

## REPORT TO THE LEGISLATURE

### Refugee and Immigrant Employment Services

Chapter 475, Laws of 2023 (ESSB 5187 Section 205 (4))

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## EXECUTIVE SUMMARY

Chapter 475, Laws of 2023 (ESSB 5187 Section 205 (4)) requires the Department of Social and Health Services (DSHS) to report to the Legislature annually on all sources of available funding for refugee and immigrant services during the current fiscal year, amounts expended to date by service type and funding source, the number of participants served, and program outcome data.

This report covers state fiscal year (SFY) 2023 (July 1, 2022 – June 30, 2023).

### **Special Program Summary: Washington State Response to Humanitarian Crises**

In SFY 2022, two unprecedented world events significantly impacted the refugee resettlement program in Washington state and ongoing services in SFY 2023, including the evacuation of 80,000 Afghans by the U.S. government in the fall of 2021 and the Russian invasion of Ukraine that pushed hundreds of thousands of Ukrainians to flee in February 2022. By the end of federal fiscal year (FFY) 2022, Washington welcomed more than 15,000 newly arrived refugees and humanitarian entrants. This included nearly 3,300 Afghans resettled through Operation Allies Welcome, over 2,300 refugees resettled through the U.S. Refugee Admissions Program, and more than 10,000 Ukrainians arriving through various pathways.

To respond to this critical need, the Washington State Legislature appropriated \$8,489,000 for SFY 2022 and \$19,909,000 for SFY 2023 for DSHS to contract with nonprofit organizations to provide services to refugees and humanitarian entrants who arrived in Washington state on or after July 1, 2021, and are eligible for federal refugee resettlement services.<sup>1</sup>

In SFY 2023, the Office of Refugee and Immigrant Assistance (ORIA) used this additional funding to work with employment and training providers to build capacity to meet the needs of the growing number of arrivals. In addition to increasing capacity in existing programs, ORIA also launched new programs to address critical community needs. In June 2022, ORIA established the Housing Stabilization Services Program by partnering with 12 organizations across the state to provide housing assistance to refugees and eligible humanitarian entrants. During SFY 2023, ORIA invested \$15,667,398 of state funds to support housing stabilization services utilized to serve 2,689 unduplicated households and 6,479 duplicated households with rental assistance and eviction prevention. Of the total number of households served, 58% were from Ukraine, 35% were from Afghanistan, and 7% were from other countries.

In May 2023, ORIA launched the Community Outreach and Education (COE) program which provided outreach to new communities, information and referral services and resource navigation. During the initial phase of May and June, 20 new COE providers established their programs, hired staff, and enrolled over 500 clients in services.

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<sup>1</sup> ESSB 5693, Section 205 (28), page 273.

## SFY 2023 State Funding Overview: LEP Pathway, Housing Stabilization Services and Community Outreach and Education

SFY23	Budget	Expenditures	Balance
Housing Stabilization Services	\$15,667,398	\$13,433,804	\$2,233,594
Community Outreach & Education	\$1,632,000	\$1,249,500	\$382,500
LEP Pathway Employment and English Language Training	\$2,609,602	\$2,609,602	--
<b>TOTAL</b>	<b>\$19,909,000</b>	<b>\$17,292,906</b>	<b>\$2,616,094</b>

The infusion of additional funds made an enormous impact on Washington’s ability to meet the needs of the large numbers of refugees and humanitarian immigrants entering our communities. While ORIA and its providers significantly increased capacity and launched new programs, there were challenges in getting services up and running in such a short period of time. Providers struggled with not only hiring and training new direct service staff but also increasing fiscal capacity to make rental payments and follow up. Tracking and documentation of eligibility for new groups and services also posed challenges, with both housing and community outreach and education activities tracked on Excel spreadsheets. This took significant time for both provider and ORIA staff. The remaining balance reflects these challenges in implementing and coordinating new and complex programs.

### ORIA Employment and Training Program Overview

ORIA is located within the DSHS Economic Services Administration, Community Services Division, and administers over \$60 million in federal and state dollars to support comprehensive services for refugees and immigrants living in Washington state. Through a network of community-based providers, ORIA delivers services that provide individuals and families with resources they need to rebuild their lives from their arrival in Washington to becoming naturalized U.S. citizens. More than 80 providers serve approximately 18,000<sup>2</sup> individuals annually.

These services are comprised of 21 different programs that fall into four core areas: Refugee Health and Wellness, Employment and Training Services, Immigration Assistance and Naturalization Services, and Whole Family Services. Included within these core areas are employment assistance, English as a Second Language (ESL) instruction, comprehensive case management, self-sufficiency education, asylee

<sup>2</sup> ESA Briefing Book 2023: Refugee and Immigrant Assistance (RIA)

services, refugee health screenings, health case management, behavioral health services, unaccompanied refugee minor foster care, youth educational activities, elder services, immigration, naturalization, and other services.

ORIA administers four employment and training programs that provide opportunities for a diverse range of people to access jobs and training needed to utilize their experience, build new skills and connect with employment opportunities that support them on the path to financial security. These programs are the Limited English Proficient (LEP) Pathway Program, the ORIA Basic Food Employment and Training (BFET) Program, the Career Ladder for Educated and Vocationally Experienced Refugees (CLEVER) Program and the Food Assistance Program (FAP) Employment and Training Program. This report documents outcomes and expenditures for the LEP Pathway, ORIA BFET and FAP E&T programs.

Each program offers individualized opportunities for participants to gain skills, knowledge and confidence to enter employment, whether it is a first job in the U.S. or reentry into a previous professional career. The LEP Pathway, ORIA BFET and FAP E&T programs utilize state dollars designated for refugee and immigrant employment services to help fund these critical programs. ORIA partners with employment and training providers, including community-based organizations, refugee resettlement agencies, employment agencies and community and technical colleges.

The LEP Pathway Program provides linguistically appropriate and culturally relevant services, divided into two key program areas that support integration and self-sufficiency: employment and English language instruction. Services within these areas include employability assessments, pre-employment preparation, vocational focused English language instruction, navigation to higher education and/or recognized certification, job search, targeted skills training, employment placement, job retention and support services. Work experience and community services placements are also available to Temporary Assistance for Needy Families (TANF) recipients.

The ORIA BFET Program provides employment and training services to refugees and immigrants receiving federal Supplemental Nutrition Assistance Program (SNAP) benefits, but not receiving federal cash assistance, including TANF or Refugee Cash Assistance (RCA). Participation is voluntary, and services include job search, soft skills training, educational services (e.g. adult basic education and ESL), workforce skills training (e.g. vocational education), post-employment services and support services.

The FAP E&T Program, established in January 2023, provides employment and training services to individuals receiving benefits from the state Food Assistance Program, but not from TANF or State Family Assistance (SFA). Participation is voluntary, and services include job readiness training, educational services (e.g. adult basic education and ESL), soft skills training, and more. Employment-authorized participants may receive job search and other services to help them find and retain suitable employment.

