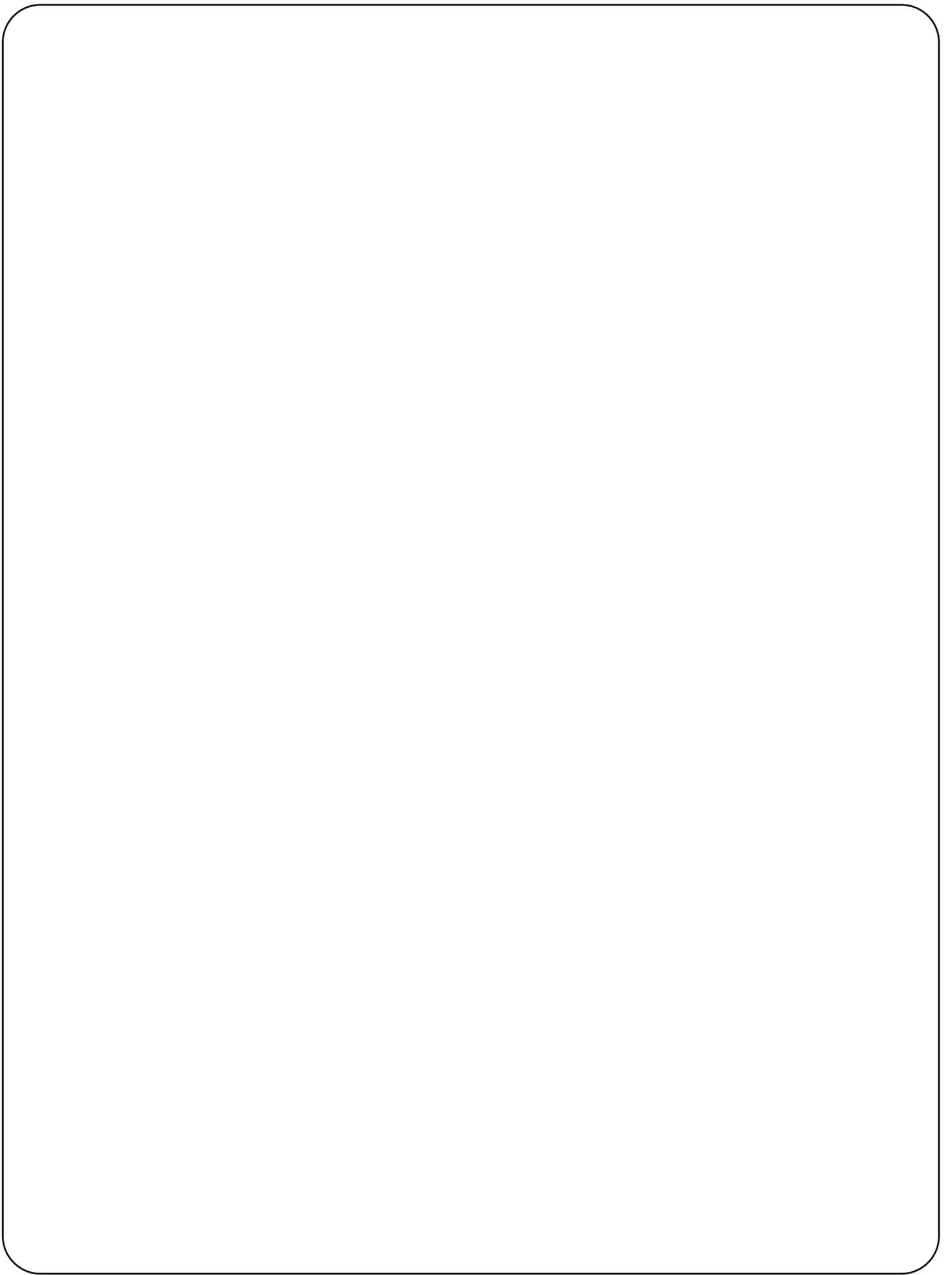


Report to the Governing Board of the Tennessee Foreign Language Institute



Presented
February 8, 2010

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



AGENDA

Meeting of the TFLI Governing Board

February 8, 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 September 21, 2009 Meeting
- IV. Executive Director's Administrative Report
 - a. Follow-up from Previous Meeting:
 - i. Acquisition of Space
 - ii. Access to Justice
 - iii. TFLI Grant Making
 - 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. Financial Status Overview
- VII. Additional items presented by or to Governing Board for consideration
- VIII. Next Board Meeting: Proposed for **Monday, August 9, 2010**
- IX. Adjournment

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MINUTES

Meeting of the Governing Board of the Tennessee Foreign Language Institute

September 21, 2009

Meeting was called to order at 2:15 pm by Dr. Richard Rhoda. Present at the meeting:

Board Members:

Richard Rhoda
Phyllis Qualls-Brooks
Kay Clark
Jan Lanier
Jeanine de La Torre Ugarte
Chantho Sourinho
Gloria Bishop
Bonnie Yegidis, via telephone

Representing TFLI:

Janice Rodríguez
Aaron Lovett
Angie Harris
Sidney Clein
Jennifer Foley
Hope Collins
Brenda Bess
Apryl Ruiz

Others in attendance:

Jason Cavender

- I. **Dr. Rhoda** called the meeting to order.
 - a. The agenda was adopted and the meeting proceeded with an introduction of participants.
 - b. **Kay Clark** made the motion to approve minutes, **Gloria Bishop** offered a second to the motion. Minutes were approved from the last meeting.
- II. Executive Director's Report
 - a. **Janice Rodríguez** began with an introduction of the new Interpretation Coordinator **Brenda Bess**. Dr. Rodríguez announced the transition of **Jennifer Foley** from Interpretation Coordinator to Translation Project Manager.
 - b. **Dr. Rodríguez** continued with a follow-up from February's meeting.
 1. **Dr. Rodríguez** announced that TFLI currently has approximately 30 instructors who have become part-time employees, which has increased the monthly payroll taxes by \$2500-\$3000.
 2. Since the last meeting TFLI has continued to examine the possibility of developing a grant-making program, funded by sustained growth and the currently held reserves. Phyllis Qualls-Brooks asked **Dr. Rodríguez** if TFLI had done this in the past. **Dr. Rodríguez** responded that in the early of years of TFLI such a program existed. **Dr. Qualls-Brooks** wanted to know what kinds of grants TFLI was considering. **Dr. Rodríguez** answered that TFLI had been interested in children's programs as well as supporting programs in TN that are outside of middle Tennessee.
 3. **Dr. Rodríguez** noted that TFLI has an ad hoc program of support, which includes some pro bono activity, and which is documented and budgeted.
- III. Interagency Collaboration
 - a. **Dr. Rodríguez** mentioned that TFLI has been working with El Protector Program to create an outreach program, by attending meetings and participating in a city wide event held at Cedar Park in Madison TN in June.
 - b. **Dr. Rodríguez** has been invited to be a part of the Disability & Language Barriers Advisory Committee in the TN Supreme Court's Access to Justice Commission. Through this initiative,

