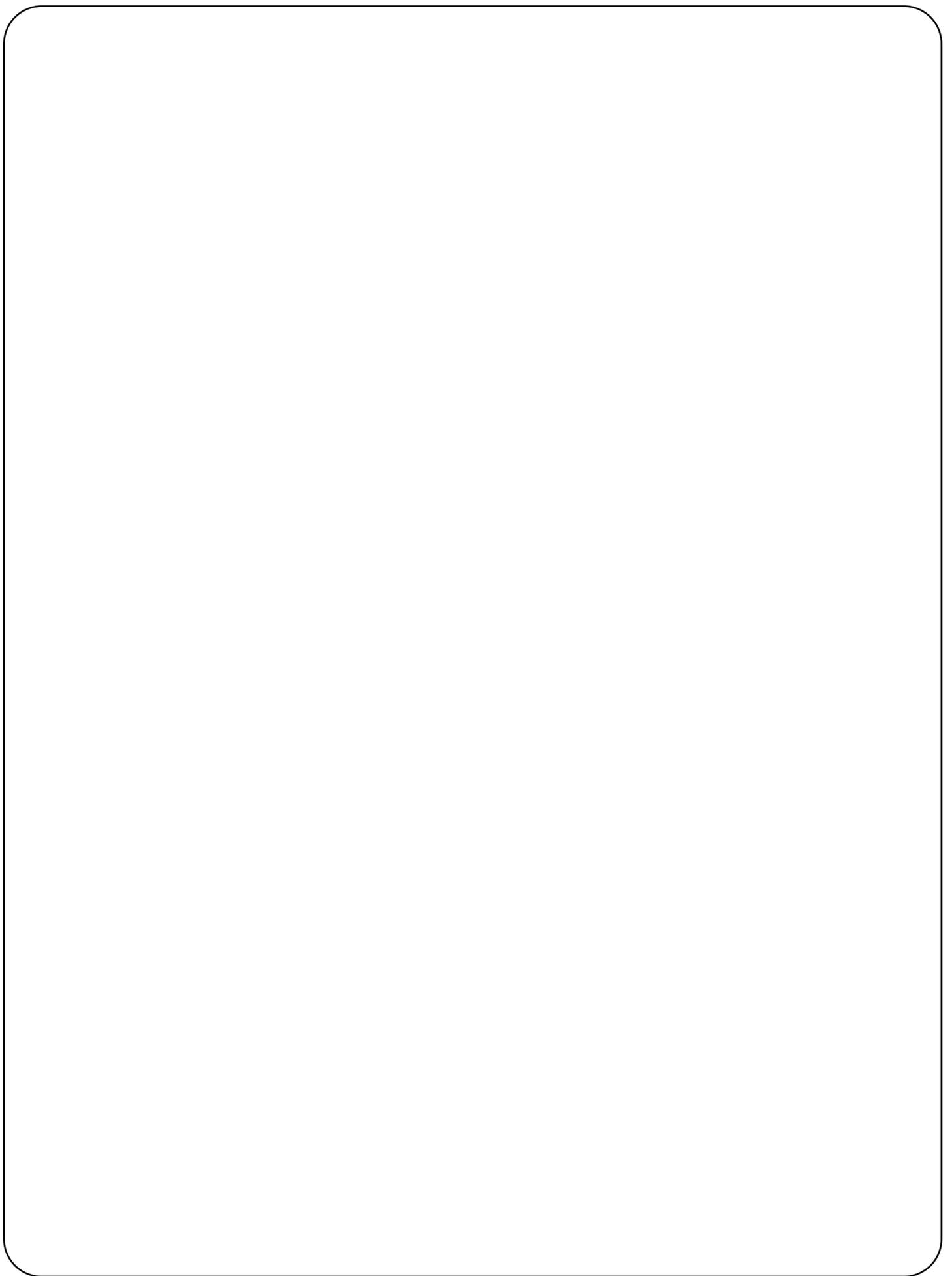


Report to the Governing Board of the Tennessee Foreign Language Institute



Presented
August 27, 2010

Prepared by
Janice S. Rodríguez, Ph.D.
TFLI Executive Director



AGENDA

Meeting of the TFLI Governing Board

August 27, 2010 – 2:00 pm CDT

Offices of the TN Foreign Language Institute in Metro Center

Nashville, TN

- I. Welcome and Introduction of Participants
- II. Adoption of Agenda
- III. Approval of Minutes from February 8, 2010 Meeting
- IV. Executive Director's Administrative Report
 - a. Follow-up from Previous Meeting
 - b. Overview of Executive and Administrative Activities & Issues
- V. Departmental Reports
 - a. Cultural Awareness and Diversity
 - b. English as a Second Language
 - c. Foreign Languages
 - d. Interpretation and Translation Services
- VI. TFLI Fund, Inc.
- VII. Financial Status Overview
- VIII. Additional items presented by or to Governing Board for consideration
- IX. Next Board Meeting: Proposed for Friday, **February 25, 2011**
- X. Adjournment

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MINUTES

Governing Board of the Tennessee Foreign Language Institute

February 8, 2010

Meeting was called to order at 2:03pm by Dr. Richard Rhoda. Present at the meeting:

Board Members:

Richard Rhoda
Charles Manning
Chantho Sourinho
Gloria Bishop
Jeanette Crosswhite
Bonnie Yegidis, via telephone
Phyllis Qualls-Brooks via telephone
Jeanine de la Torre Ugarte via telephone
Paul VanderMeer

Representing TFLI:

Janice Rodríguez
Aaron Lovett
Angie Harris
Hope Collins
Sidney Clein
Apryl Ruiz

Others in attendance:

Jason Cavender
Tanya Owens

- I. **Dr. Richard Rhoda** called the meeting to order.
 - a. The agenda was adopted and the meeting proceeded with an introduction of participants.
 - b. **Charles Manning** made the motion to approve minutes, **Chantho Sourinho** offered a second to the motion. Minutes were approved from the last meeting.
- II. Executive Director's Report
 - a. **Dr. Janice Rodríguez** began with a follow-up from previous meeting.
 1. **Dr. Rodríguez** announced that TFLI is in the process of adding additional space to our existing lease in the building at Heritage Place. One the lease is fully executed demolition and build-out will take place, and a designer will be assigned.
 2. **Dr. Rodríguez** mentioned that she had been invited to take part in the Disability & Language Barriers Advisory Committee in the TN Supreme Court's Access to Justice Commission. The Advisory Committee prepared a slate for recommendations for the Strategic Plan by 2010.
 3. **Dr. Rodríguez** noted that TFLI has continued to research the possibility of creating a grant-making program, but any implementation has been postponed due to the uncertain economic climate.
 - b. **Dr. Rodríguez** then highlighted various trends and statistics at TFLI.

