

WIOA Populations with Barriers and Proposed Solutionsⁱ

11.13.1 Barriers to Employment

WIOA BARRIER POPULATION	POTENTIAL BARRIERS TO ACCESS What is the nature of the barrier itself?	IMPLICATIONS OF BARRIER How do these barriers inhibit success?	BARRIER SOLUTIONS What can WIOA Title I do and provide to address the barrier?
A. Displaced Homemakers	<ul style="list-style-type: none"> No recent work experience May have unreliable housing or transportation Many need childcare Limited recent/relevant work experience 	<ul style="list-style-type: none"> Not considered job ready (no recent work experience or work skills not current to labor market) so may require longer training/education time Less likely to secure living-wage jobs due to lack of experience and recent work experience 	<ul style="list-style-type: none"> Basic career services Individualized career services, including but not limited to, career planning, short-term pre-vocational services, or workforce preparation activities Access to training and/or work-based training, including but not limited to, on-the-job training or transitional jobs Supportive services Referrals to partner agencies
B. Low-socioeconomic Status	<ul style="list-style-type: none"> Cost of tuition Lack of appropriate clothing or wardrobe Transportation No recent work experience Poor soft skills Poor executive functions Housing Childcare (including children with special needs) Lack of GED/HSD Poor personal hygiene and grooming For individuals living in generational poverty situations, they may have limited access to such things as positive role models (neither parent has ever worked), limited access to learn correct speech patterns and appropriate social interactions, 	<ul style="list-style-type: none"> Full-time attendance is difficult to manage with other commitments Lack of wardrobe leaves low-income candidates unable to make a good impression in interviews Unable to participate consistently or full-time due to lack of reliable transportation, childcare, housing, other issues, such as domestic violence. With domestic violence may also have safety issues Inability to travel to hiring events, job search, interviews Difficulty successfully navigating the system, meeting participation requirements (executive functions), and/or skills gains Not considered job ready (no recent work experience, work skills not current 	<ul style="list-style-type: none"> Any of the barrier solutions listed above Partner with charitable organizations and businesses to provide a business-appropriate wardrobe in various sizes for low-income job seekers Flexible participation requirements such as part-time or extended hours, able to easily reschedule, or independent modules Strong collaboration with state and community support service resources to stabilize housing, childcare, domestic violence, transportation. Referring, leveraging resources Availability of supportive services funding, partnerships with Community Based Organizations (CBOs), provision of online one-stop services and resources Co-location of partner programs for referrals and support services Contact local CBO's to coordinate services

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	<p>finances to pay for driver's education (and no one they know owns a car that has insurance for use on the driving test), and lack of trust in public systems (system and education providers)</p> <ul style="list-style-type: none"> • Literacy issues • Social services involvement (potentially multiple systems with multiple and confusing requirements) • Difficulties accessing medications and/or support they need to address disabilities • Costs in general, ranging from transportation, childcare, access to technology at home and on the go (computers, smartphones, other electronic options) • The benefit cliff Benefits Cliffs: The Financial Risks of Increased Earnings for Working Families U.S. Chamber of Commerce Foundation (uschamberfoundation.org) 	<p>to labor market, no GED/HSD) so may require longer training/education time</p> <ul style="list-style-type: none"> • Difficulty with social interactions (soft skills) so may not actively engage or be engaged in training • Examples: Less likely to compete for livable wage jobs; lack of trust in public institutions and assistance; lack of self-confidence; lack of trust they really can make positive life changes; lack of driver's license (which impacts job opportunities); increased risk of having a criminal record; likely to struggle with transportation; more likely to have health issues that impact work; present less favorably and therefore are less competitive in the interview; and have a much smaller even non-existent reliable support network, such as friends and family • Difficulty navigating complex system requirements and or understanding of available resources • Incurring any costs can add a tremendous barrier • Sometimes an increase in income means losing crucial subsidies (childcare, housing, food benefits, medical insurance, utility assistance) that help people out of poverty 	<ul style="list-style-type: none"> • Flexible onsite ABE/GED/HSD classes with open enrollment and smaller classes sizes. Also 1:1 assistance • Pair participants with staff trained and barrier specific experience • Have mentors or navigators who have successfully completed the programming while living with some of these barriers • Access to personal hygiene and grooming resources. Staff able to address this sensitive issue • Workshops to address typical intergenerational behaviors; financial assistance with daycare and transportation; assistance with creating a reliable support network; access to practicing new positive behaviors on the job, like internships; access to medical assistance for health issues, such as chronic as well as for glasses; encouragement; access to positive role models • Partner with social services agencies
C. Indians, Alaska Natives, and Native Hawaiians	<ul style="list-style-type: none"> • Available employment opportunities and job market are saturated • Limited resources for providing education and training are not 	<ul style="list-style-type: none"> • Many new and prospective job opportunities are centered on service industry employment, are filled quickly, and may be filled by tribal members formerly living away from the 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Partnerships between employers in need of trained personnel, and specific training provided by the tribe or accessible from the