- Dr. Rodríguez will assist in the identification of barriers encountered by language minorities as well as take part in create an action plan to resolve these issues.
- c. TFLI continues to have a community presence including volunteering at the Glendale Spanish Immersion School, participation in the Nashville Celebration of Cultures and the Nashville Refugee Task Force, as well as working with the Sister Cities of Davidson and Williamson counties.
- IV. Marketing and Advertising
- a. **Dr. Rodríguez** announced TFLI's Better Business Bureau with A+ rating
 - b. Dr. Rodríguez noted the use of outdoor advertisement including a digital billboard with an undetermined impact. TFLI now has an installation at the Nashville International Airport which has generated some response.
 - c. TFLI also offers new promotional materials including newly designed t-shirts.
 - d. Advertising through Nashville Public Radio and Nashville's Shakespeare in the Park continue to generate traffic, according to reports from staff to Dr. Rodríguez.
- V. Trends & Statistics
- a. Enrollment. **Dr. Rodríguez** explained that classes have maintained enrollment at nearly the same levels throughout the past year. Spanish and English classes have had the greatest demand. ITS also offers interpretation classes and workshops, and interest has remained steady in those areas.
 - b. Translations and Interpretation Clients and Requests. Approximately 3000 interpretation and translation assignments were completed in the past fiscal year, with Spanish being the most interpreted language followed by Arabic. Thirty-six different languages were requested for translation projects. **Dr. Rhoda** asks what kinds of documents are being translated. **Jennifer Foley** answered by saying they translate many different types of forms as well as statements being sent to individuals seeking assistance from the TN Dept of Human Services.
- VI. Departmental Reports
- a. English as a Second Language/TESL
 1. **Angela Harris**, the director of the department, began by pointing out some of their newest corporate clients, which include Design Works, Cornerstone Bakery and New Visions Youth Development Center.
 2. **Ms. Harris** announced that the TESL program just completed its 23rd offering of the TESL Certificate course. The TESL program continues to add new partners in the community for field teaching sites. Some of the newest sites include Nations Ministry, the Nashville Newcomer's Academy, and Estoy Aprendiendo.
 3. **Ms. Harris** announced that the department has been awarded a \$15,000.00 grant from the Nissan Foundation to sponsor a training and professional development program for new taxi drivers in Nashville. TFLI will be partnering with the Transportation Licensing Commission and the Nashville Convention & Visitors Bureau. The applicants will pay \$100.00 for a 27-hour course, held over 3 days. The anticipated benefits of the program include a positive impact on Nashville's tourism industry. **Dr. Rodríguez** offered that TFLI has been involved in the taxi testing for the past six years. **Jan Lanier** remarked that the program is a wonderful idea and hoped other cities will adopt the plan. Phyllis Qualls-Brooks asked for further details on what would be the topics of training. **Aaron Lovett** answered that various aspects of cultural diversity such as how to treat individuals with handicaps, as well as what attractions to suggest to tourists, are on the agenda.
 - b. Foreign Language (FL)
 1. **Sidney Clein** opened with some highlight about the Foreign Language department including the customized 12-hour Arabic class at TSU as a part of a summer camp to recruit new students to their intelligence program.
 2. There is also a newly revised Professional Development Workshop for Foreign Language Teachers. Metro School teachers of foreign languages can now receive continuing education credit for attending the workshop.

3. The Foreign Language department now offers classes to children, which has been developed by Miranda Runcie and Maya Campbell.
 4. The FL department also began discussion with Ft. Campbell on a 340-hour Pashto course for soldiers to prepare for deployment to Afghanistan in May 2010. TFLI participated in the annual ARSOF Language Conference that was held June 10, 2009 in Clarksville for military personnel in charge of Command language Programs at various military facilities across the country.
 5. Ms. Clein also mentioned that TFLI provides Alive Hospice with 20 hours of Medical Spanish training to it is 15 staff members.
- c. Interpretation and Translation Services (ITS)
1. **Hope Collins**, the director of the ITS department, began by again welcoming **Brenda Bess** as the new Interpretation Coordinator as well as noting the transition of **Jenifer Foley** to the Translation Project Manager position.
 2. **Ms. Collins** continued with an update concerning a new method of testing interpreters' skills for the healthcare field, the MITI (Medical Interpreter **TEST** on the Internet). The MITI is the first of its kind to be strictly web-based. It is a scientifically validated testing instrument.
 3. The ITS department has also expanded the languages used in the after-hours hotline, operated through the call center at the Mental Health Cooperative.
 4. **Ms. Collins** said the interpretation department will host four court interpreter workshops during the calendar year 2010 and noted that for the first time in 5 years TFLI will offer a 10-hour training class for first time translators. The class is scheduled for this fall.
 5. **Ms. Collins** also shared that Sarah Fowler, a translation project manager, attended the annual TAPIT conference this year.
- d. Cultural Awareness and Diversity
1. **Aaron Lovett**, the director of the Cultural Awareness and Diversity department, began by noting some of the programs most recently developed, including "Cultural Awareness in Healthcare for the Hispanic Community" at Meharry Medical Center, "Insight into the Latino Community" and "Nashville Culture: Tourist Expectations of the Taxi Driver."
 2. **Mr. Lovett** has also developed materials for TN Dept. of Human Services including "Cross-Culture Communications: Americans and Arabs," as well as "Spanish Surnames and English-Language Forms."
 3. The department has collaborated with the ESL department in broadening the cultural awareness training conducted within the TESL program, as well as the diversity training that will be included in the Taxi Pro Program.
 4. **Mr. Lovett** noted the multiple community outreach events that TFLI attends including the TSU Spring Celebration, the Nashville State Community College television forum "Meeting of the Minds," Culture Day in Lavergne, TN, as well as the Celebration of Cultures held in Centennial Park.
- VII. Financial and Administrative Issues
- a. **Dr. Rodríguez** began by showing the 2008-2009 fiscal year-end balance, noting that TFLI netted nearly \$20,000.00 during that period. Sources for revenue include the programs conducted by the various departments as well as the appropriation received from the State of Tennessee. A percentage breakdown of revenue generated by source is as follows:
 1. State Appropriation, 23.87%
 2. ITS, 40.80%
 3. FL, 18.92%
 4. ESL, 14.95%
 - b. In discussing expenditures, Dr. Rodríguez noted that the yearly fee charged by the TN Board of Regents for administrative services has increased from \$30,000.00 to \$50,000.00.
 - c. Regarding new expenditures, **Dr. Rodríguez** presented for discussion the additional space needs of TFLI for classes and training. There is available space in the Suite 190 of the same building

we currently occupy, and Dr. Rodríguez noted that this acquisition would eliminate our current offsite rentals as well as provide space for additional classes, increasing gross revenues. **Dr. Clark** noted that the new space could be justified by reduction in other rental expenditures and increased revenue. **Dr. Rhoda** asked if there were a motion to move forward with the plan. Dr. Clark offered the motion, and Mr. Sourinho seconded the motion.