1. **Dr. Rodríguez** explained that classes have maintained enrollment at nearly the same levels throughout the past year.
2. Interest in interpretation classes and workshops has grown. Approximately 1351 interpretation and translation assignments were completed in the past year. There were over 700 translation projects completed in the first six months. Thirty-six different languages were requested. The largest single client was the TN Department of Human Services, with Spanish being the most interpreted language followed by Arabic. Thirty-six different languages were requested for translation projects. **Dr. Charles Manning** asked what the cost of an interpretations and translation and how are they determined. **Hope Collins** answered his question by stating that interpretations are billed by the hour and translations projects generally are charged by the word. **Dr. Rhoda** asks what qualifies as an assignment, and **Hope Collins** answers with a request for an interpreter or a translator, the length of the assignment can vary depending on how long the project will take to complete.
- c. Inter-agency collaboration continues with TFLI cultivating relationships with organizations that share a similar mission or that can benefit the services that we provide
 1. **Dr. Rodríguez** began discussing the continuing legal education for the TN Bar Association the TFLI will be presenting. Starting March 4th and continuing for five consecutive months, TFLI will present web cast seminars for the TN Bar Association entitled “Spanish Series: Meeting the Spanish Speaking Client.” Topics to be addressed include pronunciation basics, greetings and expressions, legal terminology, cultural connections, and effectively using an interpreter.
 2. **Dr. Rodríguez** gave a recount of the cultural events occurring throughout the region that TFLI regularly takes part in to promote the Institute while supporting the activities in our community.
- d. **Dr. Rodríguez** discussed the marketing and advertising of TFLI including:
 1. Social media outlets including the use of Facebook
 2. TFLI’s internet website, and
 3. Paid announcements on NPR
- e. In her report on technology, **Dr. Rodríguez** highlighted some of the advancements in the network security of TFLI as well as enhancements to TFLI’s computer infrastructure.

III. Departmental Reports

- a. **Aaron Lovett**, the director of the Cultural Awareness and Diversity (CAD) Department, spoke briefly about the Meharry Medical College, Taxi Pro, and the culture component in the foreign language classes. He also mentioned the community outreach done by the CAD department through community festivals in the area.
- b. English as a Second Language/TESL
 1. **Angela Harris**, the director of the department gave a summary of the ESL department by presenting enrollment numbers as well as an increase in fees. She mentioned her participation in an advisory group at the Frist, as well as the partnership with the Somali Community center to offer English classes.
 2. **Ms. Harris** announced that the TESL program just completed its 24th offering of the TESL Certificate course.
 3. **Ms. Harris** announced that the department has just completed the fourth training session of Taxi Pro Dr. Manning asked how something like Taxi Pro gets started and **Ms. Harris** replied that she did research and developed the program through school and submitted the idea to the Frist Foundation and they decided to fund the program with a grant. Dr. Manning asked if all drivers are required to take the program. **Ms. Harris** replied that the test is required for all.
- c. Foreign Language (FL)
 1. **Sidney Clein** presented highlights on the Foreign Language department including the TSU grant, fee increases, new business, and scholarships offered to students.

2. **Ms. Clein** mentioned that the Foreign Language department now offers classes to the parents of the children at the Glendale Spanish Immersion School.
3. **Ms. Clein** also mentioned that TFLI provides Alive Hospice with 20 hours of Medical Spanish training to it is 15 staff members.
- d. Interpretation and Translation Services (ITS)
 1. **Hope Collins**, the director of the ITS department, began by describing the National Healthcare Interpreter Certification (pilot test) in which Sarah Fowler took part, and which TFLI will encourage all of its interpreters to take.
 2. **Ms. Collins** continued by saying that staff member Maria Simpson took part in the Kaiser Permanente Healthcare Interpreter Training.
 3. **Ms. Collins** also stated that TFLI will host four court interpreter workshops during the calendar year 2010.
- IV. Financial and Administrative Issues
 - a. **Dr. Rodríguez** began by showing the 2009 year-end balance, noting that TFLI has met approximately 45% of its targeted amounts.
 - b. **Dr. Rodríguez** also noted that revenue variations among the programs existed, paralleling economic trends.
- V. There being no further business, the meeting was adjourned at 3:02 pm.

EXECUTIVE DIRECTOR'S REPORT

FOLLOW-UP FROM FEBRUARY 2010 MEETING

ACQUISITION OF ADDITIONAL SPACE

The lease for Suite 109 in the same building we currently occupy has been fully executed. Furnishings were added over the summer and we have held several classes and meetings in the new spaces. We have relocated some of our larger classes into the new space and have re-purposed the other rooms.

ACCESS TO JUSTICE

The TFLI Executive Director was invited to participate as a member of the Disability & Language Barriers Advisory Committee in the Tennessee Supreme Court's Access to Justice Commission in June 2009 and completed the requested tasks of preparing a slate of recommendations for a Strategic Plan in January 2010. In August of 2010, Dr. Rodriguez was asked to continue with this committee during the implementation phase and beyond

CONTINUING LEGAL EDUCATION FOR THE TENNESSEE BAR ASSOCIATION

Tennessee Bar Association



Beginning March 4, 2010 and concluding in July, TFLI presented a series of continuing legal education (CLE) webcast seminars for the Tennessee Bar Association entitled "Spanish Series: Meeting the Spanish Speaking Client." Topics addressed included pronunciation basics, greetings and expressions, legal terminology, cultural connections, and effectively using an interpreter. These hour-long webcasts were well received by participants, according to evaluations conducted by the Tennessee Bar Association and reported to TFLI. “

“Those that attended the webcast had great reviews, on a scale from 1-5 [Wendy Willis] ranked a high 4.5 on materials, content and other categories; these are great reviews!”

-- *Mindy Thomas-Fulks*, Assistant CLE Director
Tennessee Bar Association

ONLINE VIDEO

The video project undertaken during the spring has been completed and can be viewed from our homepage (www.TFLI.org). It is divided into distinct, selectable chapters, and is under ten minutes.

