare, housing, transportation, and other support services.

Goal 4: Develop career and licensing pathway maps for refugees where previous work and educational experiences can be leveraged.

Goal 5: Strengthen the alignment and relationships between higher educational institutions and the refugee population in Virginia.

Goal 6: Identify partners, non-profit organizations, and agencies with access to data on employment of refugees and utilize data to improve services available to refugees.

II. Background

Virginia's Refugee Resettlement Program supports refugees with social integration and economic empowerment. Support services available to [refugee-eligible](#) clients include employment, health, education, youth mentoring, services for older refugees, and foster care for unaccompanied refugee minors through the [Unaccompanied Refugee Minor Foster Care \(URM\) program](#). VDSS works in partnership with the U.S. Department of Health and Human Services and federally contracted agencies to administer the URM program.

Employment services and language training have been the primary focus of the Virginia Refugee Resettlement Program since it was established. These services are at the core of service delivery to all adult clients including those who receive cash assistance. For those receiving cash assistance, registration and participation in employment programs is a requirement for receipt of both Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF). For RCA, registration with the Virginia Refugee Social Services Employment Program (RSSEP) is required. For TANF, completion of an Agreement of Personal Responsibility to participate in the Virginia Initiative for Education and Work (VIEW) Program, which is a TANF requirement.

Virginia's refugee employment program is called the Refugee Social Services Employment Program (RSSEP). RSSEP services assist participants in obtaining employment, remaining employed, and increasing their employment income.

Refugee services are currently provided by six resettlement agencies across the state which include:

- [Catholic Charities Diocese of Arlington - Migration and Refugee Services](#)
- [Church World Service](#)
- [Commonwealth Catholic Charities](#)
- [Ethiopian Community Development Council](#)
- [International Rescue Committee \(Charlottesville\)](#)
- [International Rescue Committee \(Richmond\)](#)
- [Lutheran Social Services](#)

Each resettlement contract can be found at

https://www.dss.virginia.gov/community/ona/refugee_services/resettlement_contracts.cgi.

The following data tables break down the enrollment in services by regional settlement agency and by native country. This includes 2021 data for the federal fiscal year that ended September 30, 2021 and projected refugee arrivals for 2022.

Table 1: Historical Enrollment of Refugees by Native Country (as of July 6, 2021)
Virginia Entry Federal Fiscal Year (FFY; Oct 1-Sept 30 FFY)

Country	FFY						Grand Total
	2016	2017	2018	2019	2020	2021	
Afghanistan	1683	2826	1189	1182	1252	428	8560
Other	32	23	10	12	19	1	97
Bhutan	98	51	35	1			185
Burundi	10		5	1	1		17
Cameroon	1	2	1	6	3	1	14
Colombia	27	5	2	6			40
Cuba	105	183	28	1		2	319
Democratic Republic of Congo	323	138	236	327	69	101	1194
Egypt	10	18	5	1	1		35
El Salvador	37	150	83	43	44	11	368
Eritrea	63	60	31	54	18	3	229
Ethiopia	72	90	38	14	9	4	227
Guatemala	4	5	4	11	12	2	38
Haiti	5	9				1	15
Honduras	6	17	14	21	11	3	72
Iran	78	81	9	5		10	183
Iraq	434	302	37	15	22	13	823
Jordan	2	12					14
Kenya	15	20	1				36
Lebanon	13						13
Myanmar	26	9	9	11	4	4	63
Nepal	26	8	8	1			43
Pakistan	57	42	29	30	2	16	176
Russia	11	11	4				26
Rwanda	16	8	2	7			33
Somalia	30	21	2				53
Grand Total	3184	4091	1782	1749	1467	600	12873

**Table 2: Historical Enrollment of Refugees by Refugee Resettlement Agency
(as of July 6, 2021)**

Virginia Entry Federal Fiscal Year (FFY; Oct 1-Sept 30 FFY)

Resettlement Agency	FFY						Grand Total
	2016	2017	2018	2019	2020	2021	
CCC Newport News	289	294	93	82	64	21	843
CCC Richmond	178	225	73	91	114	47	728
CCC Roanoke	238	187	110	114	56	31	736
CWS Richmond	204	241	101	17			563
ECDC Northern VA	4	283	104	115	145	62	713
IRC Charlottesville	259	216	165	198	109	44	991
IRC Richmond	68	158	132	172	106	47	683
LSS Northern VA	786	1020	379	400	295	118	2998
MRS Arlington	677	898	367	326	362	118	2748
MRS Fredericksburg	159	209	132	160	170	64	894
CWS Harrisonburg	322	360	126	74	46	48	976
Grand Total	3184	4091	1782	1749	1467	600	12873

Table 3: Updated FY2021 Enrollment by Refugee Resettlement Agency

Agency	Enrollment
000-Local DSS Intake Only	33
IRC Charlottesville	132
IRC Richmond	94
CCC Hampton	64
CCC Richmond	85
CCC Roanoke	99
LSS Northern VA	513
CWS Harrisonburg	114
ECDC Northern VA	183
MRS Arlington	316
MRC Fredericksburg	150
Total	1783

Table 4: FY2022 Estimated Refugee Arrivals

		Refugee Individuals with U.S. Ties	Refugee Individuals without U.S. Ties	Special Immigrant Visa Holder Individuals	Total Proposed for FY 2022 (Individuals)
Agency	City				
ECDC	Arlington	180	20	300	500
IRC	Charlottesville	165	75	35	275
LIRS	Dale City	0	0	300	300
LIRS	Fairfax	100	50	500	650
CWS	Harrisonburg	115	115	15	245
USCCB	Manassas	170	30	400	600
USCCB	Newport News	130	70	70	270
IRC	Richmond	155	75	70	300
USCCB	Richmond	100	70	100	270
USCCB	Roanoke	150	70	40	260
CWS*	Winchester	20	80	0	100
<i>*New proposed affiliate</i>		1285	655	1830	3770
Agency	City	Total Proposed for FY 2022 (Unaccompanied Refugee Minors)			
LIRS*	Fairfax	5			
USCCB	Richmond	12			
USCCB	Roanoke	0			
<i>*New proposed affiliate</i>					

III. General Policy Considerations

After convening the Workgroup and performing research on other states and national nonprofits, the following six goals should be considered by policymakers.