- d. **Dr. Rodríguez** submitted this year spending plan. **Dr. Rhoda** made a motion to endorse the spending plan, and **Dr. Clark** seconded the motion.
- e. **Dr. Rodríguez** closed by asking for questions, and no questions were asked at this time. **Dr. Rhoda** called for a motion to accept the next meeting as February 8, 2010. **Mrs. Bishop** made the motion, and **Dr. Qualls-Brooks** provided the second.

EXECUTIVE DIRECTOR'S REPORT

FOLLOW-UP FROM SEPTEMBER 2009 MEETING

ACQUISITION OF ADDITIONAL SPACE

TFLI is in the process of adding additional space to our existing lease in the building at Heritage Place in Metro Center. At this point, the lease has not been fully executed. Once that occurs, demolition and build-out will take place, and a designer will be assigned.

ACCESS TO JUSTICE

In June 2009, 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. The Advisory Committee prepared a slate of recommendations for the Strategic Plan by January 2010, which included a suggested timetable for implementation and references to the suggested entity to carry out the recommendations. Listed below is a summary of the recommendations made.

A) Revision of Rule 13 or Other Appropriate Rule

Program: Revise Rule 13 or other appropriate rule to bring Tennessee into compliance with Title VI and Department of Justice (DOJ) guidance by creating the mechanisms whereby the cost of spoken language interpreters are not taxed to the litigants.

B) Revision of Rule 42

Program: Promote compliance with Supreme Court Rule 42 governing the use of credentialed interpreters by adding language to the rule requiring that "written findings" detailing the efforts made to comply with Rule 42 be put in the case file and accompany any invoice when deviating from the procedures set out in the rule.

C) Creation of a Duty to Locate and Engage Interpreters

Program: The Committee recommends that the Court also amend Rule 42 explicitly to make it the responsibility of each local court to locate and engage the interpreters for a given matter before it.

D) Review of Criminal Law & Process Informational Videos on AOC Website

Program: The Disability and Language Barriers Committee recommends that the informational videos in multiple languages currently available on the AOC regarding criminal court proceedings, rights and responsibilities be reviewed to better understand the scope of their content and the utility; that some research be conducted, to the extent possible given the structure of the current website, to ascertain how often those videos have been accessed; and that effort be undertaken to ensure referral sources like the District Attorneys General; the Public Defenders; librarians in the public libraries and in schools; social workers and other service providers know about the availability of such videos.

E) Development of Multi-Lingual Civil Informational Videos on AOC Website

Program: The Disability and Language Barriers Committee recommends the development of informational videos website in multiple languages regarding civil court proceedings, rights and

responsibilities (like those available on the AOC website regarding criminal court proceedings, rights and responsibilities).

F) Development of Educational Materials on Language and Disability Barriers:

Program & Education: The Disability and Language Barriers Committee recommends the development of educational materials on language and disability barriers issues that could be integrated into seminars or other educational outreach opportunities for clerks, judges, lawyers, paralegals and law students.

G) Video Remote Interpreting (VRI)

Program: The Disability and Language Barriers Committee recommends the utilization of audio-video conferencing equipment in the courtroom to connect speakers of languages for which certified or otherwise qualified interpreters are limited. Interpreters may either report to a central broadcasting location within the judicial district or alternatively work from designated sites, provided by allied entities, such as law firms and government offices.

H) Plea Colloquy

Recommendation: Amend the Tennessee Rules of Criminal Procedure to require that criminal defendants be informed during the plea colloquy that there may be immigration consequences to their decision to plead guilty.

I) AOC & Court Staff Language Proficiency

Recommendation: The AOC should adopt policies to recruit and hire staff with language proficiency that is needed in their areas of service and to encourage existing staff to take advantage of fee waivers to seek language education at state educational facilities and the Foreign Language Institute (which accepts fee waivers) to gain language proficiency. The AOC should also encourage and provide incentives to judicial and court clerk employers to do the same.

J) Law School Summit: Language Barrier Education

Recommendation: Promote education and awareness in Tennessee's law schools about access to justice issues that result from language barriers.

K) Review and Revision of the Tennessee Rules of Civil and Criminal Procedure, Rules of Professional Responsibility, and Code of Judicial Conduct

Program: The Disability and Language Barriers Committee recommends systematic review of the Tennessee Rules of Civil Procedure, Rules of Criminal Procedure, Rules of Professional Responsibility, and Code of Judicial Conduct to assess whether they appropriately account for the unique obstacles to accessing the justice system faced by people with disabilities and language barriers, many of whom are indigent and have low levels of literacy and education. Some attorneys are hesitant to represent individuals with language barriers and disabilities because existing procedural and ethics rules do not adequately take into account these unique obstacles, such as communicating with low-income, low-literacy clients who do not speak the attorney's language, in establishing standards of practice and conduct. Furthermore, it does not appear that attorneys with extensive experience representing individuals, and especially indigent individuals, with disabilities and language barriers in civil legal matters have played a significant role in designing existing professional standards of procedure, practice, and conduct.

L) Continuation and Expansion of Free and Low-Cost Immigration-Related Legal Services for Language Minorities

Program: The Disability and Language Barriers Committee recommends the continuation of existing free or low-cost immigration-related legal services for language minorities, such as representation for adjustment of immigration status, asylum, human trafficking, refugees who are ready to apply for

citizenship, victims of serious crimes who are entitled to special visas, individuals entitled to temporary protected status because their home countries are too devastated by natural disaster or war to return, and in removal proceedings, and the development of additional financial resources. To accomplish this, the Committee recommends that the Supreme Court establish a special commission, task force or other entity to develop a concrete plan to meet this need.