Take a **virtual tour** of the programs and services of TFLI.



TFLI GRANT-MAKING PROGRAM

The leadership of TFLI has considered how we can best extend our reach throughout the entire state, and one proposal was to develop a grant-making program for strategically aligned educational and service organizations. Due to the uncertain economic climate, TFLI has postponed implementation of a TFLI-funded grant-making program. We intend to revisit the possibility of implementation later in the fiscal year.

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

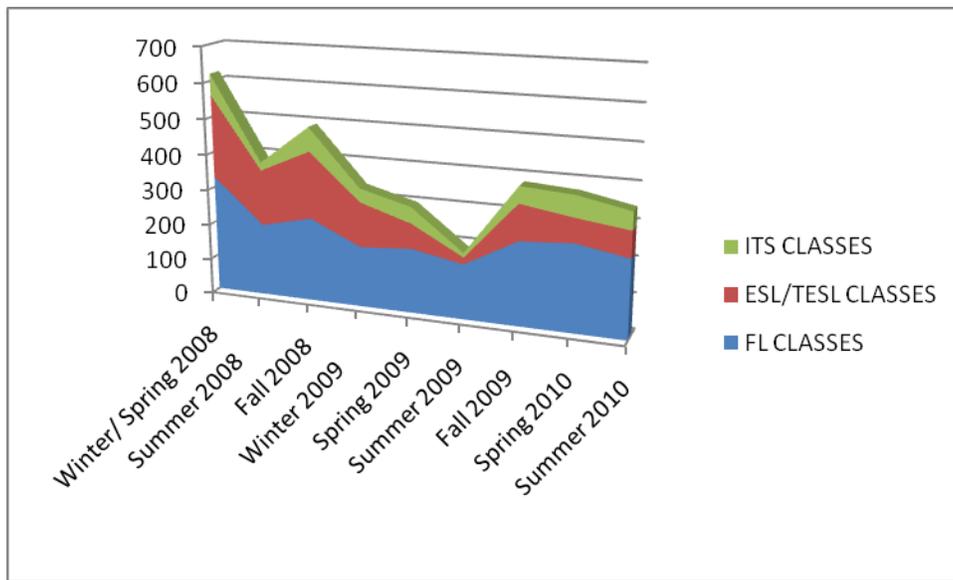
Staff: Janice Rodríguez, Executive Director
 Apryl Ruíz, Office Coordinator
 Percy Person, Technology Coordinator
 Patti Pardue, Evening/Weekend Program Assistant
 Maegan Young, Administrative Assistant

TRENDS & STATISTICS

CLASS ENROLLMENT

The programs at TFLI have managed to weather an uncertain economic climate by maintaining enrollment at nearly the same levels throughout the past year. We continue to experience the greatest demand for Spanish and English language classes, while other languages maintain a steady base of students. Also, several of the classes that are offered by our Interpretation Services Department have experienced growth. The table below shows our enrollment trends in recent years.

	Winter/ Spring 2008	Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Spring 2010	Summer 2010
FL CLASSES	328	203	236	170	181	154	233	244	219
ESL/TESL CLASSES	233	156	188	126	70	19	101	67	73
ITS CLASSES	59	23	68	39	46	13	47	60	50
Term Total	620	382	492	335	297	186	381	371	342



TRANSLATION AND INTERPRETATION CLIENTS AND REQUESTS

Approximately **1498 interpretation and translation assignments** were completed in the first half of this calendar year; **750 of which were written translation projects**. Thirty-eight different languages were requested, and the number of projects in each language is listed below:

Languages	Count				
Albanian	3	Gujarati	5	Oromo	2
Amharic	3	Haitian-Creole	8	Polish	1
Arabic	113	Hindi	1	Portuguese	5
Bulgarian	3	Italian	1	Romanian	3
Burmese	5	Japanese	5	Russian	19
Chinese	13	Karen	3	Slovak	1
Dutch	2	Kirundi	2	Somali	27
Farsi	13	Korean	16	Spanish	357
Finnish	1	Kurdish	29	Tagalog	3
French	49	Laotian	2	Turkish	1
German	10	Malay	1	Ukrainian	1
Greek	3	Nepali	2	Urdu	3
		Nuer	3	Vietnamese	21

As the table below indicates, the majority of the requests are concentrated in Spanish and Arabic, with French, Kurdish and Somali being among the top five languages requested.

Language	Count	Percentage
Spanish	357	48%
Arabic	113	15%
French	49	7%
Kurdish	29	4%
Somali	27	4%

The largest single client was the TN Department of Human Services. The following table shows the number of assignments for agencies of the State of Tennessee requesting translation services.

State of Tennessee Agency	Translation Assignments
Dept. of Human Services	502
Dept. of Treasury	6
Dept. of Health (multiple offices)	8

In the area of oral interpretation, requests are distributed among healthcare, the justice system, public education, social and religious services as well as the private sector. The ten clients with the greatest number of requests during the period January through June 2010 are as indicated in the table below.

Client	Number	Percentage
Mental Health Cooperative	142	19%
Davidson County Juvenile Court	70	9%
Middle TN Mental Health Institute	76	10%
Amerigroup Community Care	63	8%
Metro Nashville Public Schools	44	6%
TN Dept. of Human Services	39	5%

SSA Office of Hearings and Appeals	28	4%
TN Board of Probation & Paroles	27	4%
West Nashville United Methodist Church	23	3%
Universal Digital Productions, Inc.	21	3%
Other	215	29%
Total	748	100%

Some of the languages requested for these interpretation assignments are the same as those requested for written translation, with the majority found in Spanish, Arabic and Somali. It is also significant to note that Burmese is among the top eight languages for the first time for TFLI interpretation services.

Most Requested Languages for Interpretation (January 1 – June 30 2010)

Language	Number of Assignments
Spanish	293
Arabic	104
Somali	50
Vietnamese	39
Farsi	25
Lao	20
Burmese	14
Chinese	16

COMMUNITY PRESENCE AND OUTREACH

TFLI staff regularly takes part in cultural events occurring throughout the region, in an effort to promote the Institute while supporting the activities of our communities. This year, TFLI had the opportunity to participate in one of the newer festivals in the city: the **Nashville Cherry Blossom Festival in March 2010**.