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<p>Native Peoples often have individual preferences on how they would like to be addressed. To find out which term is best, ask the person or group with term they prefer.</p>	<p>reservation tied to prospective employment opportunities or markets</p> <ul style="list-style-type: none"> Natural resources extraction employment is often cyclical or subject to diminishing resources. Individuals with experience in these areas may only work during specific seasons or periods of availability/abundance Lack of comprehensive employment planning which takes the totality of an individual's barriers to employment into account Individuals without local family support who live in or move to urban centers may not have necessary life skills or resources to maintain a search for employment or develop marketable job skills Trauma 	<p>reservation who decide to return, and therefore do not reduce the number of unemployed</p> <ul style="list-style-type: none"> Lacking entry into the job market to begin with, many unemployed do not have the resources to extend their job search activities beyond the reservation or near- reservation areas Individuals unemployed or under-employed are faced with addressing personal and/or family distress, behavioral health needs, basic subsistence and/or household needs and possible legal obligations in addition to developing employment search and retention skills Individuals who relocate to more populous areas in search of employment without adequate family or social services support may fail to improve their condition 	<p>reservation to fill particular avenues of employment</p> <ul style="list-style-type: none"> Development of employment opportunities connected with a resource for purposes other than extraction For instance, forestry harvesting to be replaced by wood products manufacture, sales, and marketing Seasonal unemployment due to lack of resource harvesting opportunities replaced by work at sustaining and enhancing the resource Identify individuals/populations that may be able to maintain suitable earnings through reduced employment and increase hours available for work opportunities Partnership with local employers with sufficient work opportunities to justify limited investment in point-to- point transportation provided by the tribe Pursue governmental contracting opportunities that may provide for work to be performed from reservation and near-reservation areas
<p>D1. Individuals with Disabilities:</p> <p>Including Youth Who are Individuals with Disabilities Physical Disabilities</p>	<ul style="list-style-type: none"> Transportation can be difficult, and services may be located too far away Chair-users: Moving around a cluttered or disorganized environment is difficult, even if technically ADA compliant On-going treatment or need to address disability related unscheduled events (flare-ups) 	<ul style="list-style-type: none"> Services are too far away for a person with physical disabilities to practically access and public transportation is insufficient or unavailable Chair-users: Physical access to the building is difficult or onerous for chair-users if the environment doesn't facilitate access Unable to participate either consistently or full-time 	<ul style="list-style-type: none"> Any of the barrier solutions listed above Virtual delivery of online services could eliminate the need for individuals with physical disabilities to travel Chair-users: Ensure ADA compliance, but also be mindful of footprint and room layout to facilitate access Flexible participation requirements such as part-time or extended hours, able to easily