The following table shows who is potentially eligible for each program:

## Participation Eligibility: LEP Pathway, ORIA BFET and FAP E&T

Participants	LEP Pathway	ORIA BFET	FAP E&T
Refugees and eligible humanitarian immigrants receiving TANF	✓		
Non-refugee immigrants receiving TANF	✓		
Refugees and eligible humanitarian immigrants receiving RCA	✓		
Refugees, non-TANF, not active RCA, 5 years or less in US and receiving federal food assistance	✓	✓	
Refugees and eligible humanitarian immigrants not on any public assistance, 5 years or less in US	✓		
Refugees, non-TANF over 5 years in US and receiving federal food assistance		✓	
Non-refugee immigrants, non-TANF and receiving federal food assistance regardless of time in country		✓	
Non-refugee immigrants, non-TANF/SFA and receiving state food assistance regardless of time in country			✓

### Program Budgets and Expenditures

ORIA's LEP Pathway and ORIA BFET employment programs combine federal and state dollars to provide a comprehensive package of services for eligible Washington state residents. The LEP Pathway blends general state funds (GF-S) with federal and state TANF dollars and federal dollars from the Office of Refugee Resettlement (ORR). ORIA increased capacity for all LEP Pathway providers to meet the growing community of Afghan and Ukrainian arrivals by investing an additional \$2,609,602 of GF-S for refugee services to the \$1,931,515 GF-S for refugee and immigrant employment and training services. The ORIA BFET program utilizes GF-S to leverage resources from the United States Department of Agriculture, Food and Nutrition Service (FNS) Employment and Training (E&T) Program.

The FAP E&T program utilizes state dollars to provide E&T services to traditionally underserved populations who are not eligible for federally funded programs.

The following tables show the total budget and expenditures for SFY 2023 refugee and immigrant employment services by funding source:

**SFY 2023 Total Budgets: LEP Pathway, ORIA BFET and FAP E&T**

<b>Funding Source</b>	<b>LEP Pathway</b>	<b>ORIA BFET</b>	<b>TOTAL</b>
TANF	\$ 7,600,000	N/A	<b>\$ 7,600,000</b>
ORR	\$ 2,341,828	N/A	<b>\$ 2,341,828</b>
GF-S	\$ 4,543,585	\$ 439,847	<b>\$ 4,983,432</b>
FNS (federal 50% match <sup>3</sup> )	N/A	\$ 439,847	<b>\$ 439,847</b>
FNS (federal 100% upfront <sup>4</sup> )	N/A	N/A	<b>N/A</b>
FNS (federal 100% mid-year <sup>5</sup> )	N/A	\$ 87,131	<b>\$ 87,131</b>
<b>TOTAL</b>	<b>\$ 14,485,413</b>	<b>\$ 966,825</b>	<b>\$ 15,452,238</b>

<b>Funding Source</b>	<b>FAP E&amp;T</b>	<b>TOTAL</b>
GF-S	\$ 560,000	<b>\$ 560,000</b>
<b>TOTAL</b>		<b>\$ 560,000</b>

**SFY 2023 Total Expenditures by Program and Funding Source**

<b>Funding Source</b>	<b>LEP Pathway</b>	<b>ORIA BFET</b>	<b>TOTAL</b>
TANF	\$ 7,600,000	N/A	<b>\$ 7,600,000</b>
ORR	\$ 2,341,828	N/A	<b>\$ 2,341,828</b>
GF-S	\$ 4,543,585	\$ 417,510	<b>\$ 4,961,095</b>
FNS	N/A	\$ 504,640	<b>\$ 504,640</b>
<b>TOTAL</b>	<b>\$ 14,485,413</b>	<b>\$ 922,150</b>	<b>\$ 15,407,563</b>

<sup>3</sup> FNS provides 50% federal matching dollars to GF-S dollars used to support the ORIA BFET program.

<sup>4</sup> No state match needed.

<sup>5</sup> Issued around July 1<sup>st</sup> each calendar year.

## FAP E&T

Funding Source	FAP E&T	TOTAL
GF-S	\$ 536,351	\$ 536,351.02
<b>TOTAL</b>		<b>\$ 536,351.02</b>

LEP Pathway expenditures totaled \$14,485,413 for SFY 2023. ORIA BFET expenditures totaled \$922,150; this amount represents \$417,510 in state funds (GF-S) and \$504,640 in federal funds (50% match and 100% federal non-match). FAP E&T expenditures totaled \$536,351 for SFY 2023.

## Program Outcomes

In SFY 2023, the LEP Pathway program served 10,028 unduplicated participants in employment and education (ESL) services. Program outcomes continued to be impacted by the ongoing pandemic recovery and capacity issues, but services continued to be offered throughout the contract year. LEP Pathway contractors placed 2,447 participants into jobs, and 1,555 participants remained employed 90 days after being placed. Program outcomes in ESL are typically a measurement of level gains in the skill areas of speaking, listening, reading and writing. Due to the transition to remote instruction during the pandemic, many ORIA ESL providers were still unable to conduct formal testing for much of SFY 2023 to determine English level gains. Formal assessments were slowly reintroduced during the year, and all providers will be formally assessing participant level gains in SFY 2024.

ORIA BFET served 732 unduplicated participants in SFY 2023. 82% of these participants were refugees or humanitarian immigrants. ORIA BFET providers placed 336 participants into jobs, with a 91% retention rate after 90 days on the job.

FAP E&T served 264 unduplicated participants in SFY 2023. Due to the recent launch of the program in January 2023, there is limited outcome data. However, ORIA providers were able to ramp up quickly, offering a wide array of services to meet the distinct E&T needs of the FAP-eligible population.

## Challenges and Successes

The LEP Pathway, ORIA BFET and FAP E&T programs use state and federal resources to help individuals address barriers to achieving economic stability and provide them with opportunities to thrive in their communities. Stable employment is essential to a family's self-sufficiency and successful integration into their community. Regardless of the barriers they face, refugees and immigrants possess a strong desire to thrive in their new community and work hard to achieve economic stability for themselves and their families.

Many participants in ORIA's employment and training programs have come to Washington as refugees or humanitarian parolees who have fled war, persecution and oppression in their homelands. During SFY 2023, Washington state welcomed unprecedented numbers of humanitarian parolees including Afghans evacuated from their homeland and resettled in the United States through Operation Allies Welcome (OAW) and Ukrainians who sought refuge in Washington. In addition to those two groups of arrivals, Washington continued to welcome refugees from around the world through the traditional resettlement program.

Many new arrivals suffer from the effects of post-traumatic stress, physical trauma and the loss of family and friends. The barriers they face upon arrival in the U.S. can include limited English proficiency, lack of recognized transferrable employment skills, limited or not recognized education and challenges navigating U.S. systems.

In addition to traditional barriers, the large number of arrivals put strain on the many systems that had to increase their capacity to serve large numbers of people in a short period of time. Throughout this unprecedented year, ORIA providers continued to offer services that addressed the multiple barriers refugees and immigrants faced when entering the workplace, all while tapping into each client's unique strengths and skills.

For newly arrived refugees and immigrants, economic self-sufficiency is the key to a family's ability to successfully integrate into the community and set the stage for the success of future generations. Many new arrivals cannot speak English, while others cannot read or write in their primary language. This can slow the process of acquiring English language proficiency. Many people also need to develop new job skills to enter the U.S. job market. Cultural differences can play a role as well. For example, some communities have cultural norms that are less accepting of women or individuals over 50 years old entering the workforce. Women may be expected to care for the family and not seek outside employment. Those who are considered "elders," are often believed to be beyond employment age. Regardless of cultural factors, many refugees still feel compelled by their economic situation to enter the workforce even if it is counter to what they view as culturally appropriate.

ORIA's employment and training programs help participants explore these issues and other factors that can affect their employability and do so in culturally responsive and linguistically appropriate ways. The primary goal is to prepare participants with skills necessary to achieve economic stability and resources to be able to thrive in their communities.