1 Nashville Cherry Blossom Festival 2010





CONSULATE-GENERAL OF JAPAN

1801 WEST END AVENUE, SUITE 900
NASHVILLE, TENNESSEE 37203

TELEPHONE (615) 340 4300
FAX (615) 340 4311

April 7, 2010

Ms. Janice Rodriguez
Executive Director
Tennessee Foreign Language Institute
227 French Landing, Suite 100
Nashville, Tennessee 37228

Dear Ms. Rodriguez:

Our Second Annual Nashville Cherry Blossom Festival was a tremendous success. While Mother Nature did her part by blessing us with one of the clearest and brightest days of the spring season, I would like to personally thank you for your strong support. Without the generosity of Corporate Sponsors such as you, our festival could not have touched so many Tennesseans.

This is only the second year of our 10 year project to develop an event that can adequately represent the profound friendship that exists between Japan and Tennessee. But I believe this festival has already grown more rapidly than any of us had anticipated. It is my fondest hope that the festival will continue to grow, year by year, and become a signature event for Nashville. It is a symbol of how our friendship will continue to thrive far into the future.

I have enclosed a collage of photographs from the day and hope that they spark fond memories of the camaraderie and joy we all shared. Thank you again for your generous support.

Your friend,

Hiroshi Sato
Consul-General of Japan at Nashville

HS/jh

Enclosure: 1. Photo Collage

2 Letter for Consul-General of Japan



TFLI also participated in the **10th Annual Multicultural Spring Celebration at Tennessee State University**, by staffing an informational booth during the festivities in April 2010.

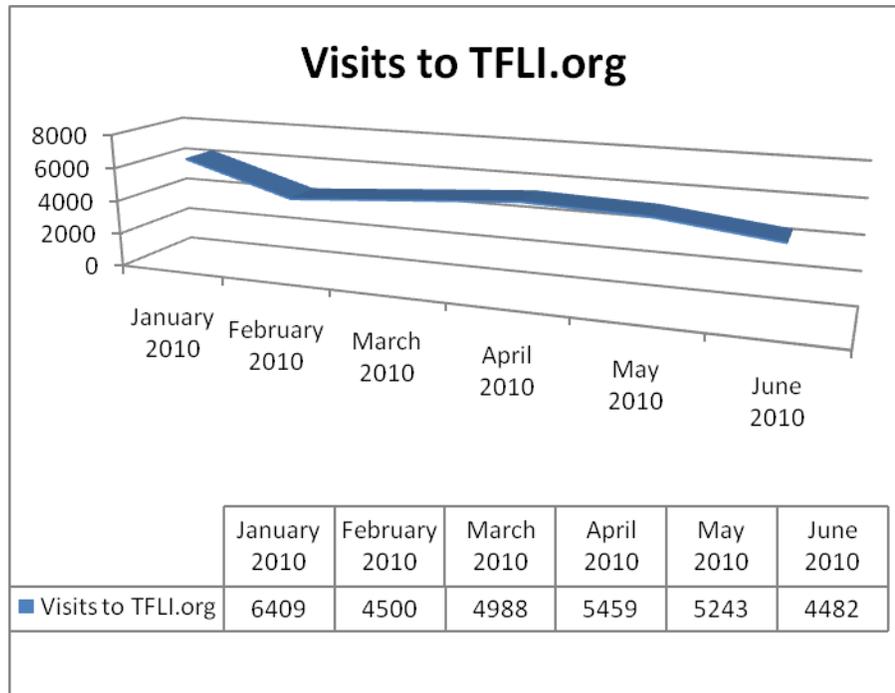
The Nashville Metropolitan Police Department's *El Protector* Program had scheduled a festival during April, but the event was cancelled due to inclement weather and rescheduled for July 2010.

TFLI staffed an informational booth at a local **job fair** in the Bordeaux community, promoting the professional development opportunities we offer as well as language classes. Additionally, the event was an opportunity to promote our translation and interpretation services in a “business to business” fashion.

MARKETING AND ADVERTISING

WEBSITE

The TFLI website continues to be an important part of our promotional and marketing program. The report below details the number of visits to our web site during the past 6 months. The fluctuations roughly correspond with the beginning of each new term of foreign language classes.



ONGOING

TFLI continues to use paid announcements on **Nashville Public Radio** to announce classes and special events, and continues to purchase display advertising in various trade publications and other targeted media outlets. Our signage in the Nashville International Airport continues to generate inquiries on service.

DEPARTMENTAL REPORTS

CULTURAL AWARENESS AND DIVERSITY

Staff: Aaron Lovett, Cultural Awareness and Diversity Director

August 2010

Professional Development

Mr. Lovett attended the Summer Institute for Intercultural Communication (Portland, OR) and participated in the SIIC *Tools of the Trade: Developing and Conducting Effective Diversity Training* workshop July 14-16, 2010. The Institute describes this as “a hands-on, application based workshop that provides the most comprehensive and up-to-date methods and structure for designing and conducting powerful diversity training”.

Culture Programs

Diversity in Nursing

In cooperation with Dr. Ricky Winardi of Kaiser Permanente, and Mr. Kevin Mac Gabhann of the Université de Strasbourg, Mr. Lovett has developed a new introductory program for nurses in multi-national environment. This program is designed to present the basics of diversity and culture as related to the nursing field in a 4-hour format.

- General Diversity and Cultural Awareness in Nursing
- Adaptable to other fields
- Includes examples relevant to local minority and immigrant populations

TESL Culture Components

With the aim of assisting the varied groups of TESL trainees more successfully cope with diverse populations, a number of components have been developed for the in-class training portion of the TESL course.

- Cultural Self-Awareness
- Facets of Culture
- Understanding and Coping with Culture Shock
 - For teachers who travel
 - To help our students who have left their homeland
- Gestures and Taboos

Community Outreach

In order to increase awareness of TFLI CAD programs and services and support other organizations' efforts in the field of culture and diversity, we have look forward to participating in:

- Celebration of Cultures (Centennial Park, Nashville)
- TSU Spring Celebration (Multi-Cultural Friendship Society)
- Festival of the Nations (TN State Fair, Nashville)

- Celebration of Nations (Williamson County)
- African Street Festival (African-American Cultural Alliance; TSU)

Looking Ahead

Currently the CAD department is negotiating an opportunity to provide research for a commercial project being undertaken by the University of Tennessee. An international company based in Korea has contracted with UT to design a set of cultural awareness materials to be used by the company's workforce. UT approached TFLI for help with the research portion of the project. We hope to be able to finalize the details so that we may dedicate a portion of our resources to assisting them in this project.