Goal 1: Engage all local, state and national partners, nonprofit organizations, ethnic communities, and government agencies who support refugees to increase communication and services around employment.

Strategy 1 Build a Blueprint: When convening the Workgroup, the resettlement agencies were very familiar with each other and the individual responsibilities given to them through state agency contracts. The organizations do an amazing job working on the front lines directly with refugees. Many state leaders who oversee supportive services that can aid refugees were not as familiar with these excellent services. A blueprint needs to be developed of all the agencies and support services that already exist which will help identify any gaps to be filled by other state organizations. This blueprint could also serve as a road map for refugees who are looking for services to be able to connect the dots at the local and state level.

Strategy 2 Best Practices: During the calls, many best practices were shared. Information between all the service providers should reside in a place accessible to all support services, stakeholders, and resettlement agencies.

Strategy 3 Centralized Hub: The Office of New Americans does an exemplary job at organizing and coordinating support services for refugees and immigrants. This office should build out a centralized hub with information for stakeholders, refugees, support services, and resettlement agencies. The documents and updates should be available in multiple languages. State agencies that offer services for immigrants and refugees should be required to have a link to this hub.

Strategy 4 Language Access: All documents for refugees and immigrants should be professionally translated and accessible through different modalities such as websites, fliers, and posters in social service and workforce centers. Access to interpreters for refugees at state agencies and workforce centers should be a priority.

Strategy 5 National Partners: The Commonwealth needs to partner with national nonprofits and businesses who support the refugee population in Virginia and around the country. Best practices from other states can be gleaned from these organizations and implemented in Virginia. Businesses that have a broad multistate footprint can also share best hiring and retention practices that have been successful for the refugee population.

Goal 2: Partner with employers to develop expedited pathways to employment for refugees.

Strategy 1 On-the-Job Experiences: The combination of training and on the job experiences with an emphasis on cultural competency and workplace behavior can help build out an individual's resume and career pathway. Some employers can provide English language courses or other terminology courses specific to the industry. Other training can be a rotation for the refugee to explore different jobs and skill sets.

Strategy 2 Employer Incentives: The Commonwealth can examine if it is feasible to incentivize employers with grants or tax credits for hiring refugees. These grants can be awarded if a business hires a certain number of refugees or facilitates access to vocational training, English or digital literacy courses. Alternative work agreements such as internships, apprenticeships, and boot camps to help develop needed skills could also be evaluated. Employers can conduct training at resettlement locations to develop deeper partnerships.

Strategy 3 Employer Cultural Competence: State agencies will work with employers to provide training and education for hiring managers and recruiters to minimize unconscious bias in the hiring process and raise awareness of the value refugees bring to employers. This training can be delivered through online courses, in person meetings, and trade and business associations. Tool kits and guidance will be provided through the centralized hub.

Strategy 4 Identification of Barriers to Success on the Job: Evaluations need to be conducted on barriers to job placement and growth. Strategies will be developed to provide better support for refugees after employment.

Strategy 5 Earn and Learn Opportunities: More registered apprenticeships and paid internships need to be created in high demand areas where refugees can earn a paycheck and a skill. Apprenticeship information and application should be translated in multiple languages.

Strategy 6 Statewide Hiring and Support Strategy: Similar to the Virginia Values Veterans (V3), Virginia should create a certification program for employers that train human resource professionals and hiring managers to practice equitable hiring practices, and support refugees on the job. This program can also set a hiring goal established by policy makers.

Goal 3: Collaborate with agencies and nonprofits to support the success of refugees on the job or in training with childcare, housing, transportation, and other support services.

Strategy 1 Navigator Program: Each resettlement agency has personnel that supports employment, health, and housing. A navigator program, similar to GlobalMichigan, can facilitate access to the resources and services needed to remove barriers faced by refugees.

Strategy 2 Whole Family Supports: Aligning to Virginia Department of Social Services strategies, Virginia should provide whole family support from children to parents to reduce poverty and provide multi-generational support when implementing interventions and programs.

Strategy 3 Leverage Community Support Personnel: Community supports can be provided by federal, state, or local agencies with wrap-around support such as housing, workforce training, food security, childcare services, and transportation. Each community should have a list of support that can be provided and when possible, have one navigator or agency in charge of connecting families to all these services. The community support personnel also need to be provided with professional development to know how to serve the immigrant population effectively.

Strategy 4 Equitable Access: Because of the expense of translation services and interpreters, a shared services model should be developed to support local service providers. All access points to services should be reviewed and audited to make sure that equal access is achieved for all refugees.

Goal 4: Develop career and licensing pathway maps for refugees where previous work and educational experiences can be leveraged.

Strategy 1 Accelerated Educational Pathways: Many refugees bring formal education and professional experiences with them when entering the US. In high demand occupations, competency-based education and credit for prior learning models should be examined to accelerate paths to licensure or occupational certification.

Strategy 2 Licensure Requirements: The Commonwealth should adopt a discretionary program which allows the state to waive some licensing requirements where an applicant can demonstrate competency or experience. Licensure requirements need to be examined in high demand occupations to reduce barriers for refugees who bring experiences from their native countries.

Strategy 3 Mentorship: To gain experience needed for licensure or a career, individuals can practice or work under a mentor. Mentors can be trained to work specifically with refugees or be a support person on the job to help with cultural awareness and language skills.

Goal 5: Strengthen the alignment and relationships between educational institutions and the refugee population in Virginia.

Strategy 1 Data Collection: Better data is needed to identify which educational institutions, from K-12 to higher education, have large numbers of refugees enrolled and which institutions provide individualized programs for refugees. This data is important when examining resource allocations to support educational pathways.

Strategy 2 Professional Development and Cultural Awareness: In education institutions with high levels of refugees, faculty, administrators, and staff should be provided with professional development opportunities to be educated on important community supports, cultural sensitivities, and best practices.

Strategy 3 Curriculum Offerings: Occupational and technical education courses should be taught in alternative languages. English language courses should be contextualized to certain occupations such as construction (building codes) and healthcare (medical terminology).

Strategy 4 Digital Literacy: All refugees should be trained on basic digital literacy which includes emailing, text, web browsers, search engines, social media, document creation, and smart devices.

Goal 6: Identify partners, non-profit organizations, and agencies with access to data on employment of refugees and utilize data to improve services available to refugees.