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	<ul style="list-style-type: none"> • Need assistance with Activities of Daily Living (ADLs) • Design of One stop office with multiple locations within the area where individual needs to access services • Lack of Staff awareness and training on best practices of engaging with individuals with disabilities 	<ul style="list-style-type: none"> • Difficulty with ADLs such as using the bathroom, grooming, eating (low blood sugar so may need a snack) 	<ul style="list-style-type: none"> • reschedule, independent modules, or Internet access • Staff trained on strategies to resolve an issue as it occurs; quick onsite fix of equipment, adjust table, adjust volume. Staff trained on available state and community resources, co-location (DHS/VR) • Partner with social service agencies in addition to DHS/VR
<p>D2. Individuals with Disabilities:</p> <p>Sensory Disabilities (blind/low-vision, deaf and hard of hearing)</p>	<ul style="list-style-type: none"> • Blind/Low vision: Computer equipment is often inaccessible • Limited staff training and education on the ADA and best practices with assisting individuals with disabilities • Non- American Sign Language (ASL) speakers: Deaf or hard of hearing individuals do not all speak ASL. Example Deaf individual from Ukrainian who is able to work and need job search assistance and possible initial on the job coaching/support 	<ul style="list-style-type: none"> • Blind/Low vision: Lack of accessible computer equipment makes it difficult to develop resumes and undertake training • Non-ASL speakers: Non-ASL person cannot use ASL to communicate with job counselors and employers 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Blind/Low-vision: Paperless one-stop environment that facilitates access on personal devices • Partner with social service agencies in addition to DHS • Non-ASL speakers: Establish process to help non-ASL speakers access services at the office and create or develop a group of service providers who can provide language support to non-ASL speakers. Maybe use video conferencing (SKYPE, FaceTime or similar) to make that resource available on-demand
<p>D3. Individuals with Disabilities:</p> <p>Behavioral or Mental Health Disabilities</p>	<ul style="list-style-type: none"> • ADHD: Too much noise and stimuli at the one stop • Non-Apparent Disability: Lack of understanding or knowledge of their own disability can interfere with appropriate 	<ul style="list-style-type: none"> • ADHD: Accessing public spaces such as computer labs can be counterproductive • Non-Apparent Disability: Computer-based assessment tests may not be effective • Refugees and immigrants: A person may appear to be difficult to work with, 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • ADHD: Train staff to recognize need for quiet environment for some job seekers • Non-Apparent Disability: Train staff to recognize signs of different types of behavioral or mental health disabilities and how to connect job seekers with the appropriate supports

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	accommodations or services <ul style="list-style-type: none"> Refugees and immigrants: Cultural stereotypes and attitudes prevent many from seeking services to address mental health issues 	anxious, unreliable, but refuses to seek services or gets angry when staff brings up counseling or treatment options.	<ul style="list-style-type: none"> Refugees and immigrants: Provide training to staff to understand cultural sensitivity behavioral and mental health issues. This guide provides good information about this issue: http://form.jotform.us/form/51666347065157
D4. Individuals with Disabilities: Cognitive Disabilities	<ul style="list-style-type: none"> Poor executive functions Diagnosed or undiagnosed learning disabilities Refugees: Lack of understanding/knowledge of their own experience can interfere with appropriate accommodations or services 	<ul style="list-style-type: none"> Difficulty successfully navigating the system, meeting participation requirements (executive functions), and/or skills gains Difficulty with social interactions (soft skills) so may not actively engage or be engaged in training Cannot learn in classroom setting or the usual (whatever that may be) way or setting Refugees: Symptoms of trauma (learning difficulties, lethargy, non-responsiveness to tasks or due dates) may be mistaken for cognitive disabilities 	<ul style="list-style-type: none"> Any of the barrier solutions listed above Curricula/staff able to adjust training to meet the learning style/needs of the participant Soft skill classes Use of executive function strategies by staff and taught to participants. Provide tools such as calendars Access to learning disability testing or vocational testing instruments specific to a particular learning disability Refugees: Staff training in tandem with close connection with refugee resettlement agencies to integrate employment services with resettlement assistance
D5. Individuals with Disabilities: Others	Individuals using a Service Animal: Lack of policy or understanding of service animal's purpose; obstacles to physical access that inhibits people from using a service animal.	Individuals using a Service Animal: The service animal may be asked to wait outside, even though the individual relies on it for equal accessibility	<ul style="list-style-type: none"> Any of the barrier solutions listed above Individuals using a Service Animal: Design policy that is inclusive of service animals, train staff on purpose of service animal
E. Older Individuals	<ul style="list-style-type: none"> Uncomfortable with technology May have physical disabilities Need assistance with Activities of Daily Living (ADLs) Real or perceived decline in workplace skills and 	<ul style="list-style-type: none"> Unable to use computers, Internet, printers, faxes so unable to benefit from in-place programming See physical disabilities 	<ul style="list-style-type: none"> Any of the barrier solutions listed above Have mentors or navigators who have successfully completed the programming Partner with another older person Curricula/staff able to adjust training to meet the learning style/needs of the participant