ENGLISH AS A SECOND LANGUAGE / TESL



AUGUST 2010

- Angela Harris, ESL/TESL Director, Taxi Pro Project Director
- Thuy Nguyen, ESL/TESL Assistant Director
- Jane Bentz, ESL/TESL Departmental Assistant, TESL Registrar
- Maegan Young, ESL/Taxi Test Proctor, Administrative Assistant, Taxi Pro Project Manager

I. Group Classes

From January 2010 – to June 30, 2010

Total registrations = 75

ESL = 51

TESL = 24

The ESL Department will offer daytime classes at a discounted rate. With this plan we hope to increase registrations. The classes will be taught by TESL trainees and supplemented with instruction from Thuy & Jane. In August, we plan to market these classes through an interview with local *La Sabrosita* radio station.

Our partnerships with Parents' of Metro Schools had successful meeting and ESL classes at the Nashville International Center for Empowerment. They will continue to have classes there and at Henry Maxwell Elementary, Norman Binkley Elementary, and Amqui Elementary Schools.

II. Custom Classes

The ESL Department has recently added to its growing list of corporate classes. The following are the newest corporate clients since January 2010:

- Gestamp Automoción (Company in Spain)
- National Association of State Boards of Accountancy
- Department of Human Services: Division of Rehabilitation Services
- Asurion

III. TESL Course & Teacher Training Programs

- The TESL Department began its 27th course on July 20, 2010.
- TESL online updates: working on Video tutorial, working with Maegan on technology grant to get equipment (i.e., camera and software).

IV. Taxi Pro

- As of June 30, 2010 The ESL Department completed its 8th training session for Taxi Pro.
- As of June 30, 2010 97 new taxi drivers graduated from the program.
- On July 14, TFLI Fund Inc. received a 2006 Nissan Quest van for organizational use as well as a model for Taxi Pro. This donation is from the Nissan North America.

- Research for a technology grant that would enable TFLI to create videos for Taxi Pro and TESL has begun.
 - Videos for the Taxi Pro Hospitality Training Program would include extended content on safety and professional topics unique to cab drivers, a brief tour of Nashville landmarks, and possibly an overview of the three days of Taxi Pro classes to be used for training substitutes and/or as make up material for students who fail the initial course.
 - TESL also hopes to create an interactive video library for their online programming.
- On July 1st, the ESL Department was awarded a \$22,000 grant from the Nissan Foundation, with the goal to increase the number of TaxiPro classes from 12 sessions to 15 sessions and to train more instructors as substitutes.



Nissan Quest. In photos: Terry Murray & Janice Rodriguez

V. Events

February 25, 2010	Meeting with Cambridge UP representative (Farmer's Market)
March 25, 2010	Frist Advisory Group Meeting, Conte Project (Frist Center)
March 27, 2010	Cherry Blossom Festival (Riverfront Park)
April 14, 2010	TSU Multi-Cultural Festival (TSU, Kean Hall)
April 16, 2010	Sudanese Community Center Fundraising Breakfast (Loew's Plaza)
May 27, 2010	Maegan completed the Basic Grant-writing Workshop at CNM
July 18, 2010	El Protector (Dell Park)

FOREIGN LANGUAGE DEPARTMENT

August 2010

Staff: Sidney Clein, Director
Miranda Runcie, Assistant Director
Maria Simpson, Senior Spanish Instructor/Curriculum Development

Overview

The Foreign Language department has been busy during the last half of the fiscal year expanding enrollment in group, private and business classes as well as developing a new curriculum, new business classes and new partnerships in the community. We have hired several instructors, changed materials to more affordable and practical texts, increased awareness of our services with participation in events and promotional pieces. We launched a Spanish Camp for kids and will extend our services to children with after-school tutoring in the fall. We have initiated a project to revise our curriculum/levels to achieve more accurate measures of students' proficiency in group classes.

Students Served

Group Class Totals for Spring and Summer 2010:

463 students, 173 of which were state employees using **fee waivers**

Spring 2010: **27 scheduled classes**

Summer 2010: **27 scheduled classes**

Custom Classes Total: 42 students

Business Classes Total: 220+ students served

Schneider Electric: two classes/8 students

Meharry Medical College: two classes/54 students

Brentwood United Methodist Church: four classes/70 students

Metro Nashville Airport Authority: two classes/30 students

Rotary Club: one class/6 students

Baptist Hospital: one class/20 students

Glendale Elementary School Parents: one class/6 students

50 Forward: one class/20 students,

Spanish Camp: one group/7 children

Training

In this quarter, several new teachers of Spanish, Portuguese, Turkish and French were hired and trained. The Foreign Language Department helped fund TESL participation for 2 Instructors; Maria Simpson in the Spring and Maya Campbell in the Summer term, and we hope to be able to do so for other outstanding instructors as well. Both graduated the course with high marks and have incorporated what they have learned into their teaching as well as the department through their contributions to our curriculum revisions.

The Foreign Language Department has been working on developing a new curriculum to address issues of skill level in our group classes. We are analyzing other resources, the ACTFL chart and the European System in an effort to mirror proficiency levels more accurately in our own classes. Once completed, we will develop

placement tests for each language. We are also addressing the materials we have that need to be updated along with the system. We have replaced the texts for Spanish, Italian, German and Portuguese and are planning to do same with the other languages offered. We would like to offer more affordable texts that cover each level rather than the entire beginning through advanced series, since many students do not complete all of these levels.