Strategy 1 Baseline Data: The required language for this report included the number of refugees enrolled in adult basic education and workforce services and a comparison of employment, education, and professional credentials before and after resettling in the US. This data was not accessible because refugees are not flagged a certain way in all agency data systems or information about previous experience is in a case file that is not easy extractable. A baseline report using the Workforce Data Trust and the VLDS might be helpful but more time is needed to do the matching events.

Strategy 2 Annual Report: Each year a report should be developed to review budget allocations to agencies and partners, compare employment outcomes, share best practices, and provide metrics to see if this report's goals have been met.

Strategy 3 Build Continuous Improvement Model: A model should be developed that is flexible and responsive to the ever-changing needs of refugees. This model should be updated annually with employment and programmatic stretch goals.

Overview of Appendices

[Appendix A](#): Workgroup Members & Contributors

[Appendix B](#): Workgroup Presentations

[Appendix C](#): Results of Public Comment Survey

Appendix A: Workgroup Members & Contributors

Ali Aljanabi	Kristin Zagar
Amanda Bergson-Shilcock	Kristyn Peck
Barbara Allison-Bryan	Leani García Torres
David Brown	Mary Broz-Vaughan
David Eshelman	Megan Healy
Derek Maxfield	Mike Zimmer
Duke Storen	Mo Kantner
Elizabeth Madjlesi	Mona Siddiqui
Fatima Sanz	Nami Patel
Glenn DuBois	Penelope Boyd
Grace Poreda	Rachel Pollock
Hang Pham	Rebecca Neuwirth
Hannah Mercer	Rich Andre
Harriet Kuhr	Safi Sharif
Heidi Silver-pacuilla	Sara McElmurry
James Lane	Sarah Zullo
Janice Underwood	Seyoum Berhe
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Jennie Murray	Susannah Lepley
Julie Jacobs	Sy Mamadou
Karen Phillippi	Veronica Rossini
Kate Ayers	William Canny
Kathy Tran	Yaron Schwartz
Keisha Smith	Zakir Khan
Kenn Speicher	

Appendix B: Workgroup Presentations

OFFICE OF NEW AMERICANS

Improving Participation of Refugees in Virginia's Workforce

Workgroup Meeting -- Sept 8, 2021

A little background on

- The Office of New Americans – Refugee Services
- the Virginia Refugee Resettlement Program
- Suggestions From Derek's Perspective
- Questions

1

OFFICE OF NEW AMERICANS

Background Office of New Americans

Established by 2020 Virginia General Assembly to

- ❖ Promote the economic and civic success of Virginia's diverse immigrant communities
- ❖ provide comprehensive assistance related to employment and other services

Comprised of two units

- ❖ Refugee Services - Existing - 100% federally funded
- ❖ Immigrant Services - New -- 100% State Funded

2



Virginia Refugee Resettlement Program Background

between 1948 and 1980

- ❖ Federal legislation provided ***admission*** for displaced European; persons fleeing communism; and Cubans fleeing Castro Regime
- ❖ Assistance was provided by American ethnic and religiously based not-for-profit organizations

1980 – Refugee Act

- ❖ ***standardized*** resettlement services
- ❖ Provided for admission refugees of all nationalities
- ❖ Gave authority for administration and funding to Department of Health and Human Services
- ❖ Virginia's Governor gave the Department of Social Services the authority to administer the federal funding for Virginia's Refugee Resettlement Program

3



VRRP Services Background

Initially –

- ❖ Only employment and English Language Training Services were provided
- ❖ Services were provided by local departments of social services

Overtime –

- ❖ Additional services were funded
- ❖ Services were provided by local refugee resettlement offices whose staff had the language and cultural background needed to assist newly arriving refugees

4



VRRP Services Provided Today/Now

- ❖ Core employment services leading to employment
- ❖ Skills training leading to career building
- ❖ English language training
- ❖ Employment Support Services

- ❖ Refugee Health Education & Outreach
- ❖ Refugee School Achievement Services
- ❖ Mentoring Youth Services
- ❖ Services for Older Refugees

5



Improving Participation of Refugees in Virginia's Workforce

Understand

refugees arrive with different levels of

- ❖ Literacy Levels
- ❖ Educational Levels
- ❖ Skills
- ❖ English Language Fluency

Create

An effective method of both

- ❖ Identifying refugee skill & literacy upon arrival
- ❖ Tracking the effectiveness and quality of data collection

6



OFFICE OF NEW AMERICANS



Improving Participation of Refugees in Virginia's Workforce

Seyoum Berhe

Would now like to hear from you what you think
changes you think are needed to improve refugee participation in
Virginia's Workforce

Questions? Comments? Suggestions?

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Slide # 7



OFFICE OF NEW AMERICANS



Improving Participation of Refugees in Virginia's Workforce

Contacts

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State Refugee Coordinator

Director, Office of New Americans

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Virginia Department of Social Services
Division of Community and Volunteer Services
801 East Main Street, Richmond VA 23219

Slide # 8



Health Professional Refugees: Thinking Boxes

Barbara Allison-Bryan, MD
Chief Deputy Department of Health Professions

August 16, 2021



Physicians: the Good News

- 25% of Virginia's Physician Workforce is made up of IMGs
- First time pass rate for IMGs on the USMLE is over 80%
- **GME is a stumbling block; new GME opportunities funded by the GA and administered by VHWDA are robust and increasing**
- The acceptance rate to US GME programs is the same for immigrant IMGs as US born IMGs
- **Pathways to licensure: one year GME or a faculty/fellow limited license**



Physicians: and the Bad News

- Application complexity and other qualifications for residency (IIMGs may need assistance with English, exam prep, processing the steps to examination and licensure)
- Growing competition for limited residency spots (Medicare, the largest funding source for GME has not increased slots since 1997, but the Virginia GA has)
- Time since graduation from med school (generally 3-5 years; eliminates those IIMGs who have been in active practice)
- Paucity of recognized clinical experiences (may be required for residency, even if available, few refugees can take a year without pay)



Out of the Box: The Canadian Practice-Ready Model

- In place in Canadian Provinces since 2015
- Requires graduation and 2 years of post-graduate training in home country and 2 years of independent practice
- Paired with a Canadian mentor who supervises them for two years; passes the Canadian licensing exam

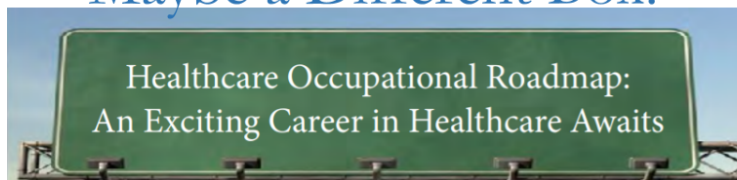


Out of the Box: Continued The Canadian Practice-Ready Model

- DHP included in the recommendations of the IIMG Working Group in 2019
- Proposed 5 years of previous practice, 2 six week mentoring periods, Steps 1 and Steps 2 USMLE; 2 years of supervised work, Step 3 USMLE; full licensure
- This would replace the hard-to-get GME year with actual work in the field



Maybe a Different Box?