ORIA providers address additional barriers that can affect self-sufficiency, such as medical, mental health, housing and immigration, through the utilization of complementary funding and a large referral network. All providers have extensive partnerships with existing community resources to help address additional barriers.

Employment providers work closely with local businesses and establish close ties with employers who have a history of hiring individuals with limited English proficiency and job experience in the U.S. These strong relationships result in many employers hiring participants based solely on the service provider's reference. Employers report that they seek out LEP Pathway and ORIA BFET participants because they typically demonstrate a strong work ethic and willingness to learn.

Additionally, ORIA piloted a new E&T program for recipients of the state Food Assistance Program (FAP). FAP provides food assistance to legal immigrants in Washington state who are ineligible for SNAP due to federal law which prohibits their participation based on their immigration status. While individuals receiving SNAP benefits may receive services through BFET, FAP lacked an equivalent E&T program. Recognizing the disparity in access, ORIA leveraged general state funds to create an E&T program specifically for FAP clients. ORIA initiated this process by conducting a survey of the FAP caseload, using the data to identify geographic and service priorities. ORIA then released a request for applications and formed an evaluation team of representatives from various entities within the state's workforce development system, including the Employment Security Department (ESD), the Workforce Development Council of Seattle-King County, DSHS, and non-profit organizations advocating for stronger workforce inclusion of refugees and immigrants. Scores from evaluators were averaged and used to rank submitted applications. Following the selection and announcement of successful applicants, ORIA finalized contracts and launched the FAP E&T program in January 2023.

Some participants in the FAP E&T program face challenges beyond those previously described. For instance, individuals working on stabilizing their immigration status encounter various legal hurdles, such as paying attorney fees or completing paperwork, and are confronted with lengthy processing times. Low-income participants are also eligible for very limited, if any, government support in finding housing. Consequently,

### Participant Success Story

Jewish Family Services (JFS) implemented a vocational training program in partnership with Project Feast for recent arrivals from Afghanistan who identify as female. One member of the cohort was her family's breadwinner. JFS had previously placed her through the LEP Program as a Room Attendant at DoubleTree Hotel near the airport, and she continued to work in this role part-time during her program participation. She had a deep passion for cooking and sharing her cuisine and was eager to switch into the culinary field. The client spoke little English but built her professional culinary English vocabulary through the Project Feast Apprenticeship to prepare her for a career in the culinary industry. The client faced personal challenges caring for a terminally ill family member during the apprenticeship and was supported by Project Feast and JFS in ensuring she knew about financial assistance resources and could complete the apprenticeship while also managing her work and family responsibilities. She graduated from the Culinary Skills Apprenticeship on June 30, 2023. Soon after, the client contacted the JFS Employment Case Manager to let her know that she had been able to navigate the hiring process independently and earned herself a job as Cook III at DoubleTree Hotel. This was the client's top work choice. The client is now working towards her 90-day employment goal in this new job.

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Jewish Family Services (JFS)

there is an increased reliance on local shelters and faith-based groups to meet basic needs, particularly when the client lacks family and social networks. ORIA providers play a key role by delivering high-quality case management services alongside E&T activities, and work to connect participants with community resources for which they are eligible. Furthermore, not all participants are employment authorized. Individuals lacking employment authorization do not always see an immediate need to prepare for employment, which can often lead to inconsistent engagement among some in the program. ORIA providers carefully tailor services and build on clients' existing skills and interests to keep them motivated throughout their participation in FAP E&T.

## LIMITED ENGLISH PROFICIENCY (LEP) PATHWAY SERVICES

Washington state has a large and dynamic immigrant community and is traditionally among the top refugee receiving states in the nation<sup>6</sup>. During SFY 2023, Washington was one of the top destinations for Afghans arriving through OAW and Ukrainians arriving through the Uniting for Ukraine (U4U) program. According to the 2022 Census, out of Washington's total estimated population of 7,740,775, approximately 14.7% are foreign-born. In King County, the state's most populous county, 24.2% of families speak a language other than English at home<sup>7</sup>.

For over 25 years, the LEP Pathway program has provided an array of employment services targeted specifically toward individuals with limited English proficiency from a wide variety of countries and cultural backgrounds. LEP Pathway provides specialized services which address the unique employment needs of people who are refugees, English language learners and WorkFirst parents. The LEP Pathway aims to provide a single, seamless program of services to increase participants' employability so they can achieve economic security and successfully integrate into their communities.

In SFY 2023, ORIA provided LEP Pathway services through 16 employment and 14 ESL contractors statewide with the following types of organizations:<sup>8</sup>

- Community-based organizations
- Community and technical colleges
- Refugee resettlement agencies
- Other organizations serving refugees and immigrants

LEP Pathway providers have a long history of serving individuals and families facing unique barriers. They have close ties to refugee and immigrant communities, are culturally sensitive and experienced in addressing participants' needs, and provide linguistically appropriate services. LEP Pathway providers employ individuals who have

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<sup>6</sup> Refugee Processing Center: <http://www.wrapsnet.org/admissions-and-arrivals/>

<sup>7</sup> US Census Bureau, Quick Facts: [U.S. Census Bureau QuickFacts: Washington](https://www.census.gov/quickfacts/washington)

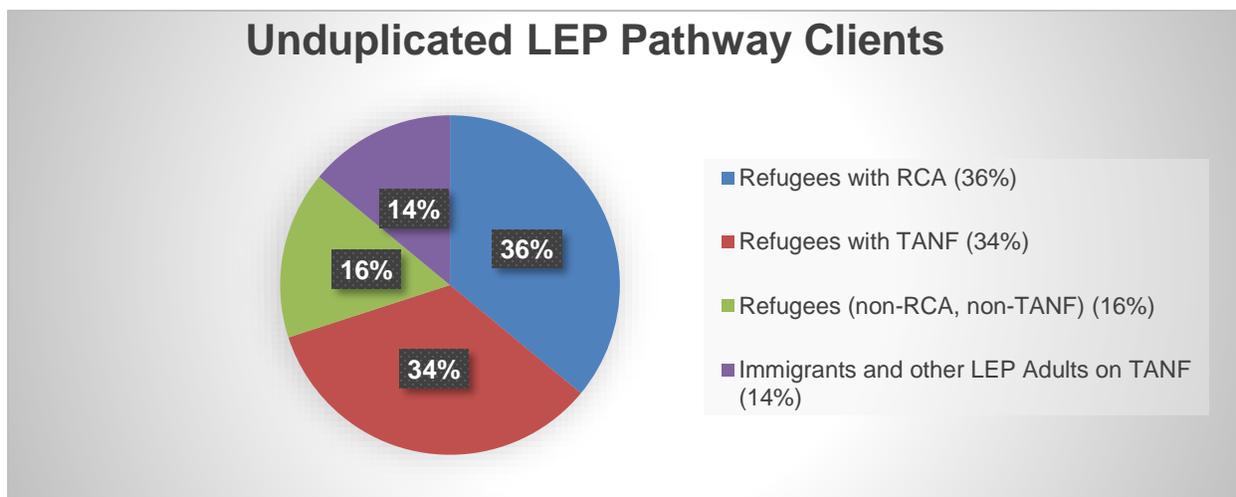
<sup>8</sup> See **Appendix A** for a list of SFY 2023 LEP Pathway contractors.

arrived in the U.S. as a refugee or immigrant themselves, allowing them to bring their personal experiences, culture and language to their work with new arrivals. This combination of personal experience, knowledge and skills in serving people who are refugees is critical to the success of the program.