New (and continued) Business:

- **Schneider Electric/Square-D FL** launched 2 new sessions of workplace Spanish classes this quarter.
- **Meharry Medical School FL** launched 2 new sessions of medical Spanish classes this quarter.
- **Brentwood United Methodist Church, Brentwood, TN:** In September 09, we began a series of Spanish classes for the BUMC congregants at their location as part of their “Hispanic Outreach” program. The classes were extremely well received and enrollment doubled in a few months requiring that we add on an additional class being taught by Miranda Runcie. The third session of classes ran smoothly this April with 4 classes making for the session. We will start four more this fall.
- **Metro Nashville Airport Authority, Nashville, TN:** On Monday, **February 8**, we began two new 40-hour Workplace Spanish classes for employees of various departments (Security, Construction, Customer Service, etc.) that need to communicate with Spanish speakers in their jobs. These classes ran smoothly, and the MNAA plans to continue these classes on to the next levels this fall.
- **TSU Continuing Education Department, Nashville, TN:** 20-80 hours Spanish classes to be held on campus– Summer enrollment was too low, and we will try again this fall.
- **Rotary Club Turkey Trip Participants:** The FL department taught Turkish classes to the students selected to travel to Turkey this year.
- **Baptist Hospital, Nashville TN:** In March, we began the second 20-hour session of six scheduled medical Spanish classes arranged through St. Thomas Hospital.
- **“Parents of Glendale” Nashville, TN:** In April, a new Spanish class was started. It was a brilliant success with a new session planned for this fall.
- **Fifty Forward, Madison, TN:** The first Workplace Spanish class launched on-site in April for employees of Fifty Forward (formerly Senior Citizens, Inc.), and another is planned for the fall.
- During this quarter, Fl also met with and proposals were sent to **Legalbill** and **RR Donnelly** in Nashville, TN for Workplace German and Spanish respectively and are pending responses.
- **“Kid’s Spanish Camp”** Over this quarter, the Foreign Language department organized a summer Spanish language camp for children ages 4-7. Miranda Runcie and Maya Campbell planned the curriculum and taught the camp. It was held at Brentwood United Methodist Church and, although enrollment was low, it was deemed successful, based upon the reviews of the children and their parents. We are launching an after-school tutoring program there as well this fall.





TFLi

TENNESSEE FOREIGN

Summer Spanish Camp for Kids!



REGISTER TODAY!

\$250 per session, \$50 for each
additional child of the same family.

Session One*: June 14 – 24, Mon – Thurs, 9am-12pm

*Camp location: Tennessee Foreign Language Institute
227 French Landing Drive, Suite 100, Nashville, TN 37228*

Session Two*: July 19 – 29, Mon – Thurs, 9am-12pm



Let your child experience this summer EN ESPAÑOL!

The Tennessee Foreign Language Institute's Spanish Camp is a fun, safe and educational way for your child to spend the summer! With small group sizes for children ages 5-8 and 9-12, children will receive plenty of individual attention from highly trained Spanish instructors who have extensive experience teaching children. Make an impact on your child and the world by registering him or her in TFLI's Spanish Summer Camp today!

TFLI's Summer Spanish Camp is centered on the internationally acclaimed BBC language program, MUZZY. This successful program will

- motivate children to learn by following a suspenseful, comical, ongoing story line
- emphasize the use of functional language by presenting new concepts in real-life contexts
- guarantee fun through games, movies, songs, art and drama



Imagen facilitada por anitarguez
en www.ciao.es



Community Outreach/Events:

The FL Department participated in:

- Cherry Blossom Festival – 27 March, 2010 Riverfront Park, Nashville, TN
- TSU Spring Multicultural Celebration – 14 April, 2010 TSU-Kean Hall, Nashville, TN
- Sudanese Community Center Fundraising Breakfast- 16 April, 2010 Loews Plaza, Nashville, TN
- El Protector Community Fair – 18 July 2010 in Dell Park Nashville, TN

Partnerships:

Glendale Elementary School, Nashville, TN: Ongoing staff participation in the **Pencil Partners Program** tutoring kids at the school on a regular basis.

Belcourt Theatre, Nashville, TN: In March, 2010 The FL Director and the TFLI Executive Director met with new marketing staff at the Belcourt to discuss ways in which we could extend our partnership by possibly combining our foreign language program and their foreign film series.

Peace Corp Volunteer Meeting – 7 April, 2010 at TFLI in Nashville, TN: The FL Director spoke to the group and provided information on classes offered at TFLI they might want to investigate for future endeavors.

Metro Schools International Baccalaureate Program: 25 June, 2010; Fl director met with Paula Jennings to discuss multiple ways in which we might partner to bring more foreign language to the students who are losing this through the regular curriculum.

IBPPP Grant Medical Spanish at Meharry Hospital OB/GYN Department: Meharry Hospital's 3 year grant for language and cultural programs provided by TFLI continued year 3 of the grant in January meeting to review data and evaluate program for final report submission to OMH.

INTERPRETATION AND TRANSLATION SERVICES

August 2010

Staff: T. Hope Collins, Director
Brenda Bess (replaced by **Rachel Agee** during leave), Interpretation Coordinator
Sarah Fowler, Translation Project Manager
Jennifer Foley (replaced by **Ezra Howard** during leave), Translation Project Manager

Students served since January 2010:

- Court interpreter workshops: 50 interpreters trained
- Interpretation technique courses: 20 interpreters trained (Spanish, Nashville/Knoxville through AOC classes)
- Community Interpreter course (November): 12 interpreters trained (languages other than Spanish)
- Healthcare Interpreter Skills Assessments: 15 interpreters tested in 7 counties (MITI test offline since February)

Highlights

Professional Development and Training

- **Mental Health Training for Interpreters** – At the end of June, Sarah and Hope attended a mental health training for interpreters sponsored by the Middle TN Mental Health Association. Participants were provided with two days of specifically geared toward interpreting in various mental health settings.
- **Grant Writing through Center for Non-Profit Management** – Jennifer Foley attended the 3rd of 6 classes toward her grant writing certificate through CNM in January 2010.

Outreach and Promotional Activities

- Nashville Networking lunch
- Sudanese Community and Women's Services Center Breakfast
- Taskforce on Refugees and Immigrants – regular meeting attendance by ITS members
- Job Fair at the Temple Church, North Nashville
- World Refugee Day – June – attended by ITS

Grants/Contracts

Community Foundation Grant (flood recovery efforts) – TFLI provided services in interpretation and translation to agencies including the National Headquarters of the American Red Cross (Disaster Relief Team) and the TN Immigrant and Refugee Rights Coalition as those agencies assisted LEP communities throughout Nashville with emergency services following the flood. ITS applied for a Community Foundation grant and was awarded \$5216.