M) Expansion of Free and Low-Cost Civil Legal Services for Language Minorities

Program: The Disability and Language Barriers Committee recommends the expansion of free or low-cost civil legal services for language minorities who are not eligible for representation by the state's five LSC-funded legal services programs because of restrictions placed by federal law on the types of language minorities/aliens whom recipients of LSC funding may represent. To accomplish this, the Committee recommends that the Supreme Court establish a special commission, task force or other entity to develop a concrete plan to meet this need. To economize resources, this special commission should be the same commission that is developing a concrete plan to continue and expand the provision of free or low-cost immigration-related legal services.

TFLI GRANT-MAKING PROGRAM

Since the last meeting of the TFLI Governing Board, we have continued to research the logistics and legal considerations in creating a grant-making program, but have postponed its implementation due to the uncertain economic climate. We have specifically sought information from legal counsel at the Tennessee Higher Education Commission (THEC), Mr. Will Burns. Among the comments and suggestions made by are the following:

- A team should be used to evaluate the proposals and make the awards according to that evaluation.
- The evaluation should be based on uniform, objective criteria.
- Ensure that the deliverables are clearly outlined in the grant contract scope of services, including outcomes that can be objectively measured.

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

Staff: Janice Rodriguez, Executive Director
 Apryl Ruiz, Office Coordinator
 Patti Pardue, Evening/Weekend Program Assistant
 Percy Person, Technology Coordinator

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.

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

TRANSLATION AND INTERPRETATION CLIENTS AND REQUESTS

Approximately **1351 interpretation and translation assignments** were completed in the first half of this fiscal year; **649 interpretation assignments** and **702 translations**. The top five languages requested for interpretations were Spanish, Arabic, Chinese, Somali and Vietnamese, and the sectors that most frequently requested services were in the social services, criminal justice, insurance, commercial voice talent, and religious activities.

Top 5 languages interpreted	Interpretations completed (437)
Spanish	273
Arabic	51
Chinese	39
Somali	38
Vietnamese	36

Client	No. of Interpretations	% of total interpretations
1. Mental Health Cooperative	76	11.70%
2. TN Dept. of Human Services	70	10.80%
3. Davidson County Juvenile Court	67	10.3%
4. Metro Nashville Public Schools	48	7.40%
5. Amerigroup	45	6.90%
6. Middle TN Mental Health Institute	32	4.90%
7. Universal Digital Productions	28	4.30%
8. TN Board of Probation & Paroles	23	3.50%
9. Charles Bass Correctional Facility	19	2.90%
10. West Nashville United Methodist	18	2.80%
Other	223	34.40%
Total	649	100%

Over 700 projects translation projects were completed during the first six months of fiscal year. Thirty-six different languages were requested, and the numbers of projects in those languages are listed below:

Languages	Count
Albanian	3
Amharic	6
Arabic	69
Bengali	2
Bosnian	20
Burmese	2
Cape Verdean Kriolo	1
Chinese	23
Czech	1
Dutch	3
Farsi	12
French	28

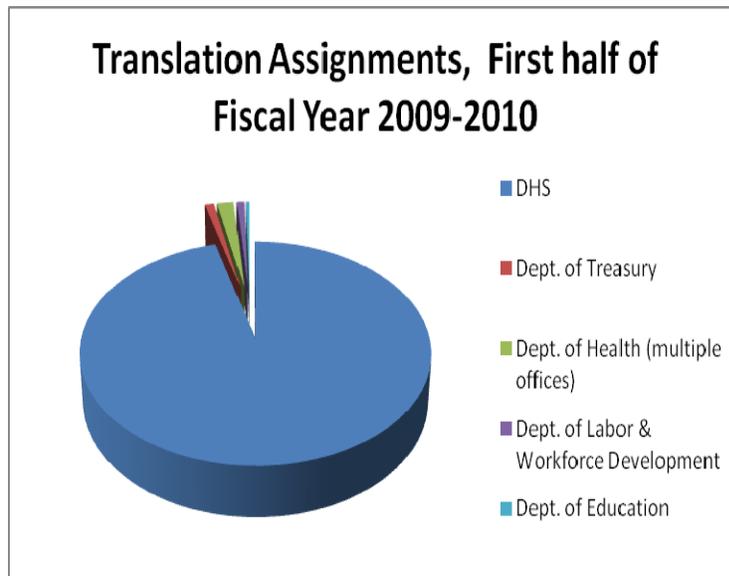
German	22
Gujarati	5
Haitian-Creole	2
Hindi	5
Italian	8
Japanese	13
Kirundi	3
Korean	6
Kurdish	18
Laotian	4
Nepali	2
Oromo	3
Portuguese	3

Romanian	5
Russian	11
Somali	25
Spanish	343
Swahili	1
Tagalog	2
Thai	2
Tigrigna	1
Urdu	1
Uzbek	1
Vietnamese	20

The top five languages requested, and the percentage they represent of all translation work, is detailed in the table below:

Language	Count	Percentage
Spanish	343	49%
Arabic	69	10%
French	28	4%
Somali	25	4%
Chinese	23	3%

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



State of Tennessee Agency	Translation Assignments, FY 09-10 to 12/09
DHS	466
Dept. of Treasury	5
Dept. of Health (multiple offices)	9
Dept. of Labor & Workforce Development	4
Dept. of Education	2

INTER-AGENCY COLLABORATION

TFLI continues to cultivate relationships with organizations that share a similar mission or that can benefit from the services that we provide.

CONTINUING LEGAL EDUCATION FOR THE TENNESSEE BAR ASSOCIATION

Beginning March 4, 2010 and continuing for five consecutive



months, TFLI will be presenting a series of continuing legal education (CLE) webcast seminars for the Tennessee 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.



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. Below is a listing of those events in which TFLI participated during the first half of this fiscal year.