### LEP PATHWAY ELIGIBLE POPULATION

- LEP adults who receive Refugee Cash Assistance (RCA). RCA recipients are limited to 12 months of cash assistance<sup>9</sup> from their date of arrival in the U.S. The statewide monthly average of RCA refugees in SFY 2023 was 4,280 adults<sup>10</sup>.
- LEP adults who receive TANF. The statewide monthly average of eligible LEP adults on TANF in SFY 2023 was 4,777 or 20.3% of the total statewide TANF adult caseload<sup>11</sup>.
- LEP adults who receive State Family Assistance (SFA). SFA is a state-funded TANF program for legal immigrants who are ineligible for TANF under federal rules. The statewide monthly average of eligible LEP adults on SFA in SFY 2023 was 3,159 or 99.7% of the total statewide adult SFA caseload<sup>12</sup>.
- People who have refugee or another eligible humanitarian immigrant status and have resided in the U.S. 60 months or less.

The following chart<sup>13</sup> shows SFY 2023 LEP Pathway participation by category:



<sup>9</sup> Per U.S. Office of Refugee Resettlement Dear Colleague Letter 22-12, the RCA program expanded to serve eligible populations from eight months to up to 12 months. This went into effect March 28, 2022.

<sup>10</sup> Source: DSHS ACES data

<sup>11</sup> Source: DSHS ACES data

<sup>12</sup> Source: DSHS ACES data

<sup>13</sup> Source: ORIA Database pulled as of November 28, 2023

## LEP PATHWAY POPULATION SERVED

Participants in the LEP Pathway enter the program with a wide range of skills and challenges. LEP Pathway providers have significant experience in delivering services to people with diverse backgrounds- with ethnicity, education and cultural backgrounds of participants often changing from year-to-year. LEP Pathway providers develop programs and strategies to address the changing needs of those they serve. Many people arrive in the U.S. with limited prior education and some are not literate in their native language. Resettling in the U.S. is highly stressful. Many people who are refugees also struggle with issues related to trauma, including physical and emotional challenges, adding to the pressure of learning to navigate multiple systems in the U.S. While many participants in the LEP Pathway program have multiple barriers, they are still highly motivated to get a job. LEP Pathway providers work closely with employers to identify appropriate job placements along with arranging for English language training.

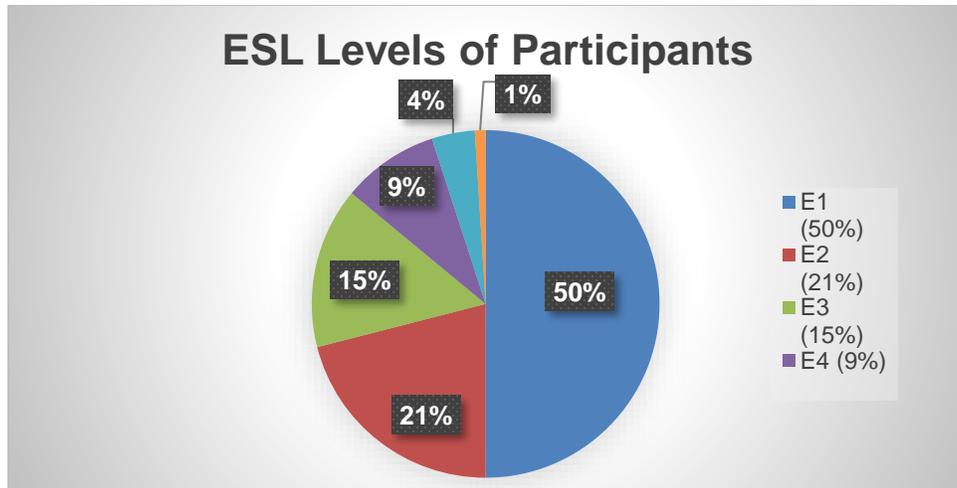
Some refugees and immigrants arrive with technical skills or high levels of education. A 2020 report<sup>14</sup> indicated that 38% of the adult immigrant population in Washington is likely to have a college education or higher. For these individuals, the challenge of finding an appropriate job is difficult if they are unable to utilize their previous experience and education in the U.S. The ORIA CLEVER employment program complements the LEP Pathway by providing a seamless transition for highly educated and vocationally experienced refugees with a menu of services that help them enter jobs in their fields of expertise. Participants receive career orientation, vocational mentoring, transcript evaluation, licensing assistance and targeted job placement in the participants' respective fields. ORIA leverages the strength of LEP Pathway and CLEVER to support these clients in addressing their unique challenges while incorporating existing skills and strengths.

The chart below shows English skill level of TANF participants in the LEP Pathway. Using a standardized test across all providers, participants receive a language proficiency ranking from E1 to E6. Level 1 (E1) is the lowest level with zero to very limited English language skills. Level 2 (E2) is limited, but the individual has basic English language skills with limited vocabulary.<sup>15</sup> 62% of participants tested at the lowest two levels of English, which is why specialized services and expertise of LEP Pathway providers are so critical.

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<sup>14</sup> <https://www.americanimmigrationcouncil.org/research/immigrants-in-washington>

<sup>15</sup> **Appendix B** provides a more detailed description of English language levels.



### LEP PATHWAY SERVICES

The LEP Pathway program provides employment and English language services to adults receiving federal and state cash assistance and to eligible refugees and humanitarian immigrants who have resided in the U.S. for less than five years.

LEP Pathway providers work in partnership with Community Services Office staff to accept a referral, conduct an employability assessment and identify LEP Pathway work activities that the individual must participate in while receiving cash assistance. TANF and SFA recipients sign an Individual Responsibility Plan to acknowledge and agree to participate in these activities. RCA recipients also receive an employability assessment and employment is a priority due to the 12-month time limit for cash benefits. All participants in the LEP Pathway also receive a Family Self-Sufficiency Plan which identifies goals and outcomes for all members of the job seeker’s household. Most LEP Pathway clients participate in both employment and English language services.

ORIA employment providers work with local employers to develop work opportunities and offer retention assistance to clients placed into jobs.

#### **Employment Services**

Providers use the Employability Assessment to place participants into one or more of the following activities to help them enter the workforce:

##### Job Search Workshops

Developed for participants who have recently arrived to the U.S. and have little experience in the U.S. labor market. A computer and internet introduction workshop helps familiarize and train participants in techniques required for online job search.

##### Skills Training

Provides LEP participants with specialized preparation for jobs in targeted occupations. Skills trainings include commercial truck driving, culinary skills, certified nursing assistant, home care aid, driver’s education and warehouse occupations.

### Job Placement

Provides job search and job placement assistance to participants who are ready to enter the labor market. Employment opportunities are identified that match a participant's background, job skills and English proficiency.

### Job Retention Assistance

Continued support is available for 90 days after employment to provide employee advocacy, skill building assistance, interpretation and worksite conflict resolution.

## **English as a Second Language (ESL) Services**

Individuals with low native language literacy skills and little formal education often face the greatest barriers to learning English. Limited English skills can mean a refugee or immigrant is unable to find employment or has limited opportunities finding a job with a living wage. The ability to communicate in English increases opportunities to obtain higher wage jobs and integrate more easily into local communities. LEP Pathway ESL services provide participants with work-related English language training to enhance employability.

