

<b>TRAINING AND EMPLOYMENT NOTICE</b>	<b>NO.</b> 44-09
	<b>DATE</b> May 28, 2010

TO: ALL STATE WORKFORCE LIAISONS  
 ALL STATE AND LOCAL WORKFORCE AGENCIES  
 ALL STATE ONE-STOP CAREER CENTER SYSTEM LEADS  
 ALL STATE AND LOCAL WORKFORCE INVESTMENT BOARDS

FROM: JANE OATES *Jane Oates*  
 Assistant Secretary  
 Employment and Training Administration

SUBJECT: Release and Availability of Employment and Training Administration (ETA)  
 Occasional Paper 2010-02 titled, *Assisting Newcomers through Employment and Support Services: An Evaluation of the New Americans Centers Demonstration Project in Arkansas and Iowa (Final Report)*

1. **Purpose.** To announce the release and availability of ETA Occasional Paper 2010-02 titled, *Assisting Newcomers through Employment and Support Services: An Evaluation of the New Americans Centers Demonstration Project in Arkansas and Iowa (Final Report)*, prepared by The Urban Institute.

2. **Background.** New Americans Centers (NACs) were designed to help newcomers (immigrants and others) establish themselves in the community while simultaneously enhancing the workforce, furthering local economic development, and raising awareness of diversity issues. Key to the design of the NACs was a three-pronged service delivery approach that focused on participants, employers, and the community. First, NACs aimed to ensure that participants were able to find employment and were educated about and had access to needed services. Overarching goals for participants included obtaining and retaining jobs, increasing income, achieving self-sufficiency, building awareness of civic laws and institutions, promoting civic participation, gaining English proficiency, and taking advantage of services—both public and within the community—for which they were eligible. Second, NACs aimed to meet employers' staffing needs and help them adapt to an increasingly diverse workforce by providing education on cultural awareness and diversity, offering language skills training, and advising on immigration and legal issues. Third, NACs attempted to educate the community on diversity issues and conduct extensive outreach in surrounding areas to facilitate cultural awareness for both those new to the community and those established in the community. Another key component of the NACs was development of partnerships with local leaders and other service providers and community organizations. NACs established extensive partner networks that included both public and private organizations such as health care providers, adult education providers, banks, colleges and schools, employers, and local government agencies.

**EMPLOYMENT AND TRAINING ADMINISTRATION  
 U.S. DEPARTMENT OF LABOR  
 WASHINGTON, D.C. 20210**

In July 2005, ETA awarded three-year demonstration grants in the amount of \$850,000 each to Arkansas Department of Workforce Services and Iowa Workforce Development to establish NACs within One-Stop Career Centers in high immigrant population areas. Arkansas established the New Arkansan Resource Network (NARN) in Rogers, Russellville, Malvern, and Little Rock, and Iowa established New Iowan Centers (NIC) in Council Bluffs, Des Moines, Marshalltown and Mount Pleasant. The demonstration project concluded in June 2008, and a briefing discussing the findings from the evaluation was provided in December 2009. The evaluation final report was completed in April 2010.

**3. Publication Description.** The final report presents the final results for the evaluation of the NAC Demonstration Project in Arkansas and Iowa. To prepare this report, The Urban Institute conducted in-person interviews with key partners in the NACs and focus groups with NARN and NIC participants, and analyzed service receipt data collected through the Annual Services and Referrals Provided report, as well as individual-level service data, employment and earnings data, and reviewed quarterly progress reports. Follow-up calls to both NARN and NIC project directors for status updates on sites one year after the conclusion of the ETA grant were also conducted.

The final report discusses what was learned from these efforts to provide an overview of the implementation of the demonstration in each state, and describes the effectiveness of service provision for each state and the results of each state's sustainability efforts. An outcomes analysis of Iowa data is also provided. The paper concludes with a discussion of lessons learned and recommendations for future research.

**4. Availability.** To download the report, visit the ETA Research Publication Database Web site at: <http://wdr.doleta.gov/research/keyword.cfm>.

**5. Inquiries.** Questions on the content of the report may be directed to Michelle Ennis, Division of Research and Evaluation, Office of Policy Development and Research, Employment and Training Administration, U.S. Department of Labor at [ennis.michelle@dol.gov](mailto:ennis.michelle@dol.gov).