- Festival of Nations – September
- Celebration of Nations - September
- African Street Festival – September
- Sudanese Community and Women’s Services Center Annual Celebration–September
- Sister Cities of Nashville and Williamson counties events - September
- Metro Parks Celebration of Cultures – October
- American Dream Breakfast – October
- Glendale Elementary Hispanic Heritage Celebration - October
- TFLI Fund, Inc. Annual Wine Tasting & Silent Auction - November
- TIRRC Annual Conference – TFLI provided interpreters (at cost) for this event, as well as the Southeastern Immigrant Rights Network Conference - December

MARKETING AND ADVERTISING

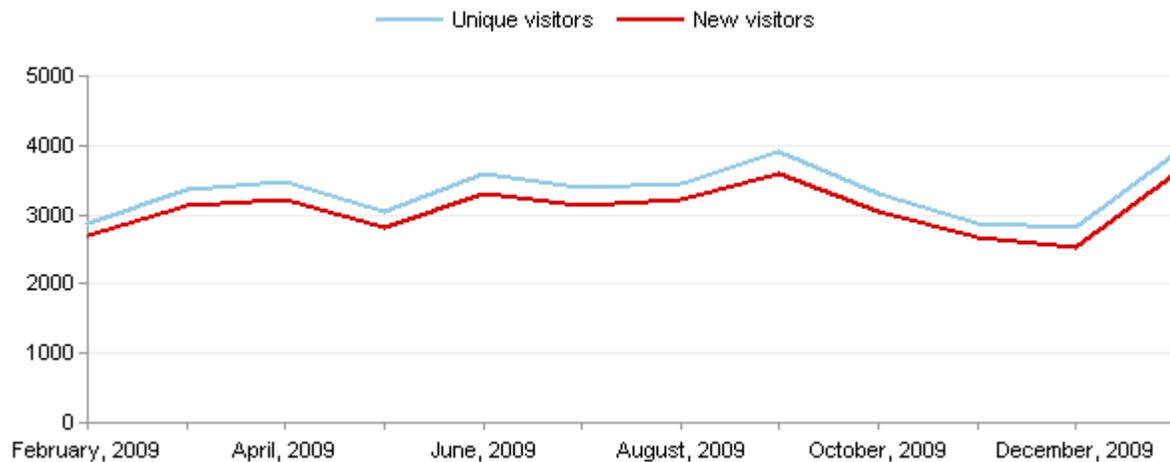
SOCIAL MEDIA

TFLI staff attended a seminar in July regarding maximizing the benefits of social media outlets. TFLI has created several pages in Facebook (www.facebook.com) to further promote our activities and connect our constituents. The page “Tennessee Foreign Language Institute” features general information about the Institute. The page entitled “TESL at TFLI” is aimed at the graduates, trainers, staff, and supporters of the TESL Certification Course at the Tennessee Foreign Language Institute. “Foreign Languages” highlights activities within that department. We have also assisted the TFLI Fund, Inc., the 501c3 in support of the Institute, in creating a page for their activities.



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 12 months. The fluctuations roughly correspond with the beginning of each new term of foreign language classes. **Unique visitors** records each individual visiting our web site, including new or repeat visitors. **New visitors** are people who have never visited your site before. **Repeat visitors** are visitors who have visited your site previously.



Visitors per month for the last 12 months

Month	Unique visitors	New visitors	Repeat visitors	Visits
February, 2009	2870	2689	181	3855
March, 2009	3351	3139	212	5024
April, 2009	3474	3218	256	4815
May, 2009	3043	2807	236	4247
June, 2009	3580	3301	279	5406
July, 2009	3403	3127	276	5128
August, 2009	3448	3207	241	5103
September, 2009	3916	3592	324	5803
October, 2009	3312	3056	256	4654
November, 2009	2878	2684	194	3974
December, 2009	2803	2526	277	3977
January, 2010	3880	3583	297	5543
Average per month	3329.83	3077.42	252.42	4794.08

In an effort to make the most of each visit to our website, we are working with **Realview TV** (www.realviewtv.com) to create an online streaming video for our website that will serve as a virtual tour of the programs and services of TFLI. We anticipate the project to be completed this spring.

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 internet presence is central to promotion of activities at TFLI.

TECHNOLOGY REPORT

In an effort to be fully compliant with State policies and to follow best practices in information technology, improvements and enhancements to our infrastructure is taking place, under the direction of TFLI Technology Coordinator, Percy Person. Specifically, we have been developing and implementing network security and usage policies. Additionally, upgrades in operating system to Windows 7 are expected by spring, 2010. A new server domain environment is expected by summer using Windows Server 2008.

We are attempting to acquire and maintain the certifications needed by our Technology Coordinator to effectively undertake the numerous projects of our small organization. To that end, Mr. Person has acquired the following CompTIA certifications: A+, Network + and Security +.

DEPARTMENTAL REPORTS

CULTURAL AWARENESS AND DIVERSITY

Staff: Aaron Lovett, Cultural Awareness and Diversity Director

February 2010

Culture Programs

Meharry Medical College

In cooperation with the FL Department, CAD designs and presents Cultural Awareness programs intended to create awareness of the differences between Hispanic and Anglo cultures as related to the healthcare environment. These programs have been well received, and a follow-up program with even more detailed information has been requested.

- Cultural Awareness in Healthcare for the Hispanic community
- Insight into the Latino Community
- Traditional Healthcare Practices of Central and South American Peoples (requested)

TaxiPro

Continuing cooperation with the TESL/ESL Department, as well as the Nashville Visitors Bureau, and the Transportation Licensing Commission, the CAD portion of TaxiPro is an informative and challenging class designed to prepare drivers for a variety of skills necessary to meet the ever higher standards for a professional taxi driver.

- Nashville Culture: Tourist Expectations of the Taxi Driver
- Map Reading Skills
- Appearance and Hygiene
- Appropriate Speech and Behavior
- Test of Nashville Streets, Landmarks, and Culture

Foreign Language Class Culture Components

We are currently developing materials for inclusion in various foreign-language courses. These will provide the students an opportunity to learn techniques for improving interactions with the people who speak the target language. Components will highlight:

- History of the peoples
- Linguistic development
- Customs, traditions, and habits
- Travel conditions

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

In an effort to improve the effectiveness and efficiency of CAD Programs and marketing, participation in a 3-5 day training seminar at the Summer Institute for Intercultural Communication at ICI (Portland, OR) is currently under consideration.

ENGLISH AS A SECOND LANGUAGE / TESL



FEBRUARY 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

Group Classes

From September 2009 – 45 ESL Registrations, 10 TESL registrations = 55 total registrations

ESL

- ⇒ FRIST CENTER: Angela Harris was invited by the Frist Center for the Visual Arts to serve on the Advisory Group for the Conte Community Arts Gallery for the April 2011 – April 2012 Exhibition named *Connecting Cultures through Storytelling*.
- ⇒ CRIT: As a sub-grantee partner with the Center for Refugees and Immigrants of Tennessee (formerly the Somali Community Center), the ESL Department won a grant from Office of Refugee Resettlement for a 3-year program in the "Ethnic Community Self-Help" funding category. It was approved, at the \$195,608 amount requested. Ours was one of only 2 grants of 20 awarded (from 135 applicants) to be given the full amount requested. With the program, beginning on 9/30/09, we have developed 4 separate ESL classes in the neighborhoods where the Burmese refugees live (Haywood Lane area). \$9,600 is set for Vocational English Language by TFLI.