<https://www.dhp.virginia.gov/media/dhpweb/docs/hwdc/OccupationalRoadmap.pdf>

- Features health occupations that have “modest educational and experience” requirements, but a high potential for success and satisfaction.
- GA has asked for this to be expanded
- ALFA, NHA, CNA, Pharmacy Tech, Physical Therapy Asst, Occupational Therapy Asst, Rad Tech



Careers in <2 years

Radiation Technologist: 54% Associate's Degree

Respiratory Therapist: 77% Associate's Degree

LPN Program

Dental Hygienist: 55% Associate's Degree

Occupational Therapy Asst: 97% Associate's Degree

Vet Tech: 89% Associate's Degree

Funeral Service Provider: 75% Associate's Degree



Out of the Box: Respiratory Tech

- Perhaps an interesting pathway for a foreign-trained pulmonologist
- 2 years at a Community College
- Certified Respiratory Therapy Entry Level Exam and Licensure
- Once employed, the refugee respiratory therapist could gain clinical hours needed for the GME year or alternatively become a teacher of respiratory therapy at the Community College



Out of the Box: Pharmacy Tech

- Perhaps an interesting pathway for a foreign-trained pharmacist
- 14 week training (2 hours in person or on-line/week and 1-3 hours/week of study time)
- Must pass the Pharm Tech Exam
- Once employed, the refugee pharmacist could prepare for and obtain the FPGEC certificate



An Emptying Box: where Virginia has a need, refugees may be the workforce

Long Term Care Facilities & Nursing Homes

- Administrators
- CNAs
- Medication Aides



Assisted Living Facility Administrator

- 30 semester hours at a Community College admits to the Administrator-in-Training program
- Mean salary is \$80-90K
- 95% job satisfaction



Nurse Aides (temporary, certified) Medication Aides

- **Temporary Nurse Aides** (as long as CMS waiver in place)
 - Hired and trained in the facility
 - Sit for the CNA exam
 - ESL may be helpful
- **Medication Aides**
 - Near immediate opportunity for a refugee pharmacist or pharmacy tech
 - 4 Month training



Completely Out of the DHP Box

- Personal Care Aide
- Community Health Worker
- Phlebotomist
- Med Tech
- Doula
 - 7 to 12 hours of childbirth education, **16 hours of birth doula** training, and attend two to five births. A postpartum doula usually attends about 27 hours of postpartum doula education and assists two or more women with postpartum support.
 - no training or professional prerequisites to becoming a doula

VA Workforce Workgroup Presentation

Karen Phillippi
Director, New American Integration
Office of Global Michigan
September 8, 2021

History of the office

- ▶ Michigan Office for New Americans
 - ▶ Created in early 2014 by Executive Order
 - ▶ Locations: Governor's Office and LARA
 - ▶ Transitions: State Ethnic Commissions and Office of Refugee Services
- ▶ Office of Global Michigan
 - ▶ Re-named and moved by Executive Order in Fall 2019
 - ▶ LEO
- ▶ Mission
 - ▶ To empower and engage the immigrant, refugee and international community to make Michigan the home for opportunity.

Office of Global Michigan - Overview

- ▶ Supports immigrant and refugee initiatives for the State
- ▶ Coordinates with state agencies providing programs related to services for immigrants and refugees
- ▶ Analyzes and makes recommendations to the Governor on state and federal policies and programs
- ▶ Leads the state refugee services program and the Michigan International Talent Solutions program
- ▶ Strives to make Michigan a more welcoming state
- ▶ Convenes stakeholder groups
- ▶ Oversees the three state ethnic commissions
 - ▶ Hispanic Latino, Asian Pacific American & Middle Eastern American

State Policy Initiatives

- ▶ Michigan International Talent Solutions (MITS)
 - ▶ Equitable access to state services and programs
- ▶ Refugee resettlement & integration
 - ▶ Digital Learning/Literacy program
- ▶ Licensing & Regulatory Affairs (LARA)
 - ▶ Skilled Immigrant Occupational Licensing Guides
 - ▶ Alternative Healthcare Career Pathways
- ▶ Labor & Economic Opportunity (LEO)
 - ▶ Refugee & Immigrant Navigators



