



# Refugee Navigator Pilot Program

Oakland County Michigan Works! provides the following services to help work-authorized new Americans transition into full-time employment.

- Determinations of whether the individual is eligible to receive assistance from the Workforce Innovation and Opportunity Act (WIOA) adult, dislocated worker, or youth programs
- Outreach, intake, and orientation to information and other services available through the one-stop delivery system
- Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
- Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment
- Referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs
- Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Performance information and program cost information on eligible providers of training services by program and type of providers
- Information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:

Language Acquisition/English as a Second Language	Public Assistance
Housing	Training
Healthcare	Employment
Childcare	Financial
Transportation	Legal
High School Diploma/Equivalency	Civil Rights
	Professional Licensure

- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
- Information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim at the one-stop centers

**For more information please contact Kendra Giess at Oakland County Michigan Works! Novi**  
**31186 Beck Rd Novi, MI 48377**  
**248-926-1820 ext 16- office 248-926-1958 - fax Kgiess@goodwilldetroit.org**

If you have lived in the U.S. for five years or less, and are a work-authorized refugee or immigrant, you may be eligible for services through the Refugee Navigator Pilot Program.

This pilot program helps new Americans find the jobs they are qualified for, and the resources needed to overcome their barriers to employment.

For more information,  
see your Oakland County Michigan Works! Refugee Contact.



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*Proud Partner of the American Job Center Network  
Funded by Oakland County Workforce Development Board and Michigan Talent Investment Agency*

*Equal Opportunity Employer / Program Auxiliary aids and services available upon request to individuals with disabilities*