### **Participant Success Story**

A and his mother arrived in Seattle from Afghanistan in February of this year. For their first few months, they stayed at a hotel located next to a Refugee Women's Alliance (ReWA) office. It was not ideal, but A and his mother made the best of it. They registered for ESL classes and threw themselves wholeheartedly into English lessons, rarely missing a day of class and always turning their homework in on time.

Once ReWA helped A and his mother to secure an apartment in one of the housing complexes in the Othello neighborhood, A seemed to have set his ambitions on turbo. While his mother was taking Life Skills classes at ReWA, he began attending in-person classes, working with fervor to wrap his mind around the intricacies of English grammar.

Within a month of starting in-person classes, A landed a job at Safeway as a cashier - a good union job. During the first few weeks, he struggled with the way some customers spoke to him. He liked cashiering and his co-workers and resolved to develop a thicker skin. His mother also got a stable job.

In February, he started at Level 1, but at the end of the summer quarter, he took post-tests and tested at Level 3. His teacher found his ambition, focus and drive to be completely astounding. There is every reason to believe that he will achieve anything and everything he sets out to do.

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Refugee Women's Alliance (ReWA)

ESL contractors utilize the Comprehensive Adult Student Assessment System (CASAS) to assess an individual's English language proficiency for listening and reading, and other ORIA-approved tests to assess speaking and writing proficiency. LEP Pathway participants range from level 1 (beginning level skills) to level 6 (advanced ESL).<sup>16</sup> During

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<sup>16</sup> See **Appendix B** for a detailed description of CASAS proficiency levels.

the pandemic and shift to remote learning, most providers paused CASAS testing because the formal assessment requires students to be onsite for the proctored exam and they are still rebuilding their formal assessment practices. ORIA contracts with local community colleges and community-based organizations to develop employment-related curriculum and training materials and to provide ESL classroom instruction to participants assessed at ESL level 6 or below. One positive outcome of the pandemic that remains, was the implementation of hybrid learning models which included both onsite and remote access classes. ORIA funded technology access through the purchasing of student computer equipment and ongoing digital literacy training.

### **Support Services**

ORIA funds support services to help non-TANF refugee participants address various barriers to participation in LEP Pathway activities. TANF recipients receive support services through their local Community Services Office. The list of ORIA-funded support services distributed to employment participants during the SFY 2023 included: technology equipment and access, public transportation, gasoline, car repair, work tools and clothing, educational expenses, licenses/fees and haircut/hygiene.

## **LEP PATHWAY PROGRAM FUNDING**

ORIA blends multiple funding sources to support LEP Pathway services, including funds from the federal ORR, TANF block grant, and general state funds (GF-S).

### **SFY 2023 Budget**

TANF – Federal/State	\$ 7,600,000
ORR	\$ 2,341,828
GF-S	<u>\$ 4,543,585</u>
	<b>\$14,485,413</b>

There are specific requirements for each funding source listed above:

- TANF funding covers services for any LEP adult receiving TANF/SFA.
- ORR Refugee Social Service (RSS) funding generally covers services for refugees who have been in the country for 60 months or less.
- GF-S funding has the most flexibility as it can pay for services for anyone in the LEP Pathway. During SFY 2023, ORIA was able to utilize additional state funds to support increased participation and support providers as they increased capacity.

## **LEP PATHWAY PROGRAM DISBURSEMENTS**

LEP Pathway contracts follow a state fiscal year schedule (July 1 to June 30). In SFY 2023, contractors entered a performance-based contract structured on employment placements, job retention and English language level gains. This model meets required performance-based outcome criteria for contracts. Under this model, contractors may

receive a percentage of their contract amount by serving a minimum number of clients. The remaining amount is based on the provider's annual performance outcome goals.

LEP Pathway employment providers receive 95% of their contract maximum amount divided into 12 monthly payments which cover the costs of direct services for clients. Providers earn the remaining 5% of the contract maximum amount if they achieve their annual performance goals based on employment placement and job retention.

LEP Pathway ESL contractors receive 80% of their contract maximum amount, in four quarterly payments which cover the costs of direct instruction, program administration and support services to clients. Providers earn the remaining 20% of the contract maximum amount if they achieve their quarterly performance goals based on a negotiated number of English language level gains.<sup>17</sup>

Contractors submit invoices for employment services monthly and for ESL services on a quarterly basis. They may submit billings up to 30 days after each month/quarter of service. DSHS has 30 days from receipt and approval of each invoice to process and make payment.

The following are expenditures for SFY 2023 for LEP Pathway services by funding source and service type, as of November 3, 2023:

#### SFY 2023 TANF Expenditures

Service	TANF		Total TANF
	Federal	State	
Employment	\$ 3,128,814	\$ 1,563,599	\$ 4,692,413
ESL Services	\$ 1,911,091	\$ 996,496	\$ 2,907,587
<b>Total</b>	<b>\$ 5,039,905</b>	<b>\$ 2,560,095</b>	<b>\$ 7,600,000</b>

#### SFY 2023 Total Expenditures

Service	ORR (Federal)	TANF	State GF-S	Total Fed/State
Employment	\$ 1,248,149	\$ 4,692,413	\$ 2,583,369	\$ 8,523,931
ESL	\$ 729,251	\$ 2,907,587	\$ 1,813,399	\$ 5,450,237

<sup>17</sup> As a result of the pandemic, all providers halted the assessment process due to the in-person nature of the testing. Due to the inability to assess using traditional methods, providers were not held to their traditional language level gains.

Service	ORR (Federal)	TANF	State GF-S	Total Fed/State
Support Services	\$ 364,428	\$ 0	\$ 146,817	\$ 511,245
<b>Total</b>	<b>\$ 2,341,828</b>	<b>\$ 7,600,000</b>	<b>\$ 4,543,585</b>	<b>\$ 14,485,413</b>

### LEP PATHWAY PROGRAM OUTCOMES

The LEP Pathway uses a performance based contracting model with a standardized rate to measure program performance for all providers. For employment services, performance is defined as follows: a) percentage of unduplicated clients placed into jobs out of the total number of unduplicated clients in job search, and: b) total number of unduplicated clients who remained employed 90 days following the placement, out of the total number of unduplicated clients who've been placed into jobs. ESL provider performance is measured by English language level gains determined through quarterly assessment. Providers report outcomes through the ORIA eJAS system and both contractors and ORIA program managers can utilize the system to track individual provider's outcomes as well as outcomes for the entire program.

This table shows participant and performance outcomes, with a two-year look-back:

Services and Outcomes	Count Type <sup>18</sup>	SFY20	SFY21	SFY22	SFY23
Total Number of Unduplicated LEP Pathway Participants	Clients	4,116	3,118	4,383	10,028
Number of Employment Participants	Clients	2,875	2,172	2,944	6,695
Number of ESL Participants	Clients	2,152	1,405	2,265	5,033
Full ESL Level Gains <sup>19</sup>	Services	776	113	270	1,789
Job Placements	Clients	1,309	797	1,258	2,447
Average Hourly Wage at Job Entry	Services	\$16.12	\$17.29	\$18.43	\$20.38

<sup>18</sup> 'Clients' are unduplicated count and 'Services' are duplicated count.

<sup>19</sup> ESL Level gains were lower than average due to the suspension of in-person testing.