Introduction to Upwardly Global



Today's Presenters



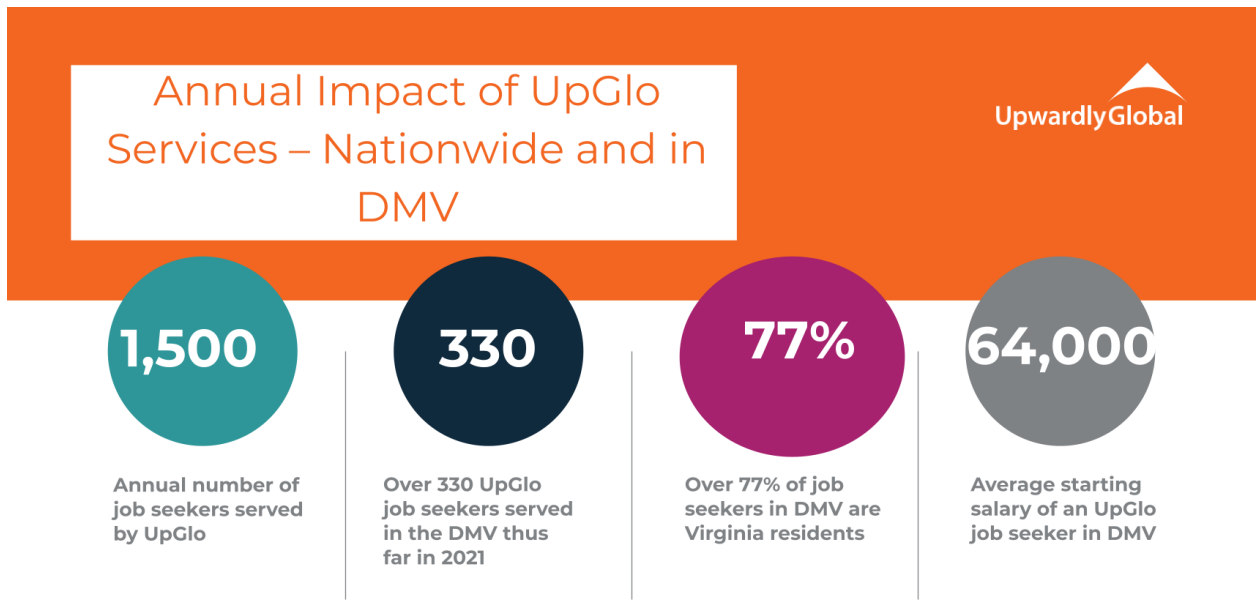
Elizabeth Madjlesi
Program Manager, DMV
Upwardly Global

MISSION



To eliminate employment barriers for immigrant and refugee professionals, and to advance the inclusion of their skills into the U.S economy

- There are over 2 million immigrant and refugee professionals who are either un- or under-employed
- First and longest-serving nonprofit dedicated to helping our community of job seekers rebuild their careers and enter thriving-wage jobs.





ELIGIBILITY REQUIREMENTS

VISA STATUS

Have a **Green card, or a humanitarian visa** and work authorized

* New Afghan arrivals whose **status/work authorization is pending** processing are eligible.

OTHER

Bachelor's degree or equivalent

Lived in the U.S. for **7 years or less**

Speak **Intermediate to Advanced** English

Humanitarian Parolees without work authorization have access to free curated job search resources in the Public Portal*

5 | INTRODUCTION TO UPWARDLY GLOBAL

ALIGNING TO THE LABOR MARKET



High-Demand Career Communities

Based on real-time labor market analysis, we have aligned our programs around **five key growing sectors:**



HEALTHCARE



INFORMATION TECHNOLOGY



BUSINESS OPERATIONS



FINANCE & ACCOUNTING



ARCHITECTURE & ENGINEERING

Projected Growth (2019-29):
 Healthcare: **15%**
 Information Technology: **11%**
 Business Operations and Finance: **5%**
 Engineering: **3%**

Key Soft Skills Requested Across all Sectors:

- Communication
- Teamwork/Collaboration

Key Software / Programming Skills Requested Across all Sectors:

- Microsoft Excel
- Structured Query Language (SQL)

Valuable Credentials Across all Sectors:

- Project Management Certification

UPWARDLY GLOBAL SERVICES

Learn more about Upwardly Global's resources

JOB COACHING & SKILLING PROGRAM

For SIVs, Refugee and other eligible job seeking immigrant and refugee professionals.

[Click here to learn more.](#)

JOBVERSITY

For practitioners who serve immigrant and refugee professionals and are interested in offering Upwardly Global's learning tools to their clients.

[JV LINK](#)

PUBLIC PLATFORM

For humanitarian parolees and other job seekers regardless of immigration status.

[Click here to sign up.](#)




7 | INTRODUCTION TO UPWARDLY GLOBAL

RE/UP-SKILLING OPPORTUNITIES



UpGlo assesses technical skill gaps and supports job seekers in understanding and accessing the right technical training opportunities for them, including navigating the requisite credentials and licenses






TECHNICAL TRAINING PARTNERS





8 | INTRODUCTION TO UPWARDLY GLOBAL

EMPLOYER ENGAGEMENT PARTNERSHIP TYPES



9 | INTRODUCTION TO UPWARDLY GLOBAL

OTHER RESOURCES



- 1. PUBLIC PLATFORM
- 2. JOBVERSITY

HOW TO REFER JOB SEEKERS

How you can help immigrants and refugees **rebuild their careers.**

- Send direct introductions or questions to:
elizabeth@upwardlyglobal.org
- Help them to fill out [Application](#) or share link with new arrivals
- Spread the word on social media and share our program flyers.
- Not sure if they qualify? Just introduce them and we'll be happy to help!



NEW PUBLIC PLATFORM

Afghan arrivals who are not ready for our direct coaching program or humanitarian paroles not processed for work authorization will get free access to a curated set of essential skill building tools via our online public learning platform.

CURRICULUM

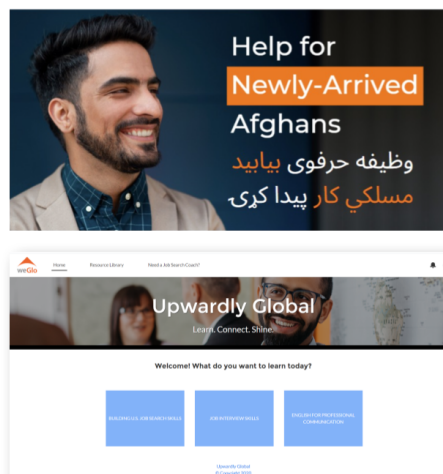
- Preparing for the U.S. Job Search
- Enhancing your Professional English Language Communication Skills
- Mastering the Phone Interview

TARGET AUDIENCE

- **All jobseekers, regardless of immigration status or** Evacuees or humanitarian paroles without work authorization
- All jobseekers, regardless of professional level (no eligibility requirements)
- Intermediate to advanced level of English

HOW TO GET STARTED

- Follow the link [HERE](#) to begin learning today!