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	<p>ability/interest in learning new skills</p> <ul style="list-style-type: none"> • Transportation • Focus on youth in transition and adults younger than 40 year of age. • Stigma of failure to being employed • Challenges of technology expectations <p>The onset of hearing loss; physical issues</p>	<ul style="list-style-type: none"> • Difficulty with ADLs such as using the bathroom, grooming, eating (low blood sugar so may need a snack) • Less able to compete for living-wage job • Feeling lost in the One-Stop system with the focus on younger adults • Manifestations of the changes in hearing and physical abilities 	<ul style="list-style-type: none"> • Physical disabilities • Staff sensitive and able to address any ADL related issues • Any of the solutions listed in potential barrier A • Have a break room with <i>healthy</i> snacks (no pop machine, processed food vending machines) • Access to work-based learning, such as on-the-job training and paid work experience, to demonstrate their skills to a potential employer • SCSEP program more engaged with the overall one stop system • Training and education to staff focused on working with the aging workforce • Emotional support/managing stress groups • Partnerships with social services agencies
<p>F. Person or individual with prior justice system involvement (including previously incarcerated or justice history)</p>	<ul style="list-style-type: none"> • Reduces employability through limiting available labor market • Unaware of bonding • Don't know how to market themselves • Pre-incarceration skills out of date • May not report entire conviction history • No recent work experiences • Poor soft skills (perhaps institutionalized behavior) • Low-income, cognitive, mental health and behavior (in previous section of this chart). Often, these folks have a number of these issues 	<ul style="list-style-type: none"> • Limited number of employers able or willing to hire • May require more staff assistance • Just not able to get a job due to limited labor market, staff not being aware of conviction history • Not considered job ready (no recent work experience, work skills not current to labor market, no GED/HSD) so may require longer training/education time • Difficulty with social interactions (soft skills) so may not actively engage or be engaged in training <p>Limited access to education and employment. Risk to reoffending if continued limited access to earn a living, which leads to an increased risk of being incarcerated again</p>	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Staff specially trained on local employer requirement for hire, bonding, how to address conviction history in interview • Use any jobs held while incarcerated (kitchen, correctional industries, landscaping) on resumes. Capture these transferrable skills • Get references from supervisors and vocational information from the institution • Run background check and check what employers would see if they ran it • Work with pro bono attorneys or others to get records sealed or expunged • Develop pool of employers willing to take a chance on these folks

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	<ul style="list-style-type: none"> Depending on the conviction, limited access to jobs in specific fields, such as health care Depending on the conviction, limited access to financial assistance for education Trauma 		<ul style="list-style-type: none"> Strong assessment tool to identify non-apparent or unknown barriers Specialized career guidance, an opportunity to regain confidence and identify a skill set that can be used in a field the individual is likely to have both immediate and longer-term success, and financial assistance with education as necessary
G. Individuals experiencing homelessness	<ul style="list-style-type: none"> Transportation No recent work experiences Poor soft skills Poor executive functions Housing Domestic violence Childcare (including children with special needs) Lack of GED/HSD Poor personal hygiene and grooming No physical or mailing address Unaddressed physical or mental health needs *Homeless folks should not be stereotyped so some of these may not apply Potential lack of a variety of necessities when seeking employment, such as address, phone number, reliable food source; potentially extreme trauma-based reactions; potentially living in constant state of fight or flight; potentially limited to no child care; potentially limited to no transportation; potentially limited 	<ul style="list-style-type: none"> Unable to participate either consistently or full-time due to lack of reliable transportation, childcare, housing, or domestic violence where they may also have safety issues Difficulty successfully navigating the system, meeting participation requirements (executive functions), and/or skills gains Not considered job ready (no recent work experience, work skills not current to labor market, no GED/HSD) so may require longer training/education time Difficulty with social interactions (soft skills) so may not actively engage or be engaged in training No mailing address or voice mail – also no access to phone or stamps Strong assessment tool to identify non-apparent or unknown barriers Stress and trauma-induced behaviors at both the one-stop and on the job/during interview; lack of access to present as professional as necessary for interviews; lack of childcare if/when finds a job; lack of 	<ul style="list-style-type: none"> Any of the barrier solutions listed above Flexible participation requirements such as part-time or extended hours, able to easily reschedule, or independent modules Strong collaboration with state and community support service resources to stabilize housing, childcare, DV, transportation. Referring, leveraging resources Co-location of partner programs for referrals and support services (clothing, hygiene products, transportation vouchers) Reach out to local public transportation or Community Based Organizations to coordinate transportation Flexible onsite ABE/GED/HSD classes with open enrollment and smaller classes sized. Also 1:1 assistance Use of executive function strategies by staff and taught to participants. Provide tools such as calendars Pair participants with staff trained and barrier specific experience Have mentors or navigators who have successfully completed the programming <i>while</i> being homeless