Regular Business

ITS managed to continue offering services during the week following the flood, thanks to our online scheduling system for interpreters and remote access to computers encouraged by the Executive Director and Technology Coordinator. Once electricity was back on in the building, we were also able to answer calls by posting a cell phone number temporarily on our website.

New Initiatives

TFLI has recently implemented a telephonic interpretation service (not yet advertised), which will allow ITS to expand the telephonic interpretation services offered on evenings and weekends.

TFLI FUND, INC.

The TFLI Fund, Inc., the 501c3 fundraising organization that provides support to the Tennessee Foreign Language Institute, has awarded TFLI with a \$5,000 dollar grant, which we had purposed to use for pro-bono translation and interpretation services during flood relief and scholarships for students of TFLI.

Through the TFLI Fund, TFLI has been able to apply for numerous grants available to 501c3 organizations, and has been recipient of several, including the Nissan Foundation and Frist Foundation. It was through the TFLI Fund that TFLI was able to accept the donation of the Nissan Quest van from Nissan North America.

The TFLI Fund hosts annual fundraising events, such as the upcoming International Wine and Food Tasting on October 15, 2010. This year's event planning is in progress. Tickets may be purchased online through PayPal.



Additional information about the TFLI Fund can be found on the pages of the Community Foundation:
<http://givingmatters.guidestar.org/NonprofitProfile.aspx?OrgId=1795>

FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

During the last half of the fiscal year 2009-2010, TFLI is meeting approximately 90% of its target amounts. The following charts and tables provide more information on the fiscal performance of TFLI.

TFLI BUDGET PERFORMANCE, JULY 2009 – JUNE 2010

	Budget Goals FY 09-10	FY 09-10	Percentage of Goal	EXPLANATION
Beginning Balance	\$ 487,644	\$ 487,644		
POSITIONS:	15+*	15+		Part-time temporary employees not included
FUNDING SOURCES				
STATE APPROPRIATION	\$ 346,800	\$ 346,800	100.00%	
Fees Collected	\$ 1,265,600	\$ 1,217,935	96.23%	
FL	\$ 325,000	\$ 250,120	76.96%	
ESL	\$ 275,000	\$ 171,294	62.29%	
ITS	\$ 655,600	\$ 796,091	121.43%	
CAD	\$ 10,000	\$ 430	4.30%	
Grants & Donations	\$ 25,000		100.00%	\$25665.50 allocated to recipient departments
TOTAL REVENUES	\$ 1,637,400	\$ 1,564,735	95.56%	
EXPENDITURES				
SALARIES & BENEFITS	\$ 875,000	\$ 964,191	110.19%	
TRAVEL	\$ 5,500	\$ 4,501	81.84%	
SUPPLIES	\$ 90,000	\$ 60,416	67.13%	
RENT	\$ 115,200	\$ 83,820	72.76%	
PRINTING	\$ 15,000	\$ 13,297	88.65%	
PROFESSIONAL SVCS.	\$ 498,500	\$ 514,968	103.30%	
Postage & Tel.	\$ 12,000	\$ 4,861	40.51%	
Consulting Services	\$ 17,000	\$ 10,374	61.02%	
Advertising Services	\$ 38,000	\$ 35,324	92.96%	
Dues and Subscriptions	\$ 3,500	\$ 12,442	355.48%	Admission to promotional events & sponsorships
Other Prof/Admin.	\$ 68,000	\$ 64,218	94.44%	Includes bank and TBR administrative fees (\$50,000)
Contractors	\$ 360,000	\$ 387,749	107.71%	
ESL	\$ 5,000	\$ 4,382	87.64%	
FL	\$ 5,000	\$ 3,921	78.41%	
ITS	\$ 350,000	\$ 379,447	108.41%	
TOTAL Expenditures	\$ 1,624,200	\$ 1,643,543	101.19%	
REVENUE - EXPENDITURES	\$ 13,200	\$ (78,808)	-597.03%	
Cash Assets	\$ 500,844	\$ 408,836	81.63%	
Outstanding A/R	\$ 75,000	\$ 126,548	59.27%	
Total Assets	\$ 575,844	\$ 535,383	92.97%	

Budget Performance Highlights:

- Revenues generated were at 95% of targeted amounts.
- Higher than expected **Salaries and Benefits** costs negatively impacted projected year-end assets.
- In an effort to generate more revenue, TFLI invested in additional promotional events and festivals (**Dues and Subscriptions**). TFLI also sent staff to professional development opportunities with direct application to our programs and services.

- Accounts receivable can be categorized into the following amounts and percentages, based upon when payment was due.

Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
\$54,362	\$12,799	\$4,027	\$3,211	\$52,149	\$126,548
42.96%	10.11%	3.18%	2.54%	41.21%	100%