Appendix C: Results of Public Comment Survey

Respondents:

27 responses to the public comment survey were received on behalf of the following organizations representing:

- BCGR
- Blue Ridge AHEC
- Capital Area Health Education Center
- Fairfax County Health Department
- FCPS
- Harrisonburg City Public Schools
- Harrisonburg Rockingham Living Wage Campaign
- Healthy Community Health Centers
- Northern Virginia AHEC
- NOVA Friends of Refugees
- ReEstablish Richmond
- Southern Virginia Higher Education Center
- Southwest Virginia AHEC
- SVWDB, Inc.
- Their Story is Our Story
- Virginia Department of Behavioral Health and Developmental Services
- Virginia Department of Health Professionals
- Virginia Health Workforce Development Authority
- Virginia Tech
- Volatia
- Way to Go
- World Education Services

Survey Questions:

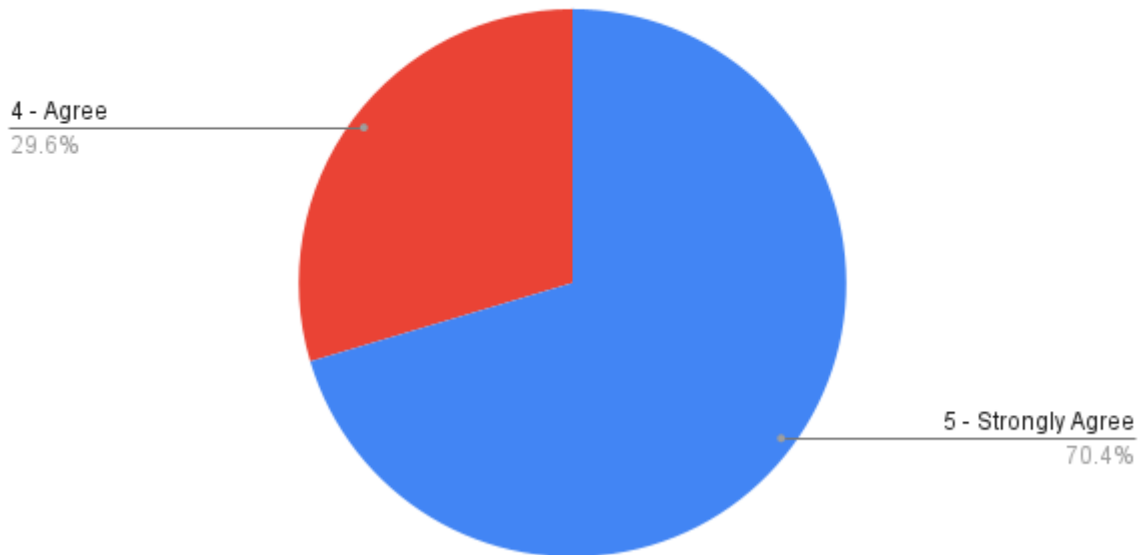
Respondents were asked to indicate their support for the following nine strategies for improving participation of refugees in Virginia's workforce. These do not represent a comprehensive list of those ultimately included in this report.

1. Virginia should develop a central hub where services, education, and training resources for refugees can be found.

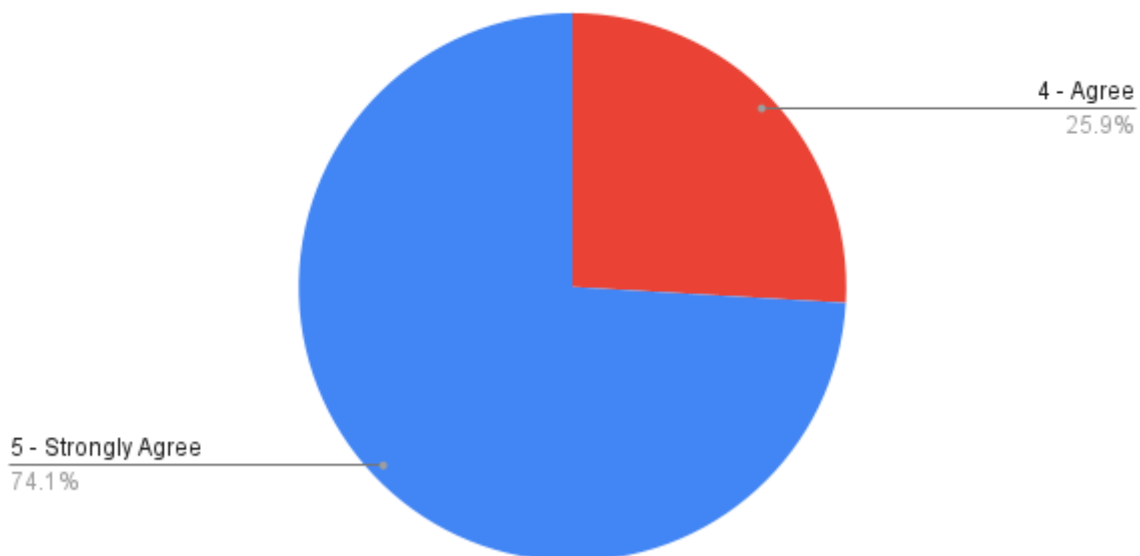
2. Virginia should develop a refugee navigator program, where navigators facilitate access to the resources and services necessary to remove barriers faced by refugees, providing holistic support to families. (Navigators would provide referrals to a variety of services including ESL training, housing, healthcare, childcare, transportation, GED programs, public assistance, training and employment, and licensing and credentialing assistance.)
3. Virginia should develop a Virginia Values Refugees program (comparable to V3), to help employers develop and implement long-term strategies and best practices in recruiting, hiring, training, and retaining refugees.
4. Virginia should develop competency-based education programs to accelerate educational pathways for refugees with professional experience.
5. Virginia should examine licensure requirements for high demand occupations where refugees have experience in their native country and remove barriers such as SSN and background check requirements, when possible.
6. Virginia should develop a program like Military Medics and Corpsmen (MMAC) for refugees that have previous healthcare backgrounds, allowing them to continue to practice their clinical skills without the required healthcare credentials – while they work to get those credentials.
7. Virginia should identify partners, non-profit organizations, and agencies with access to data on employment of refugees and utilize the data to improve services available to refugees.
8. Virginia should work with employers to provide training and education for hiring managers and recruiters to minimize unconscious bias in the hiring process.
9. Virginia should work with employers and educational institutions to provide digital literacy training and resources to refugees.