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	<p>to no hope for the future; lack of medical assistance; lack of work clothes; lack of sense of security and self-confidence; potential domestic situations they were fleeing; and the need for money is so immediate there may be limited time/access/ability for necessary education/certifications</p> <ul style="list-style-type: none"> • Lack of documentation required for eligibility • Trauma 	<p>medical assistance for chronic or other needs; extreme fear and distrust</p> <ul style="list-style-type: none"> • Cannot prove age, selective service, eligibility to work in the U.S., home address 	<ul style="list-style-type: none"> • Access to personal hygiene and grooming resources. Staff able to address this sensitive issue with folks • Specialized career guidance, including opportunities to immediately earn money/access to work-based learning, required close working partnerships with homeless programs, financial access for medical, food, shelter, transportation, trauma-sensitive workshops, and staff • Acceptance of self-attestation, navigation, or referral to appropriate agencies to secure documentation
H. Youth in or Aged Out of Foster Care	<ul style="list-style-type: none"> • Lack of proper/appropriate interview clothing • Lack of positive role models who work • Homelessness • Hygiene issues • Lack of experience of having to follow a regular schedule • Transportation • Lack of cell phone or a consistent contact number • Lack of soft skills or knowledge of professionalism • Criminal history • Location • Low education level or mental disability • Vital documents • Low self-esteem/confidence • Verbal skills/appropriate language and vocabulary 	<ul style="list-style-type: none"> • Without proper work attire, the employer may think that the individual is not invested in a job • Don't feel the need to work as it has been role modeled to live off government funding • Difficult to search and maintain jobs while couch surfing • Hard to maintain hygiene when not accessible to products or showers. Hygiene issues cause employment issues • Do not have experience developing or following their own schedules. This makes it hard to follow through/commit to being somewhere at a specific time • No means (transportation) to get to a job • Difficult to hold a job if you cannot be reached or contact an employer if needed. The person is seen as unreliable 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • More programs like Goodwill that include job training and interview and work wear. Provide trendy clothing that appeals to a younger audience • Provide job shadowing. Provide job mentors. Develop realistic job fairs that target young people's job interests and have younger professionals manning the booths • Develop rental program that will assist with first month and security deposit for newly hired employees • Provide a variety of free hygiene products. Provide locations that will allow free and daily showering and laundering • Create a trial work program that can ease individuals into the work force • Have funding available to reimburse foster parents or other caregivers. Offer gas vouchers or fuel cards to those who can provide a ride to work. Free bus passes for working individuals