Services and Outcomes	Count Type <sup>18</sup>	SFY20	SFY21	SFY22	SFY23
Full-Time		\$16.65	\$17.64	\$18.56	\$20.99
Part-Time		\$14.99	\$16.45	\$17.85	\$18.66
Number of Job Placements with Health Benefits	Services	290	176	314	476
Work Experience	Clients	148	42	83	281
Skills Training	Clients	73	66	96	247
Support Services	Services	610	455	670	1,725
Retention: Employed 90 Days After Placement	Services	1,078	658	718	1,555

## ORIA BASIC FOOD EMPLOYMENT AND TRAINING (BFET)

The United States Department of Agriculture, Food and Nutrition Service offers federal funding to plan and implement E&T programs for SNAP recipients. The program design helps participants gain skills, certificates or work experience to improve their employment prospects and reduce their reliance on SNAP benefits. FNS offers two types of funding: 50% match for administrative costs and support services, and 100% federal funding to plan, implement and operate the program.

DSHS administers the SNAP E&T program, known as the BFET program in Washington state. BFET provides job search training, job search assistance, educational services<sup>20</sup>, skills training, vocational education and employment assistance to Basic Food<sup>21</sup> recipients who do not receive TANF. Unlike TANF, participation in BFET employment and training services is voluntary and there is no participation hour requirement. BFET is an important part of the state’s comprehensive workforce development system serving low-income individuals and displaced workers by preparing them for financial independence through skill acquisition and gainful employment.

ORIA has been providing services through BFET since October 2012. The goal of the program is to increase employment and training opportunities for eligible refugees and immigrants<sup>22</sup> who might not qualify for LEP Pathway services but still need employment and training support to achieve economic stability. The BFET program through ORIA (ORIA BFET) offers the same services statewide as the general or “mainstream” BFET

<sup>20</sup> BFET educational services include adult basic education, ESL, and General Educational Development (GED).

<sup>21</sup> Basic Food is Washington state’s version of federal SNAP, formerly known as Food Stamps.

<sup>22</sup> Non-TANF non-refugee immigrants eligible for federal food benefits.

program, but it focuses on providing culturally and linguistically appropriate employment and training services to foreign-born individuals who have not naturalized. By administering the ORIA BFET program, ORIA leverages general state funding to match additional federal dollars for employment services that help program participants achieve economic stability and successfully integrate into their new communities.

In SFY 2023, ORIA BFET provided services through 11 contracts statewide.<sup>23</sup> ORIA BFET contracts follow the federal fiscal year schedule (October 1 - September 30). These contractors include:

- Community-based organizations
- Refugee resettlement agencies
- Other organizations serving immigrants and refugees

### **ORIA BFET ELIGIBLE POPULATION**

Federal food benefit recipients are eligible for ORIA BFET services when they are:

- Refugees or immigrants
- Age 16 and older
- Not recipients of TANF or RCA
- Not naturalized U.S. citizens, unless there are no available mainstream BFET services, in which case, the provider may serve U.S. citizens.

This program differs from LEP Pathway in that it serves all refugees and immigrants who meet the above criteria regardless of the length of time they have been in the U.S. It complements LEP Pathway by serving refugees and immigrants who do not qualify for LEP Pathway such as non-refugees, non-TANF immigrants and refugees who have resided in the U.S. for over five years.

### **ORIA BFET POPULATION SERVED**

The following table shows ORIA BFET participant information, with a two-year look-back.

<b>Participants</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Total Unduplicated Participants Served	576	582	732
Refugees	537	520	605
Immigrants (non-refugee)	39	62	127

<sup>23</sup> See **Appendix C** for a list of FFY 2023 contractors.

## **ORIA BFET SERVICES**

BFET provides services to employable adults who receive federal food benefits. BFET does not pay for a four-year college degree, on-the-job wages, paid work experience, Workfare or the stipends provided in certain training programs.

ORIA BFET contractors are encouraged to partner with other BFET providers and work with technical and community colleges to provide wraparound services to increase participant success. There is no set maximum time limit for BFET participation, but there is a general expectation to achieve a successful exit from the program by obtaining employment and/or completing training within two years of enrollment. Services provided under ORIA BFET include:

### **Employment Services**

ORIA BFET provides a package of structured employment and training activities to help participants seek and obtain suitable employment, including: case management services; vocational education; job search; job search workshops; computer basics workshops; labor market information; job seeking skills instruction; resume writing; job skills assessment; counseling; life skills and work ethic training; and job placement services.

### **Job Retention Services**

Once employed, ORIA BFET providers continue to offer services to participants for 90 days after job placement to help resolve initial employment barriers and achieve satisfactory work performance to increase job retention. Job retention services include: post-employment counseling; coaching and other case management activities; and support services for transportation, clothing and other needs to maintain employment.

### **English Language Acquisition & Basic Education**

ORIA BFET provides English Language Acquisition (ELA) activities, including ESL training necessary to obtain and maintain employment. Instruction and curriculum must include work-related topics to help prepare participants for employment while learning English.

Contractors use CASAS testing for reading and listening and ORIA-approved assessments for writing and speaking to determine the participant's initial ESL level. Contractors are also encouraged to work with BFET-contracted community and technical colleges to provide ESL training to program participants.

ORIA BFET also offers Basic Education services, such as High School Equivalency or GED preparation and computer literacy training.

**Support Services**

ORIA BFET offers a broad range of goods and purchased services necessary for participants to successfully engage in or complete a BFET activity. Support services include but are not limited to: work clothing; equipment or tools required for a job; testing fees; relocation expenses; transportation; permits and fees; emergency housing and utility assistance; and childcare<sup>24</sup>.

**Participant Success Story**

Arak, an immigrant from northern Thailand, arrived in the U.S. with the dream of becoming a pharmacist. Facing the challenges of adapting to a new culture and navigating the complex job market, Arak turned to World Relief Spokane’s BFET program for support. The provider helped Arak find a job at Walgreen’s as a Pharmacy Customer Service Clerk, paving the way for him to enter their “earn while you learn” Pharmacy Technician Apprenticeship Program.

World Relief Spokane

**ORIA BFET PROGRAM FUNDING**

FNS offers 50% federal match for BFET-related administrative and support services and 100% funding to plan, implement and operate BFET. ORIA leverages these funding sources for ORIA BFET services. The BFET program operates on the federal fiscal year cycle (October 1 – September 30). ORIA provides BFET services with funding from two sources: state refugee and immigrant employment services funding and federal match grant. This requires a mix of federal funding from two consecutive years to run the program as the state fiscal year ends on June 30.

**ORIA BFET PROGRAM DISBURSEMENTS**

BFET operates on a cost reimbursement model, and ORIA BFET contractors must incur costs associated with services then seek reimbursements for those expenses from DSHS on a monthly basis to cover expenditures. Upon review of each billing, DSHS reimburses for eligible services from the contracted amount.

The following chart shows ORIA BFET expenditures and caseload data for SFY 2023.

Month	Clients Served	Total Expenditures
Jul-22	226	\$82,016.30
Aug-22	242	\$119,583.43
Sep-22	261	\$98,119.93
Oct-22	315	\$68,061.84
Nov-22	315	\$69,686.67
Dec-22	298	\$66,586.95

<sup>24</sup> Must be ineligible for other child care subsidies such as Child Care Subsidy Program and programs offered by the county or city.

