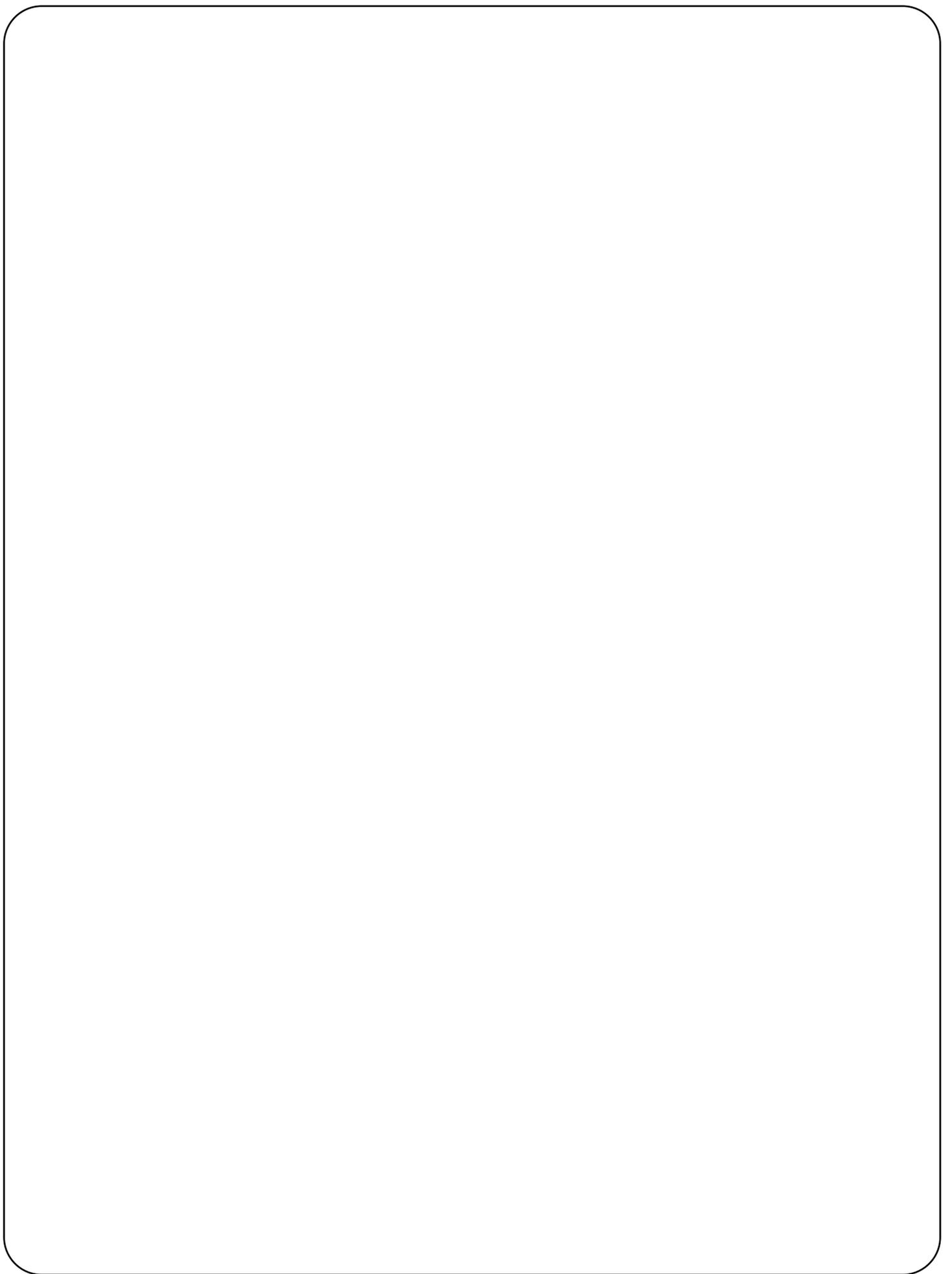


Report to the Governing Board of the Tennessee Foreign Language Institute



Presented
February 23, 2011

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



AGENDA

Meeting of the TFLI Governing Board

February 23, 2011 – 2:00 pm CST

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 August 27, 2010 Meeting
- IV. Executive Director's Administrative Report
 - a. Overview, Trends and Statistics
 - b. Website
- V. Departmental Reports
 - a. Marketing & Promotion
 - b. Cultural Awareness and Diversity
 - c. English as a Second Language
 - d. Foreign Languages
 - e. 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 Wednesday, August 24, 2011
- X. Adjournment

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MINUTES

Governing Board of the Tennessee Foreign Language Institute

August 27, 2010

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

Board Members:

Paul VanderMeer
Phyllis Qualls-Brooks
Gloria Bishop
Katherine Taylor Haynes
Kay Clark

Others in attendance:

Janice Rodríguez , TFLI
Jason Cavender, THEC
Sidney Clein, TFLI
Hope Collins, TFLI
Angie Harris, TFLI
Aaron Lovett, TFLI
Terry Murray, TFLI Fund, Inc.
Apryl Ruiz, TFLI
Maegan Young, TFLI