*Lisa's Literacy Class,
Haywood Lane Apts., 37211*



*Kristen's Literacy Class,
Turtle Creek Apts., 37211*

Custom Classes

The ESL Department has recently added to its growing list of corporate classes. The following are the newest corporate clients since February 2009:

- ⇒ Vocational Rehabilitation (new)
- ⇒ Bridgestone/Firestone (renewed)
- ⇒ Military Spouse Career Advancement (new)

TESL Course & Teacher Training Programs

- ⇒ The TESL Department began its 24th course on January 12, 2010.
- ⇒ Phase 1 of TESL Online is almost complete. This phase is the foundation for building online classes, which includes student, teacher, and administrative roles, the ability to add/edit/remove users and assignments. We are making preparations for making a video tutorial/library for self-study options.



First Taxi Pro Graduating Class, November 16, 2009

Taxi Pro

- ⇒ As of February 16th, 2010 The ESL Department will have completed its 4th Training session for Taxi Pro.
- ⇒ To date, 35 have graduated from the program.
- ⇒ The ESL Department will apply for a subsequent grant from the Nissan Foundation to offer more frequent classes for applicants and to train more instructors.
- ⇒ TFLI received special attention in November and December, 2009 with articles in *The Nashville Business Journal*, *The Tennessean*, and *The Scene*.
- ⇒ TFLI has been offered a used Nissan Quest van for organizational use as well as a model for Taxi Pro. This donation is from the Nissan North America(NNA). We are currently exploring whether TFLI can legally accept the gift and meet the contractual stipulations set forth by NNA.



Events

September 18, 2009	Nissan Foundation Luncheon for Grant Winners
September 19, 2009	Festival of Nations, Williamson County
September 23, 2009	Peace Corps Competitive Workshop Event at TFLI
October 2, 2009	Celebration of Cultures, Scarritt Bennett
October 9, 2009	TIRCC, American Dream Breakfast at Loew's Vanderbilt Hotel
October 27, 2009	Task Force Meeting (Immigrants & Refugees)
October 30, 2009	CNM Workshop (1) on Cultural Awareness
November 5, 2009	Frist Advisory Group Meeting, Conte Project
November 13, 2009	TFLI Wine-Tasting at University Club of Nashville, Vanderbilt
November 20, 2009	CNM Workshop (2) on Cultural Awareness
December 1, 2009	CNM Workshop on Federal Grant Writing

FOREIGN LANGUAGE DEPARTMENT

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

Students Served, Summer 2009 to date

Group Class Total: 458 (173 fee waivers)

Summer 2009: 19 classes- 129 / 59 fee waivers; Fall 2009: 21 classes- 147 / 57 fee waivers;
Spring 2010: 27 classes- 182 / 57 fee waivers

Custom Class Total: 37

Business Class Total: 132+

Schneider Electric: 1class/10 students; Meharry Medical Center: 2 classes/52 students;
Brentwood United Methodist Church: 2 classes/ 40 students; TN State University: NA; Metro
Nashville Airport Authority: 2 classes/30 students)

New Group Foreign Language Classes and adjustments to term schedule and pricing:

Summer 2009 Term: 13 July - 19 September, 2009

Fall 2009 Term: 5 October – 12 December 2009

Spring 2010 Term: 25 January – 17 April 2010 (in progress)

The FL Dept. changed the group class term schedule from four 10-week to three 12-week terms to begin in 2010. The prices were adjusted to include the cost of the extra classes per term but were not raised. **New prices** for the 12-week/24-hour sessions are: **New students: \$400, Returning Students: \$375**

In January of 2010, FL began offering **new discounts** on group class tuition as follows:

- \$325: Early Bird Registration: a \$75 savings to encourage students to enroll earlier
- \$350: Seniors, All 501c3 Non-Profit Full-time employees, Retired or Active members of the Military and employees of HCA
- Center for Non-Profit Management members: 20% off full price.

New Business

FL launched new sessions of workplace classes at Schneider Electric/Square-D and Meharry Medical School 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 is currently running, and we are already arranging another session of classes to begin in April. Because they have ample classroom space, an additional building on the property, are centrally located on Franklin Road with a Starbucks next door, we are discussing the possibility of exchanging classes for space at their location and hope to implement this exchange prior to the next term of group classes in order to extend our reach in the Brentwood community.
- **Metro Nashville Airport Authority, Nashville, TN:** On Monday, **February 8**, at their location, we begin 2 new 40 hour (so far) Workplace Spanish classes for employees of various departments (Security,

Construction, Customer Service, etc.) that need to communicate with Spanish speakers in their jobs. The MNAA plans to continue these classes on to the next few levels if successful.

- **TSU Continuing Education Department:** 20-80 hours Spanish classes – enrollment in progress.
- **“Glendale Parents”** Spanish classes in discussion.

PR / Community Outreach

Along with promotional pieces for the Summer and Fall 2009 and Spring 2010 terms of group classes, the FL Department participated in and/or donated Gift Certificates and discount coupons to the following events/organizations:

- El Protector Community Fair – 14 May 2009 in Cedar Hill Park, Madison, TN
- Festival of Nations – 12 September 2009 at State Fairgrounds in Nashville, TN
- Celebration of Nations – 19 September 2009 in Brentwood, TN
- Sister Cities of Nashville Event and Fundraiser – 24 September 2009 at Belle Meade Plantation Nashville, TN
- Celebration of Cultures – 3 October 2009 at Centennial Park in Nashville, TN
- American Dream Breakfast (TIRRC) at Loews Vanderbilt Plaza, Nashville, TN – 9 October 2009
- Eakin School Culture Day - 6 November 2009
- Return Peace Corp Volunteer Fundraiser and Silent Auction - 7 November 2009
- TFLI Fund, Inc. Annual Wine-tasting -13 November 2009 at the Vanderbilt University Club in Nashville, TN
- Glendale Elementary Holiday Bazaar – 5 December 2009

Partnerships

Peace Corp Volunteer Meeting – 23 September 2009 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.

TSU Business School Business and International Education (BIE) Grant: TFLI staff met with Dr. Galen Hull to establish partnership on their proposal for a 2-year grant in conjunction with the World Trade Center. If initiated, TFLI would provide Arabic and French language and cultural awareness classes to prepare MBA students for participation in a global economy which will include travel to various regions of North Africa. TFLI is providing supporting documents and information regarding other work we have done for other departments of TSU to assist in the application process. Along with providing Mandarin Chinese classes in the past to students traveling to China and developing an intensive Arabic language and culture workshop for new students of their Intelligence Program, we are currently working with the **TSU Continuing Education Department** to provide a full term of **Spanish classes** modeled on and concurrent with our group class term schedule to be held on their campus. They are handling the registration process and we are providing teachers and materials.