Top Clients with Outstanding Balances

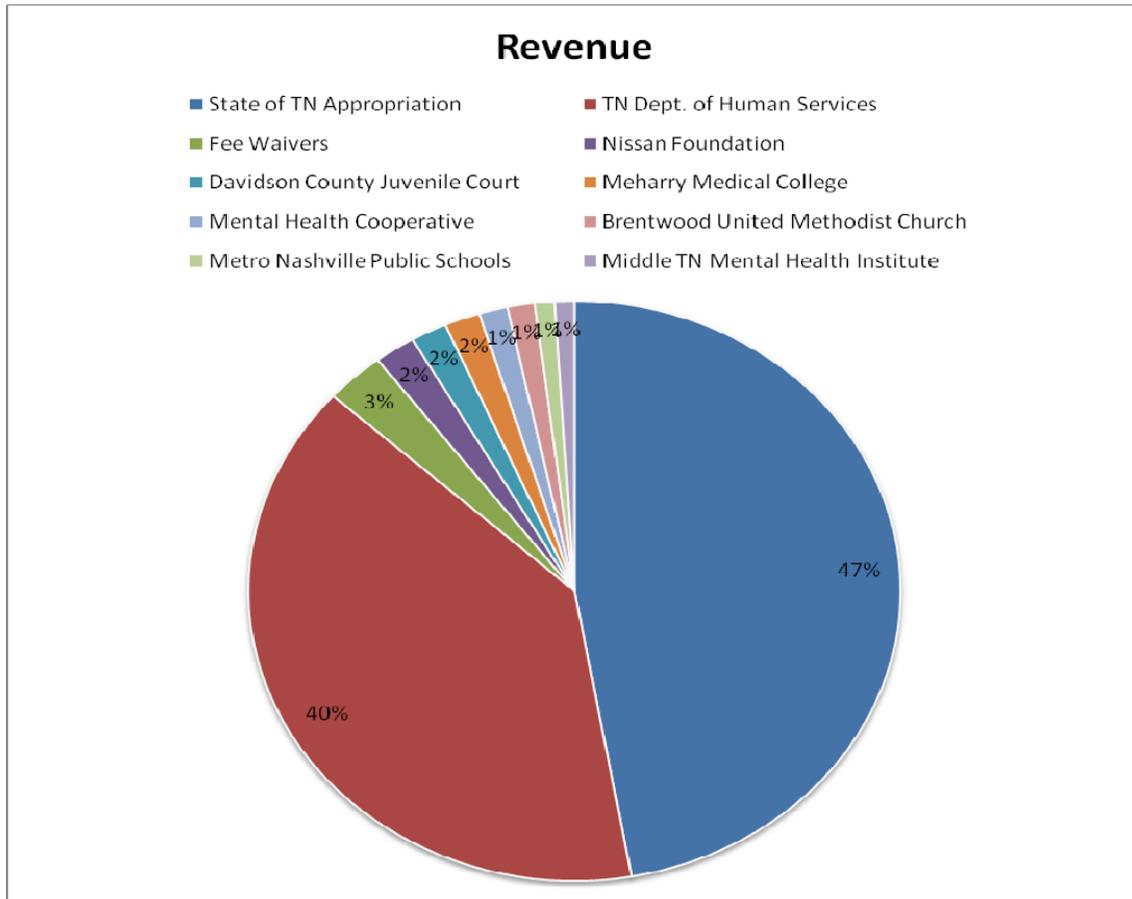
	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
TN Dept. of Human Services	0.00	1,099.66	0.00	160.00	30,533.65	31,793.31
Fee Waivers	19,700.00	0.00	0.00	0.00	0.00	19,700.00
Meharry Medical College	0.00	0.00	0.00	0.00	7,500.00	7,500.00
TN Admin Office of the Courts	5,692.20	593.16	480.00	0.00	0.00	6,765.36
Amerigroup Community Care	1,731.08	2,849.42	1,324.16	0.00	0.00	5,904.66
TN Office for Refugees	5,771.82	0.00	0.00	0.00	0.00	5,771.82
Saint Thomas Health Center	2,525.00	0.00	0.00	2,525.00	0.00	5,050.00
Universal Digital Productions, Inc.	0.00	300.00	2,024.26	466.00	1,972.89	4,763.15
Square D Company	0.00	2,000.00	0.00	0.00	2,000.00	4,000.00
Digiscript	0.00	0.00	0.00	0.00	3,575.60	3,575.60
Le Bonheur Mobile Health	2,861.00	0.00	0.00	0.00	0.00	2,861.00
Mental Health Cooperative	2,430.60	0.00	0.00	0.00	0.00	2,430.60
Davidson County Juvenile Court	1,514.50	560.00	0.00	0.00	0.00	2,074.50

- Accounts receivable targets were higher than anticipated at year-end, due in part to our clients' experiencing interruptions in service in the May floods in Nashville. (As a post-script, we have less than \$19,000 in the >90 category, as of August 24, 2010.)

REVENUE AND FUNDING SOURCES: JULY 2009 – JUNE 2010

TFLI served over 1400 distinct clients or students during this fiscal year 2009-2010. The top funding sources for TFLI are depicted in the chart below.

Revenue by Client or Funding Source
July 2009 – June 2010



<u>Funding Source or Client</u>	<u>Revenue</u>
State of TN Appropriation	346,800.00
TN Dept. of Human Services	290,466.99
Fee Waivers	21,600.00
Nissan Foundation	15,000.00
Davidson County Juvenile Court	13,151.24
Meharry Medical College	13,000.00
Mental Health Cooperative	10,413.74
Brentwood United Methodist Church	9,900.00
Metro Nashville Public Schools	7,250.87
Middle TN Mental Health Institute	7,116.78

BUDGET PLAN AND PROJECTIONS: JULY 2010 – JUNE 2011

	FY 09-10	Budget Goals FY 10-11
Beginning Balance	\$ 487,644	\$ 408,836
POSITIONS:	15+	16+*
FUNDING SOURCES		
STATE APPROPRIATION	\$ 346,800	\$ 338,100
Fees Collected	\$ 1,217,935	\$ 1,400,000
FL	\$ 250,120	\$ 330,000
ESL	\$ 171,294	\$ 260,000
ITS	\$ 796,091	\$ 795,000
CAD	\$ 430	\$ 15,000
TOTAL REVENUES	\$ 1,564,735	\$ 1,738,100
EXPENDITURES		
SALARIES & BENEFITS	\$ 964,191	\$ 980,500
TRAVEL	\$ 4,501	\$ 8,500
SUPPLIES	\$ 60,416	\$ 60,000
RENT	\$ 83,820	\$ 115,200
PRINTING	\$ 13,297	\$ 12,000
PROFESSIONAL SVCS.	\$ 514,968	\$ 523,400
Postage & Tel.	\$ 4,861	\$ 6,000
Consulting Services	\$ 10,374	\$ 10,000
Advertising Services	\$ 35,324	\$ 40,000
Dues and Subscriptions	\$ 12,442	\$ 12,000
Other Prof/Admin.	\$ 64,218	\$ 65,000
Contractors	\$ 387,749	\$ 390,400
ESL	\$ 4,382	\$ 4,400
FL	\$ 3,921	\$ 4,000
ITS	\$ 379,447	\$ 382,000
TOTAL Expenditures	\$ 1,643,543	\$ 1,719,600
REVENUE - EXPENDITURES	\$ (78,808)	\$ 18,500
Cash Assets	\$ 408,836	\$ 427,336
Outstanding A/R	\$ 126,548	\$ 75,000
Total Assets	\$ 535,383	\$ 502,336

Budget Goal Highlights:

- State appropriations will decrease from \$346,800 to \$338,100.
- TFLI hopes to keep expenditures within targets and begin to realize greater revenue by filling the additional classroom facilities as well as effectively marketing programs. Still, both growth and expenditures are calculated conservatively.
- Areas in which increased expenditures are expected include **Salaries and Benefits** and **Rent**.

ADDITIONAL ITEMS / NOTES