Results:

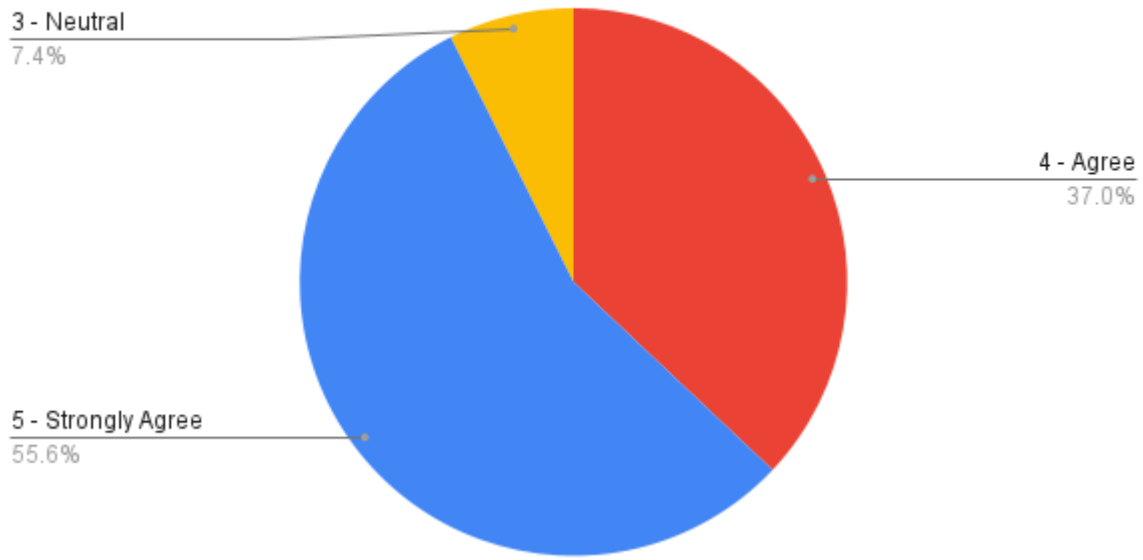
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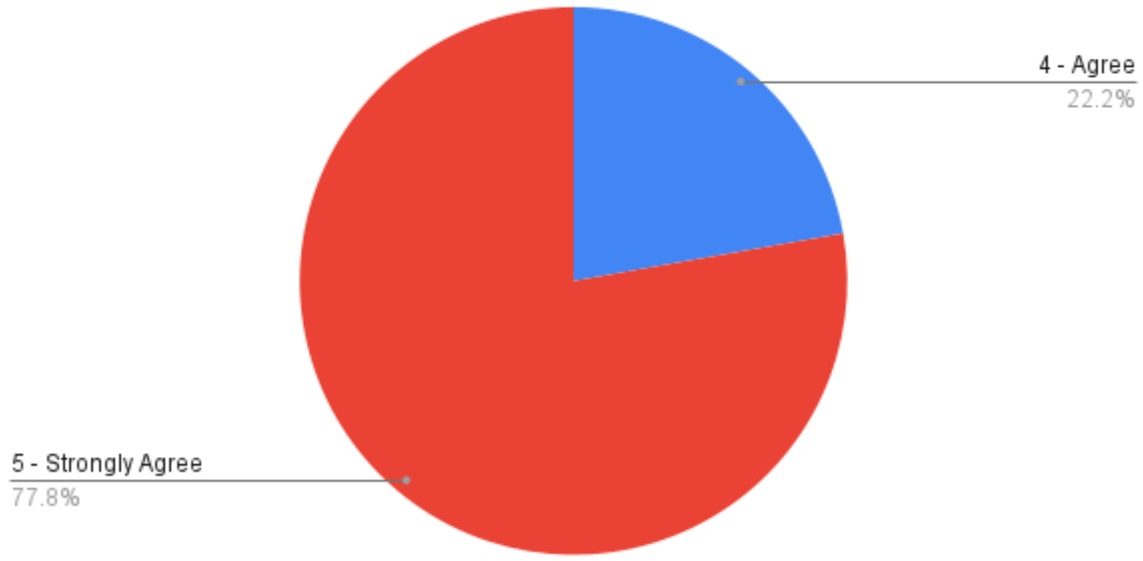
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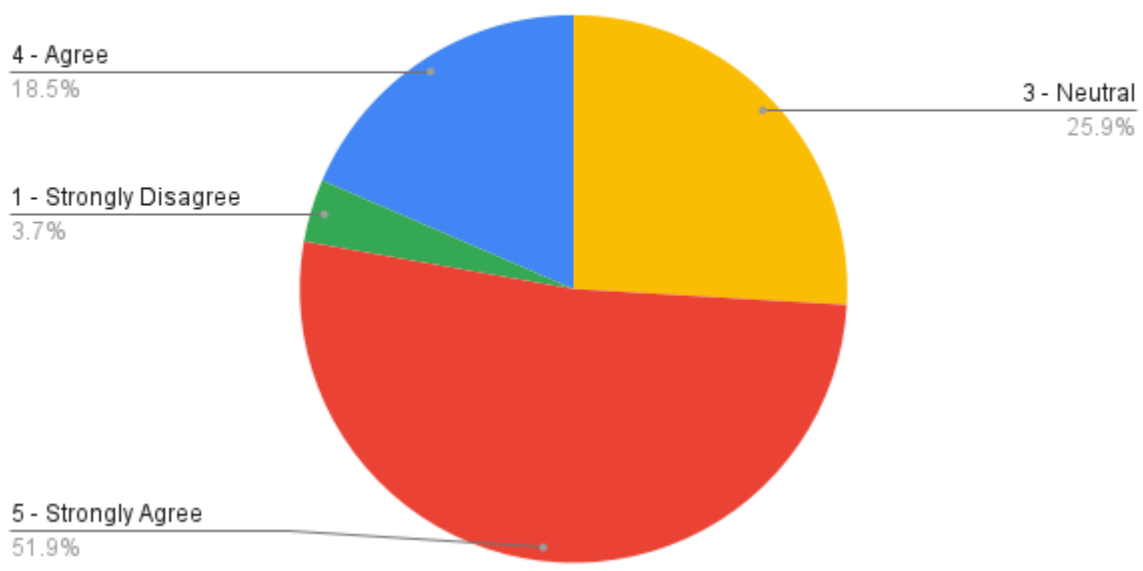
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