Hispanic Heritage event at Glendale Elementary.

Glendale Elementary School: Along with participating in the **Pencil Partners Program** tutoring kids at the school on a regular basis, the FL Dept. is now arranging discounted custom Spanish classes for the **“Glendale Parents”** Spanish Immersion students.



*Maria Simpson and Miranda Runcie
at Glendale Elementary event.*

Grant Update:

IBPPP Grant Medical Spanish at Meharry Hospital OB/GYN Department: Meharry Hospital's 3-year grant for language and cultural programs provided by TFLI showed promising data on the success of the program so far and the progress report for year two was submitted to the Office of Minority Health (OMH) review board and approved. In August 2009, we launched two more Medical Spanish level 1.2 classes for healthcare professionals, which revealed equally good results, and began year three of the grant in January, meeting to review data and evaluate program for final report submission to OMH.

Pro Bono:

Alive Hospice Nashville, TN: On September 23, 2009 we provided another 20 hours of Medical Spanish to selected members of the care-giving staff pro-bono.

Scholarships:

The Foreign Language department awarded six partial scholarships for the summer term and has awarded three for the current term. Five of them were in Spanish, two in Japanese, one in Arabic, and one in Russian.

Spring 2010 Foreign Language Classes - Candid moments



Spanish classes en acción.





*Foreign language students
enjoying the TFLI Fund Annual
Wine Tasting and Silent Auction.*



Japanese students learning through anime.

INTERPRETATION AND TRANSLATION SERVICES

February 2010

Staff: T. Hope Collins, Director
Brenda Bess, Interpretation Coordinator
Sarah Fowler, Translation Project Manager
Jennifer Foley, Translation Project Manager

Students served FY 2009-2010, July - December:

- Court interpreter workshops: 45 interpreters trained
- Interpretation technique courses: 6 interpreters trained (Spanish)
- Community Interpreter course (November): 10 interpreters trained (languages other than Spanish)
- Healthcare Interpreter Skills Assessments: 10 interpreters tested (including those who used the new Medical Interpreter Test on the Internet)

Highlights

Cross-training

National Healthcare Interpreter Certification (pilot test) – During the fall of 2009, Sarah Fowler, a translation project manager for TFLI, participated in a nationwide pilot program for the new certification test for healthcare interpreters, created and managed by the International Medical Interpreters Association and the National Board of Certification for Medical Interpreters. In addition to Sarah's work in the translation department, she occasionally performs interpretation assignments for ITS. TFLI hopes to encourage all our contract interpreters to participate in the certification program as it is implemented across the country.

Kaiser Permanente Healthcare Interpreter Training – Maria Simpson, Spanish instructor and staff member in the Foreign Language department, participated in a nationally recognized healthcare interpreter certificate program offered through the TN Association of Professional Interpreters and Translators and created by the Kaiser Foundation Health Plan, Inc. during the months of October, November & December. Maria also performs interpretation assignments for ITS. With this training, we hope to utilize her new skills to the fullest with additional interpretation assignments during time that she is not teaching classes or developing class materials for the Foreign Language department.

Activities

- Festival of Nations – September
- Celebration of Nations - September
- African Street Festival - September
- Celebration of Cultures – ITS exchanged free translation of signage for free advertising in event program and booth fee - October
- Sudanese Community and Women's Services Center Annual Celebration– TFLI mentioned in program - September
- TFLI Fund, Inc. Annual Wine Tasting & Silent Auction

- TIRRC Annual Conference – TFLI provided interpreters (at cost) for this event, as well as the Southeastern Immigrant Rights Network Conference – December
- ITS Holiday gathering – December (*pictured below*)



Grants/Contracts

Metro Nashville Government Contract – ITS submitted a proposal for bids on interpretation and translation services for Metro government agencies. We currently work with many agencies including Juvenile Court, Police and Health. While no final decision has been made, TFLI did not make the “short list.” One local company and two from other states made the list.

Regular Business

Interpreter Training Programs - The Interpretation division will host four court interpreter workshops during the calendar year 2010. In addition, the Interpretation division continues to coordinate medical and legal interpretation technique courses mainly designed for interpreters of Spanish. The lower prices and more choices of days/times have increased student numbers.

ITS staff members continue to attend community meetings including the Taskforce on Refugees and Immigrants, to stay updated on industry trends, and interpreter and translator education.



FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

During the first 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 – DECEMBER 2009

	FY 08-09 Final	Budget Goals FY 09-10	As of 12/31/09	Percentage of Goal	EXPLANATION
Beginning Balance	\$ 468,294	\$ 487,644	\$ 487,644		
POSITIONS:	15+	15+	15+		Does not include part-time temporary employees
FUNDING SOURCES					
APPROPRIATION	\$ 372,400	\$ 346,800	\$ 173,400	50.00%	
Fees Collected	\$ 1,115,369	\$ 1,325,500	\$ 617,817	46.61%	
FL	\$ 290,545	\$ 347,600	\$ 134,243	38.62%	
ESL	\$ 210,143	\$ 309,100	\$ 90,157	29.17%	
ITS	\$ 614,681	\$ 655,600	\$ 393,416	60.01%	
Culture		\$ 13,200	\$ -	0.00%	
Interest/Misc	\$ 12,042	\$ 12,000	\$ 704	5.87%	
Grants & Donations	\$ 49,704	\$ 25,000	\$ -	0.00%	\$15,000 grant included in ESL Fees
TOTAL REVENUES	\$ 1,549,515	\$ 1,709,300	\$ 791,921	46.33%	
EXPENDITURES					
SALARIES & BENEFITS	\$ 788,643	\$ 875,000	\$ 477,908	54.62%	
TRAVEL	\$ 5,430	\$ 5,500	\$ 2,704	49.17%	
SUPPLIES	\$ 72,198	\$ 90,000	\$ 34,868	38.74%	
RENT	\$ 83,201	\$ 115,200	\$ 45,338	39.36%	
PRINTING	\$ 12,026	\$ 15,000	\$ 9,639	64.26%	
PROFESSIONAL SVCS.	\$ 538,942	\$ 498,500	\$ 229,514	46.04%	
Postage & Tel.	\$ 10,056	\$ 12,000	\$ 3,416	28.47%	
Consulting Services	\$ 15,891	\$ 17,000	\$ 4,060	23.88%	
Advertising Services	\$ 24,813	\$ 38,000	\$ 13,661	35.95%	
Dues & Subscriptions	\$ 3,045	\$ 3,500	\$ 6,110	174.57%	Includes fees for promotional events & festival sponsorships
Other Prof/Admin.	\$ 46,068	\$ 68,000	\$ 31,288	46.01%	Includes bank and TBR fees (\$30,000 increased to \$50,000; FY 09-10)
Contractors	\$ 439,068	\$ 360,000	\$ 170,979	47.49%	
ESL	\$ 69,788	\$ 5,000	\$ 1,735	34.69%	
FL	\$ 52,002	\$ 5,000	\$ 1,023	20.45%	
ITS	\$ 317,278	\$ 350,000	\$ 168,222	48.06%	
TOTAL Expenditures	\$ 1,530,166	\$ 1,624,200	\$ 799,971	49.25%	
REVENUE - EXPENDITURES	\$ 19,349	\$ 85,100	\$ (8,050)	-9.46%	
Cash Assets	\$ 487,644	\$ 572,744	\$ 479,594	83.33%	
Outstanding A/R (including fee waivers)	\$ 126,000	\$ 75,000	\$ 111,800	67.08%	(see chart below for breakdown of A/R)
Total Assets	\$ 613,644	\$ 647,744	\$ 591,394	91.30%	
Pro-Bono and Scholarships, Grants		\$ 25,000	\$ 2,350	9.40%	TFLI Fund grant and other donations support this initiative. Treated as in-kind; payment to providers included in expense category.)