<b>Jan-23</b>	279	<b>\$68,809.16</b>
<b>Feb-23</b>	280	<b>\$63,050.50</b>
<b>Mar-23</b>	312	<b>\$73,400.45</b>
<b>Apr-23</b>	299	<b>\$61,068.08</b>
<b>May-23</b>	311	<b>\$73,806.79</b>
<b>Jun-23</b>	283	<b>\$77,777.90</b>
<b>Total</b>	582 Unduplicated	<b>\$922,150</b>

### ORIA BFET PROGRAM OUTCOMES

This table shows participant and performance outcomes reported for SFY 2023, with a one year look-back.

<b>Outcomes</b>	<b>2022</b>	<b>2023</b>
Total Unduplicated Participants Served	582	732
Entered Employment <sup>25</sup>	277	336
Full-Time	183	243
Part-Time	100	95
Average Wage	\$17.66	\$19.15
Full-Time	\$18.11	\$19.44
Part-Time	\$16.84	\$18.46
Retention: Employed 90 Days After Job Placement in the SFY	253	309

### STATE FOOD ASSISTANCE EMPLOYMENT & TRAINING PROGRAM (FAP E&T)

The Food Assistance Employment & Training Program (FAP E&T) is designed for clients of Washington’s Food Assistance Program (FAP). FAP is a state-funded program that provides food assistance to legal immigrants who aren't eligible for federal Basic Food benefits solely because of their immigration status.

FAP E&T assists FAP clients in gaining the skills, training, work or experience that will increase their ability to obtain regular employment. The program offers job readiness

<sup>25</sup> Total entered employment count is unduplicated for the report period but some individuals may have both full and part-time employment during the report period.

training, education, job search assistance and more, ensuring that legal immigrants who are barred from accessing federal programs have access to quality E&T services.

FAP clients have varying levels of employment-related service needs. Some eligible immigrants have resided in the U.S. for an extended period of time and have prior work experience, while others might be recent arrivals. In addition, not all participants are authorized to work in the United States. FAP E&T customizes its services to accommodate the specific needs of each individual and provides opportunities to develop valuable skills.

In SFY 2023, ORIA provided FAP E&T services through eight contractors with the following types of organizations:<sup>26</sup>

- Community-based organizations
- Refugee resettlement agencies
- Other immigrant-serving organizations

### **FAP E&T ELIGIBLE POPULATION**

State food benefit recipients are eligible for FAP E&T services when they are:

- Age 16 and older
- Not recipients of TANF/SFA

Although households can receive a mix of FAP and SNAP benefits depending on the citizenship or the alien status of each person in the home, only FAP clients may enroll and participate in FAP E&T.

### **FAP E&T SERVICES**

FAP E&T offers clients opportunities to enhance their skills and improve their chances of securing regular employment. There is no set maximum time limit for FAP E&T participation. Similar to ORIA BFET, participation in FAP E&T is voluntary. Services provided under FAP E&T include:

#### **Job Readiness Services**

FAP E&T improves the job readiness of participants by teaching job seeking techniques and setting goals. Work readiness activities and general skills building are part of job readiness training. Services include job seeking skills instruction, resume writing, and interview preparation.

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<sup>26</sup> See **Appendix D** for a list of SFY 2023 FAP E&T contractors.

## English Language Acquisition & Basic Education

FAP E&T provides English Language Acquisition (ELA) activities, including ESL training necessary to obtain and maintain employment. Instruction and curriculum for ELA must include work-related topics to help prepare participants for employment while learning English.

Contractors use CASAS testing for reading and listening and ORIA-approved assessments for writing and speaking to determine the participant's initial ESL level. Contractors are also encouraged to work with BFET-contracted community and technical colleges to provide ESL training to program participants.

FAP E&T also offers Basic Education services, such as High School Equivalency or GED preparation and computer literacy training.

### Job Skills Training

FAP E&T offers job skills training, which provides participants with knowledge and abilities needed to begin a particular job or position through hands-on training and support. Available training programs include forklift certification, electric pallet jack operation, warehouse training, first aid/CPR/AED certification, customer service and barista training and more.

### Career Counseling & Exploration

FAP E&T offers career counselling and exploration services. This exploration includes information about different industries, job roles and potential career paths; assessment; career transition support; and long-term planning.

### Job Search Assistance

FAP E&T provides activities to help participants seek and obtain suitable employment, including searching job listings, assisting participants with job applications, job referral, and job placement assistance.

### Job Retention Services

FAP E&T provides assistance and support to employed participants so they may achieve satisfactory job performance and increased earnings over time. Services may include counseling, conflict resolution and mediation. Job retention may also include job advancement services, or helping participants move on to a higher level of employment and/or increase their income.

### Participant Success Story

Kaleb, an Ethiopian immigrant, turned himself into immigration authorities at the U.S. Southern border near San Diego after a long journey. He did not have much with him when he crossed the border, as he had to pay smugglers along the way to get him from place to place. After arriving in Washington, he turned to TRAC Associates for help. TRAC's staff helped him apply for food benefits and medical insurance, as well as enroll in the FAP E&T program. Job readiness classes were provided, and once he received work authorization, he secured employment at an ethnic grocery store, earning \$2,500 per month. After enrolling in ESL and GED classes at Highline College, Kaleb was placed in transitional housing by Muslim Housing Services. With his work authorization and Social Security card secured, he recently applied to the U.S. military and is awaiting acceptance.

TRAC Associates

## Support Services

FAP E&T offers a broad range of goods and purchased services necessary for participants to successfully engage in or complete a FAP E&T activity. Support services include but are not limited to: transportation, educational expenses, computer equipment, tools and clothing.

## FAP E&T FUNDING & PROGRAM DISBURSEMENTS

ORIA utilizes general state funds to support the FAP E&T program. The program operates on the state fiscal year cycle (July 1 – June 30).

FAP E&T uses a performance-based contracting model. FAP E&T contractors receive a monthly base compensation for the provision of employment and training services to a minimum number of clients. In addition to the monthly base, contractors may receive quarterly performance outcome payments, contingent upon the timely and successful submission of reports and achievement of program goals.

The following chart shows FAP E&T expenditures and caseload data for SFY 2023:

Month	Clients Served	Total Expenditures
Jan-23	13	\$91,151.94
Feb-23	70	\$41,684.03
Mar-23	132	\$84,020.16
Apr-23	154	\$76,264.50
May-23	219	\$96,741.20
Jun-23	220	\$146,489.19
<b>Total</b>	<b>264 Unduplicated</b>	<b>\$536,351.02</b>

## FAP E&T PROGRAM OUTCOMES

This table shows participant and performance outcomes reported for SFY 2023.<sup>27</sup>

Outcomes	2023
Total Unduplicated Participants Served	264
Number of Participants Enrolled in Case Management Services	260
Number of Participants Enrolled in Job Readiness Training	149
Number of Participants Enrolled in Career Counseling & Exploration	118

<sup>27</sup> Due to the FAP E&T program's recent launch in January 2023, there is limited data available to report on outcomes at this time. Additionally, since not all eligible individuals are authorized to work, entered employment cannot be used as an outcome measure.

<b>Outcomes</b>	<b>2023</b>
Number of Participants Enrolled in Basic Education	95
Number of Participants Enrolled in Job Search Assistance	55
Number of Participants Enrolled in English Language Acquisition	34
Number of Participants Enrolled in Job Skills Training	26
Number of Participants Enrolled in Job Retention Services	9

The FAP E&T program served a total of 264 participants. 260 participants (98%) received case management services; 149 participants (56%) received job readiness training; 118 participants (44%) received career counseling and exploration services; 95 participants (35%) received basic education; 55 participants (20%) received job search assistance; 34 participants (12%) participated in English language acquisition activities, including ESL; 26 participants (9%) received job skills training; and 9 participants (3%) received job retention services.