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	<ul style="list-style-type: none"> • Living in a foster home that is too restrictive • No career training before entering college • Biological parents are not supportive to young person's plan • Not graduating from high school • The number of regular meetings that youth need to attend to maintain resources • Difficulty with people in authority position • Parenting • Low level of life skills • Difficulty with time management • No personal references • Employer biases • Lack of advocacy skills • Not aware of resources or understanding that the message is target for them Adverse Childhood Experiences (ACEs) 	<ul style="list-style-type: none"> • Without knowledge or ability to communicate or be social in the appropriate settings can limit opportunities • Criminal history can cause a barrier in the application process • Employment is limited in rural areas • May lack the intellectual knowledge and/or ability needed to hold down a job and could lose the job for not understanding • Without proper documents young people will not be able to gain employment • Do not feel good about themselves or feel good enough to apply for work • The use of the wrong language can make it less likely to hired • May not be allowed to access work due to rules of the foster home • Having a hard obtaining employment even after graduation from college due to not having skills to be employed • Are not able to plan for work if their support systems are discouraging their plans to succeed • Cannot access jobs without high school completion • Requirements to meet with providers to maintain active status to receive benefits and supports. Various meetings require less availability to work • Difficult to parent and hold a job. May have to call in more often to meet the child's needs 	<ul style="list-style-type: none"> • Provide free cell phones for job seekers and employed individuals • Education classes related to the importance of these soft skills or one-on-one support Clarification of what needs to be addressed on an application and in an interview for a criminal offense, both juvenile and adult. Record sealing made readily available. Identify more jobs that will hire with criminal convictions • Outreach with rural areas and/or assistance in finances for transportation • Increase career planning and/or provide intensive training for a particular skill or job. Provide crisis support when mental health interferes with ability to do the job • Obtain documents prior to exiting foster care. Create a process and provide funding for replacing lost vital documents after exiting foster care • Create confidence workshops and provide empowerment opportunities • Provide more exposure to young professional environments • Training for caregivers to teach ways to be supportive towards work ready. Provide job readiness skills in high schools • Provide job training during high school and again in college • Develop mentoring programs for job readiness • Offer a variety of support programs that will assist with completing schooling requirements • More flexibility meeting program requirements. Create flexible work exceptions

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		<ul style="list-style-type: none"> • Not being prepared for work can cause not arriving on time or be ready to work once they are at work • Being late for work is viewed as unreliable and may be dismissed if it occurs too often • Without references the job application is incomplete and may not be hired • Foster care is seen by society as a negative and an employer may discriminate • Cannot articulate and respond in an inappropriate way and may lose jobs • Do not know what is available and will not seek the support that is needed to obtain a job • traumatic experiences that children experience before the age of 18 can have lasting impacts on their mental health, physical health, and general well-being 	<ul style="list-style-type: none"> • when the individual is required for other day time obligations • Trainings on how to work with authority figures. Provide engagement trainings to employers • Affordable childcare that is accessible and open for extended hours • On-the-job life skills training • On-the-job trainings on time management • Ensuring youth have connections to significant people • Employer trainings on the culture of foster care • Provide leadership skill building at college settings and work settings. Provide work mentors • Marketing campaign that reaches out to young people • Systems collaboration-end silos (education, child welfare, mental health, employment) • Recognize the signs of child traumatic stress and the impact that trauma may have on children. Develop process for referral to counseling when needed
I. English Language Learners, Individuals with Low Levels of Literacy, or Individuals Facing Substantial Cultural Barriers	<ul style="list-style-type: none"> • Getting assistance in their primary language is difficult or impossible in each location • Illiteracy in both English and their native language • Cannot communicate in English (oral, written or both) • Lack of English-language computer knowledge • One-stop is set-up to utilize computer-based job search 	<ul style="list-style-type: none"> • The language barrier can be impossible to overcome and drive the participant away • LEP clients need one-on-one individualized assistance to apply for jobs • Without a full cultural understanding of all the immigrant cultures (i.e., opposite gender interaction, religious customs, means of communication, time management), assistance can 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Ensure front-line/intake staff are trained in cultural sensitivity, can use emergency translator tools like Google Translate • Provide cultural competency training for all one-stop employees • Hire bilingual, bi-cultural ethnic case managers based upon the population groups in the area