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

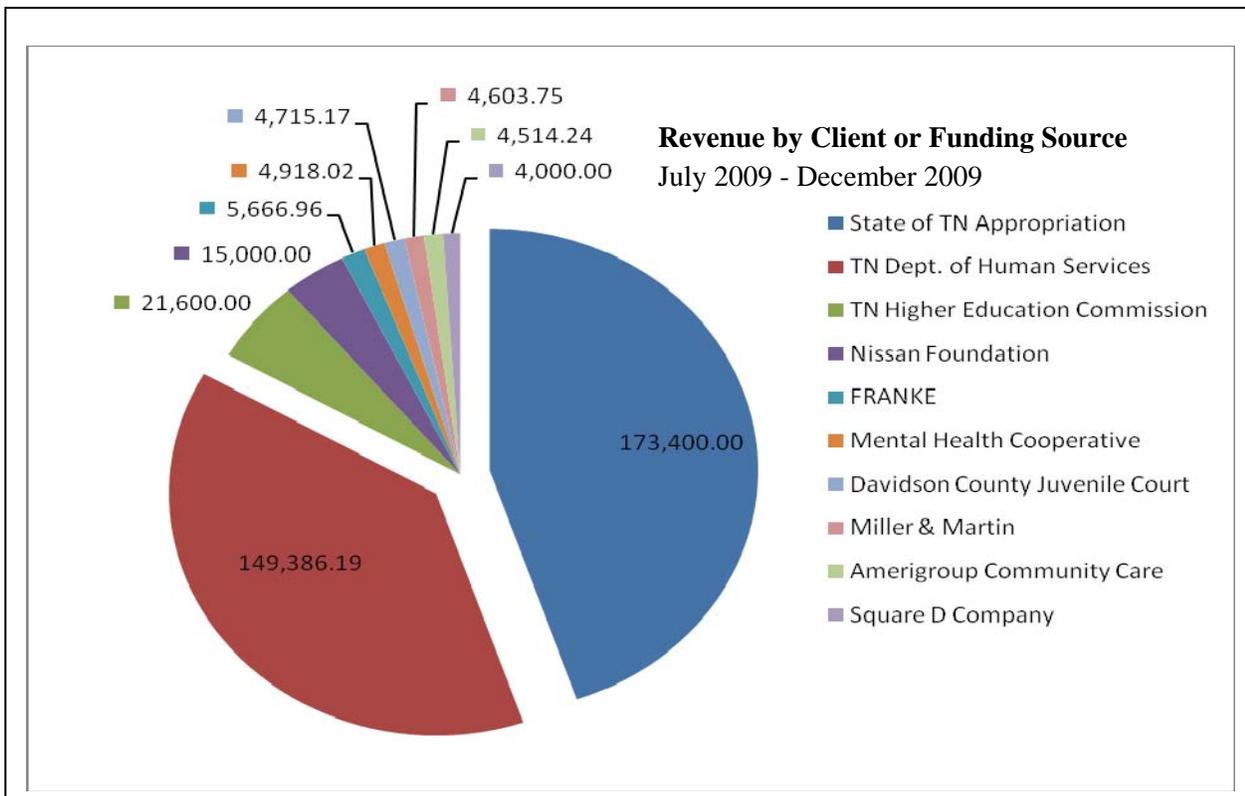
<u>Current</u>	<u>1 - 30</u>	<u>31 - 60</u>	<u>61 - 90</u>	<u>> 90</u>	<u>TOTAL</u>
\$30,183	\$47,650	\$8,855	\$13,314	\$11,798	\$111,800
27%	43%	8%	12%	10%	100%

The top ten clients with outstanding balances are listed below.

	<u>Current</u>	<u>1 - 30</u>	<u>31 - 60</u>	<u>61-90</u>	<u>> 90</u>	<u>Total</u>
TN Dept. of Human Services	1,018.86	36,357.45	418.28	0.00	150.00	37,944.59
Meharry Medical College	0.00	0.00	0.00	7,500.00	0.00	7,500.00
Davidson County Juvenile Court	3,769.94	1,480.00	277.74	0.00	0.00	5,527.68
Universal Digital Productions, Inc.	0.00	1,149.60	1,244.86	2,047.60	0.00	4,442.06
Karon Vaugh	0.00	1,320.00	0.00	2,706.00	0.00	4,026.00
Amerigroup Community Care	1,608.81	714.46	1,233.22	160.00	0.00	3,716.49
Digiscript	0.00	0.00	0.00	0.00	3,575.60	3,575.60
Vanderbilt University Medical Center-BRET	2,640.00	0.00	0.00	0.00	0.00	2,640.00
HealthSpring, Inc	2,588.40	0.00	0.00	0.00	0.00	2,588.40
TN Dept. of Labor & Workforce Dev - MC	0.00	0.00	2,218.28	0.00	0.00	2,218.28

REVENUE AND FUNDING SOURCES: JULY 2009 – DECEMBER 2009

TFLI served over 600 distinct clients or students during the first half of this fiscal year through December 31, 2009. The 10 clients generating the most revenue for TFLI are listed below, showing the total fees collected.



ADDITIONAL ITEMS / NOTES