Only 21 participants exited the FAP E&T program in SFY 2023, which may be explained by the fact that all were newly enrolled in the pilot. There were no clients carried over from previous fiscal years. Also, as previously stated, the program was operational for only six months of SFY 2023, launching in January 2023. Five clients entered employment and chose not to receive retention services; five clients were approved for TANF/SFA and were transitioned to another E&T program, including LEP Pathway; five clients withdrew from the program; five clients were closed from the program due to loss of contact; and one client's FAP benefits were terminated.

## APPENDIX A

### SFY 2023 LEP PATHWAY CONTRACTORS

PROVIDER	COUNTY	SERVICES
Asian Counseling & Referral Services	King	Employment
Bellingham Technical College	Whatcom	ESL
Career Path Services	Spokane	Employment
Clark College	Clark	ESL
Columbia Basin College	Benton, Franklin	ESL
Community Colleges of Spokane	Spokane	ESL
Diocese of Olympia	King	Employment, ESL
Family Learning Center	Benton, Franklin	ESL
Highline Community College	King, Pierce	ESL
International Rescue Committee	King	Employment
Jewish Family Service	King	Employment, Skills Training
Lutheran Community Services	Clark	ESL
Neighborhood House	King	Employment
Partners in Careers	Clark	Employment
Puget Sound Training Center	King	Employment, Skills Training
Refugee Federation Service Center	King	Employment, Skills Training
Refugee & Immigrant Services NW	Snohomish, Skagit, Whatcom	Employment, ESL
Refugee Women's Alliance	King	Employment, ESL
Renton Technical College	King	ESL
South Seattle College	King	ESL
Tacoma Community House	Pierce	Employment, ESL
TRAC Associates	King, Pierce, Snohomish, Thurston	Employment, Skills Training
World Relief- King	King	Employment, ESL
World Relief- Spokane	Spokane	Employment
World Relief- Tri-Cities	Benton, Franklin	Employment

## APPENDIX B

### Comprehensive Adult Student Assessment System (CASAS)

<b>1</b>	<p><b>Beginning Literacy / Pre-Beginning ESL</b></p> <p><b><u>Listening/Speaking:</u></b> Functions minimally, if at all in English. Communicates only through gestures and a few isolated words.</p> <p><b><u>Reading/Writing:</u></b> May not be literate in any language.</p> <p><b><u>Employability:</u></b> Can handle very routine entry-level jobs that do not require oral or written communication in English and in which all tasks are easily demonstrated. Employment choices are limited.</p>	<b>180 &amp; below</b>
<b>2</b>	<p><b>Low Beginning ESL</b></p> <p><b><u>Listening/Speaking:</u></b> Functions in a very limited way in situations related to immediate needs; asks and responds to basic learned phrases spoken slowly and repeated often.</p> <p><b><u>Reading/Writing:</u></b> Recognizes and writes letters and numbers and reads and understands common sight words. Can write own name and address.</p> <p><b><u>Employability:</u></b> Can handle only routine entry-level jobs that do not require oral or written communication in English in which all tasks are easily demonstrated.</p>	<b>181- 190</b>
<b>3</b>	<p><b>High Beginning ESL</b></p> <p><b><u>Listening/Speaking:</u></b> Functions with some difficulty in situations related to immediate needs; may have some simple oral communication abilities using basic learned phrases and sentences.</p> <p><b><u>Reading/Writing:</u></b> Reads and writes letters and numbers and a limited number of basic sight words and simple phrases related to immediate needs. Can write basic personal information on simplified forms.</p> <p><b><u>Employability:</u></b> Can handle routine entry-level jobs that involve only the most basic oral or written communication in English and which all tasks can be demonstrated.</p>	<b>191-200</b>

4	<p><b>Low Intermediate ESL</b></p> <p><b>Listening/Speaking:</b> Can satisfy basic survival needs and routine social demands. Understands simple learned phrases easily and some new simple phrases containing familiar vocabulary, spoken slowly with frequent repetition.</p> <p><b>Reading/Writing:</b> Can read and interpret simple material on familiar topics. Able to read and interpret simple directions, schedules, signs, maps and menus. Can fill out forms requiring basic personal information and write short, simple notes and messages based on familiar situations.</p> <p><b>Employability:</b> Can handle entry-level jobs that involve simple oral and written communication but in which tasks can also be demonstrated and/or clarified orally.</p>	201- 200
5	<p><b>High Intermediate ESL</b></p> <p><b>Listening/Speaking:</b> Can satisfy basic survival needs and limited social demands; can follow oral directions in familiar contexts. Has limited ability to understand on the telephone. Understands learned phrases easily and new phrases containing familiar vocabulary.</p> <p><b>Reading/Writing:</b> Can read and interpret simplified and some authentic material on familiar subjects. Can write messages or notes related to basic needs. Can fill out basic medical forms and job applications.</p> <p><b>Employability:</b> Can handle jobs and /or training that involve following basic oral and written instructions and diagrams if they can be clarified orally.</p>	211- 220
6	<p><b>Advanced ESL</b></p> <p><b>Listening/Speaking:</b> Can satisfy most survival needs and social demands. Has some ability to understand and communicate on the telephone on familiar topics. Can participate in conversations on a variety of topics.</p> <p><b>Reading/Writing:</b> Can read and interpret simplified and some non-simplified materials on familiar topics. Can interpret simple charts, graphs and labels; interpret a payroll stub; and complete a simple order form; fill out medical information forms and job applications. Can write short personal notes and letters and make simple log entries.</p> <p><b>Employability:</b> Can handle jobs and job training situations that involve following oral and simple written instructions and multi-step diagrams and limited public contact. Can read a simple employee handbook. Persons at the upper end of this score range are able to begin GED preparation.</p>	221- 235
	<b>Exit ESL Program</b>	<b>236</b>

## APPENDIX C

### SFY 2023 ORIA BFET CONTRACTORS

PROVIDER	COUNTY	SERVICES
Asian Counseling & Referral Services	King	Employment & Training
Partners in Careers	Clark	Employment & Training
Partner in Employment	King	Employment & Training
Refugee Federation Service Center	King	Employment & Training
Refugee & Immigrant Services Northwest	Snohomish, Skagit, Whatcom	Employment & Training
Refugee Women's Alliance	King	Employment & Training
TRAC Associates	King, Pierce, Snohomish	Employment & Training
World Relief Western Washington	King	Employment & Training
World Relief- Spokane	King	Employment & Training

## APPENDIX D

### SFY 2023 FAP E&T CONTRACTORS

PROVIDER	COUNTY	SERVICES
Multi-Service Center	King	Employment & Training
Partner in Employment	King	Employment & Training
Puget Sound Training Center	King	Employment & Training
Refugee & Immigrant Services Northwest	Snohomish, Skagit, Whatcom	Employment & Training
Refugee Women's Alliance	King	Employment & Training
Spokane Workforce Council	Spokane	Employment & Training
TRAC Associates	King, Pierce, Snohomish, Thurston	Employment & Training
World Relief Western Washington	King, Pierce, Snohomish, Whatcom, Thurston	Employment & Training