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	<p>techniques and teach clients job search skills</p> <ul style="list-style-type: none"> • Cultural understanding (both on behalf of the client and the one stop staff) • Limited English Proficiency (LEP) clients require very individualized, labor-intensive services • English Language Learners (ELL) populations avoid one-stop in general due to lack of services and communication barriers (Refugees & Immigrants) many are resourceful at surviving on very little and it is difficult for them to move out of that comfort zone into an unknown future 	<p>be unproductive or occasionally offensive</p> <ul style="list-style-type: none"> • Lack of English understanding makes it very difficult to help someone who does not speak the same language. Most LEP clients cannot use computers nor computerized systems to apply for jobs in English • LEP clients need translation assistance at the job interviews and to understand the job requirements. This would require staff to frequently be out of the one-stop center • Need classes offered in client's primary language (in areas with multiple languages for LEP, will require many classes space will be an issue) • ELL jobseekers are turned away at the counter with either expressed or implied message that they can get better services at a community-based organization (CBO) that serves their population. These CBOs have language and cultural support for ELL jobseekers, but they have a smaller capacity to serve individuals and may have less access to potential job opening available through the Employment Security Department (Refugees & Immigrants) may limit opportunities they seek or turn down good opportunities out of fear of the 	<ul style="list-style-type: none"> • Allocate staff time based upon needs of clients, and LEP clients will need greater staff time per client • Offer greater hands-on assistance with applications and basic computer skills training. • Offer on-site English as a Second Language (ESL) classes • Bring more employers into one-stop who will hire LEP clients • Flex staffing to allow LEP case workers to assist clients at interviews outside of the one-stop • Increase group room space to allow classes to be taught in native language • Translation is just a starting point to effective service to ELL jobseekers. Staff also requires cultural knowledge and sensitivity to address all jobseekers, ELL or not, that the customer is important and will be treated equitably (Refugee & immigrants) train staff to look beyond the surface, build trust with the jobseeker and help the jobseeker see possibilities beyond their comfort zone

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		unknown, but the job counselor may misunderstand the motivation behind these decisions	
J. Eligible Migrant and Seasonal Farmworkers (MSFWs)	<ul style="list-style-type: none"> • Low literacy levels in both Spanish and English • Limited English Proficient • Limited Spanish Proficient • Low level of technological skills and knowledge • Mobility (migrant farmworkers) Not aware of services available to them 	<ul style="list-style-type: none"> • Limited ability to read in native language, and possibly not at all in either Spanish or English • Unable to communicate with monolingual WIOA providers, which limits access • Many MSFWs are indigenous from very remote areas of their native country and speak only in their own dialect • Limits their access to online options, resume writing, other technological options that are accessible by more tech savvy customers • Migrant farmworkers travel from city to city, and, usually, from state to state. They are not in an area long enough to enroll and benefit from training programs, and don't build relationships with labor exchange providers as easily as farmworkers who live in one area • Can't access WIOA services if they are not aware of what's available either because they don't come into the office, or staff are not making the proper referrals or informing them of their options 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Provide English as a Second Language classes. Also, Spanish classes would be helpful. Research shows that people who are proficient in their native language can apply the concept of reading and language acquisition to learning a second language • Provide interpreters and more bilingual staff in areas with large numbers of MSFWs. Also, provide information in all forms, i.e., written, spoken, online, in Spanish • Seek out interpreters or staff that speak dialects in areas of high concentration of indigenous MSFWs • Offer basic computer classes with bilingual instructors. Teach information and strategies specifically related to the need, such as resume programs, online job search, application completion, using the Internet. Also, use programs like Key Train for those MSFWs who have some English proficiency. Most importantly, expose them to technology and get them used to it • Create a network so that WIOA program staff can coordinate with providers in different areas and states. Help the MSFWs make connections with staff in other offices and states. Is it possible under WIOA to provide services to the same participant in two different states for continuity?