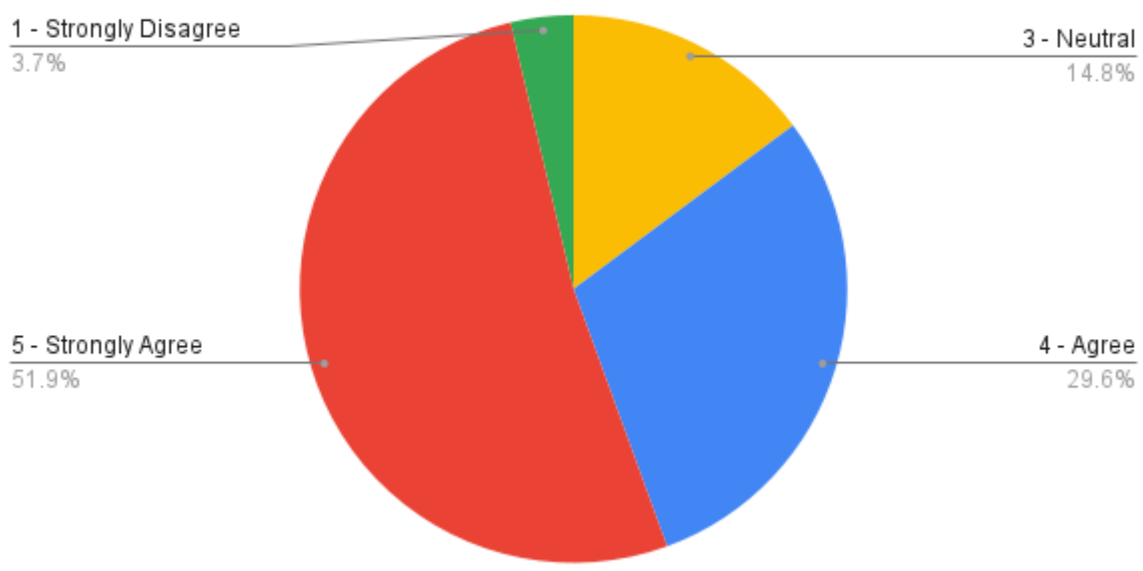
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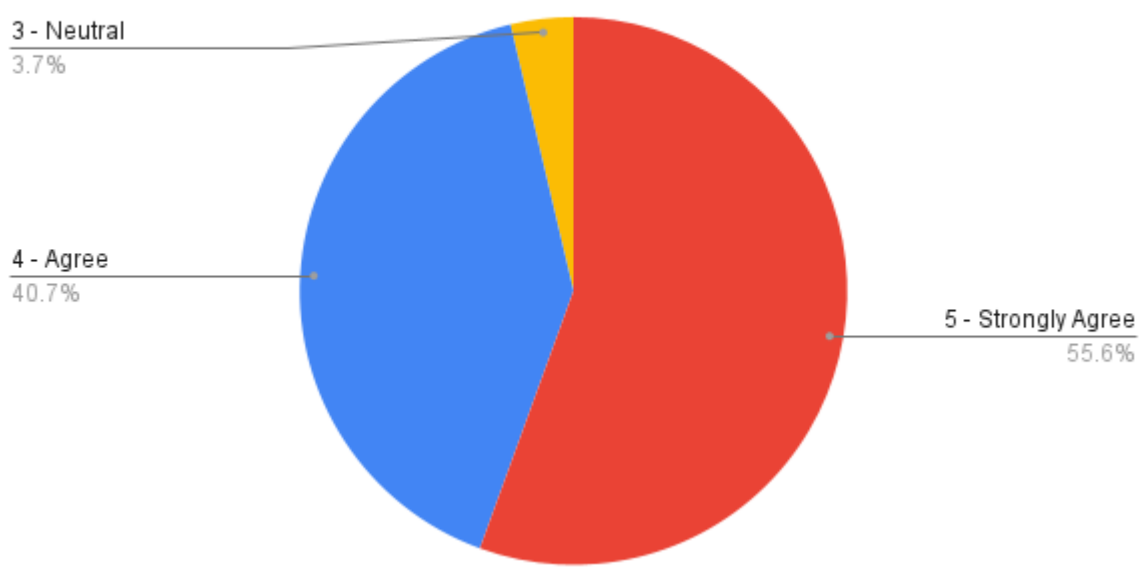
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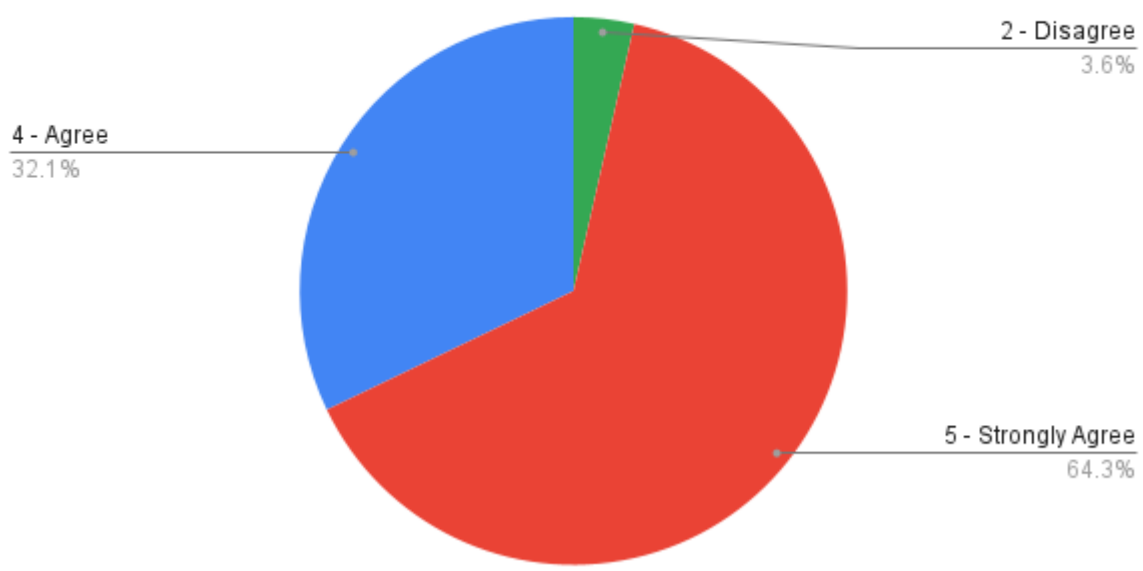
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