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			<ul style="list-style-type: none"> • Conduct outreach to farmworkers, preferably in coordination with the National MSFW program staff to educate them on training and job service options. Train one-stop center staff to provide information to MSFWs about the full array of services available to them
K. Individuals within 2 Years of Exhausting Lifetime Eligibility under TANF	<p>Lack of resources and supports to engage in an active job-search</p> <p>Could be barriers like low-income, single participants – please see above</p>	<ul style="list-style-type: none"> • Lack of childcare, transportation, work-hour options make the necessary training and education for employment a daunting task 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above
L. Single Parents (including single pregnant women)	<ul style="list-style-type: none"> • Transportation • No recent work experiences • Housing • Childcare (including children with special needs) • Lack of GED/HSD • Time and resource need to participate in job search and training 	<ul style="list-style-type: none"> • Unable to participate either consistently or full-time due to lack of reliable transportation, childcare, housing • Not considered job ready (no recent work experience, work skills not current to labor market, no GED/HSD) so may require longer training/education time • Single parents must take care of many demands on their own. This means they may be in a job search class and must get to the school to take care of their child who just had a medical issue. They may also need transportation to the school either on the bus or buy fuel for an aging car. Since most support services are aimed at employment-related activities, they may not qualify for either support if they are trying to reach their child. Moreover, each time they make a choice between job search and family, they may be seen as 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Flexible participation requirements such as part-time or extended hours, able to easily reschedule, or independent modules • Strong collaboration with state and community support service resources to stabilize housing, childcare, domestic violence, transportation. Referring, leveraging resources • Co-location of partner programs for referrals and support services • Reach out to local public transportation or community-based organizations (CBOs) to coordinate transportation • Flexible onsite ABE/GED/HSD classes with open enrollment and smaller classes sized. Also, one on one assistance • Have mentors or navigators who have successfully completed the programming while living with some of these barriers

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		unreliable because of missing important appointments to take care of children	<ul style="list-style-type: none"> • Customize job search support to help single parents so they can meet needs for their family and themselves
M. Long-Term Unemployed Individuals	<ul style="list-style-type: none"> • Could be barriers like low-income, single participants – please see above • Lack of up-to-date credentials and skills 	<ul style="list-style-type: none"> • Cannot navigate current job search/application environment, cannot successfully compete for an appropriate job 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Provide access to industry recognized short term training, population specific workshops offered at one-stop locations, one-on-one counseling to improve motivation and esteem and assistance with job search.
UNIVERSAL BARRIERS What barriers to access effect all populations?	<ul style="list-style-type: none"> • Lack of co-location of services in any one location • Appropriate physical accommodations and technology • Inside jargon that confuses the public • Inability to navigate the complex web of employment, training, and support services available • Distrust of sharing personal/private information in unfamiliar environment • Lack of support systems • Inexperienced staff, high rate of staff turnover, staff pressure to meet goals resulting in cherry picking of customers and/or lack of attention/service • Trauma 	<ul style="list-style-type: none"> • Lack of co-location can be particularly burdensome in rural areas, where one-stop centers may be geographically distant from each other; populations with barriers may be discouraged from accessing geographically disparate services (or unable to access) • Motivation, lack of skill gain/progress. Unable to participate either consistently or full-time, Poor • Lack of co-location even in non-rural areas is burdensome as one-stop staff can serve thousands upon thousands of individually annually, and they cannot be expected to be experts in serving all populations. Co-location would mean population-specific experts would be located within the same building, at least occasionally, and in addition to providing direct client services, he/she could offer suggestions for improved access, provide staff training, and hopefully have access 	<ul style="list-style-type: none"> • Any of the barrier solutions listed above • Virtual service delivery can help address the co-location of services issue; we need to also improve the way we communicate the concept of a comprehensive one-stop and not give false expectations that every service may be available at every service location (affiliates and specialized) • Strong collaboration and with state and community support service resources. Perhaps there's a faith-based organization or support group that can provide support and encouragement • Facilitate events (Job Club) where participants get to know each other and develop supportive relationships • Use of mentors • Better pay rates, online training resources in addition to in person sessions, recognition/benefits for attaining Certified Workforce Professional designation, better defined leadership roles in one-stop sites (hard to manage expectations and responsibilities for myriad partner agency staff)

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		to resources to provide specialized equipment/resources/tools/software <ul style="list-style-type: none"> • Poor outcomes, bad public relations/poor reputation of one-stop, wasted resources, continued unemployment/under employment 	

ⁱ This table has been modified from [WIOA Barriers and Potential Solutions Chart.pdf \(illinoisworknet.com\)](#) and [Performance-Accountability-Guidance-Presentation-WIOABARRIERPOPULATIONchart-Elroy-Willoughby.pdf \(arkansas.gov\)](#)