Representing TFLI, Janice Rodríguez

- I. **Dr. Kay Clark** called the meeting to order.
 - a. The agenda was adopted, and the meeting proceeded with an introduction of participants.
 - b. Minutes were approved from the last meeting. **Paul VanderMeer** made the motion to approve minutes; **Gloria Bishop** offered a second to the motion.
- II. Executive Director's Report
 - a. **Janice Rodríguez** began with a follow-up from the previous meeting. **Dr. Rodríguez** announced that we have finally acquired the new space in which the meeting is being held.
 - b. **Dr. Rodríguez** reminded the board that she had been invited to participate as a member of the Disability & Language Barriers Advisory Committee of the Tennessee Supreme Courts Access to Justice Commission in June of 2009.
 - c. Additionally, TFLI has presented a series of continuing legal education webcast seminars for the Tennessee Bar Association entitled "Spanish Series: Meeting the Spanish Speaking Client."
 - d. **Dr. Rodríguez** presented the new on-line video that can be seen at www.TFLI.org which outlines all of the institute's services to people viewing the website.
- III. Executive and Administrative Department Report: 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.
 - b. Translation and Interpretation Clients and Requests: **Dr. Rodríguez** brought to the attention of the board that the institute has completed approximately 1498 interpretations and

translation assignments during the first half of the year. Thirty-eight languages were requested, with the TN Dept. of Human Services being the largest client.

- c. Community Outreach: **Dr. Rodríguez** mentioned the many cultural events the staff regularly take part in every year in an effort to promote the institute. Previously this year the staff participated in the Nashville Cherry Blossom Festival which is newer to the city of Nashville. **Dr. Phyllis Qualls-Brooks** asked Janice if TFLI has any plans for social media such as Face book. **Dr. Rodríguez** explained we have a Facebook page although it is difficult to find time to manage it. **Dr. Rodríguez** continued that TFLI has recently hired a Marketing Coordinator who will be assisting in the management of TFLI's social media.

IV. Marketing and Promotion

- a. **Dr. Rodríguez** noted that TFLI's website continues to be an important part of our promotional and marketing program. Additional publicity outlets and venues include:
 - i. Ongoing advertising through Nashville Public Radio,
 - ii. Nashville's Shakespeare in the park, and
 - iii. An installation at the Nashville International Airport, which has seen some response.

V. Departmental Reports

- a. Cultural Awareness and Diversity (CAD)
 - 1. **Mr. Lovett** spoke about the Summer Institute for Intercultural Communication in Portland, OR that he attended in July. The training provides the most comprehensive and up-to-date methods and structure for designing and conducting powerful diversity training.
 - 2. **Mr. Lovett** has developed a new introductory program for nurses in multinational environment, done in cooperation with Dr. Ricky Winardi of Kaiser Permanente and Mr. Kevin Mac Gabhann of the Universite de Strasbourg.
 - 3. **Mr. Lovett** has continued to develop and present the cultural components of the TESL (Teaching English as a Second Language) certificate program.
 - 4. **Mr. Lovett** has increased the awareness of the CAD programs through community outreach events: Celebration of Cultures, TSU Spring Celebration, and the Festival of Nations.
- b. English as a Second Language (ESL)/TESL
 - 1. **Angela Harris**, the director of the department, began by pointing out the total registration of 75 for the current year with in both the TESL class and the ESL class.
 - 2. The ESL department has recently added to list of corporate classes by now working with Gestamp Automocion, National Association of State Boards of Accounting, TN Department of Human Services, and Asurion.
 - 3. **Ms. Harris** announced that the TESL program started its 27th course on July 20, 2010
 - 4. The Taxi Pro course just completed its 8th training session for Taxi Pro. Ms Harris also announced that the Nissan North America donated to the TFLI Fund a Nissan Quest van. Additionally, the ESL department was awarded a \$22,000.00 grant from the Nissan Foundation with the goal of increasing the number of Taxi Pro classes from 12 to 15, and to train more instructors as substitutes. **Dr. Clark** asked **Ms. Harris** if the enrollment has changed in the TESL class. **Ms. Harris** responded that the class enrollment has dropped throughout the year. The area has become saturated with English classes, and we have filled area schools and centers with teachers. She noted that we need to work on bringing TESL students from other areas to Nashville.
- b. Foreign Languages
 - 1. **Miranda Runcie, Assistant Director**, opened with some highlight about the Foreign Language (FL) department including hiring of several new language instructors including Spanish, Portuguese, Turkish, and French.
 - 2. Two foreign language instructors took the TESL course the year: Maria Simpson and Maya Campbell.
 - 3. The Foreign Language department has resumed offering classes to children, a program developed by Miranda Runcie and Maya Campbell. There was a successful Spanish

Summer Camp held for ages 4-7. TFLI will also offer after school classes offered at Brentwood United Methodist Church in Brentwood, TN.

4. The FL department continues to manage several corporate classes, such as those at Schneider Electric and at Meharry Medical School.
5. **Miranda Runcie** mentioned that the FL department has promoted their services at many of the community outreach events this year, as well as partnering with Glendale Elementary School and the Belcourt Theater to start classes and promote services.

VI. Interpretation and Translation Services (ITS)

- a. **Hope Collins**, the director of the ITS department, began by discussing the professional development and training of the ITS department, such as Mental Health Training for Interpreters that Sarah Fowler and Ms. Collins attended. The course provided two days of content specifically geared toward interpreting in various mental health settings. Jennifer Foley, interpretation coordinator, attended the 3rd of 6 classes toward her grant writing certificate through CNM in January 2010.
- b. **Ms. Collins** explained that the ITS department continues to be a part of promotional activities and community outreach, such as the Sudanese Community and Women's Center breakfast, and the Taskforce on Refugees and Immigrants.
- c. The ITS department received a Community Foundation Grant for the flood recovery efforts made by TFLI in providing interpretation services to agency who helped during the May flood.
- d. **Ms. Collins** spoke of the implementation of the new telephonic interpretation service which is not yet advertised that will allow ITS to expand the telephonic interpretation services offered on evenings and weekends.

VII. Financial Status of TFLI

1. **Dr. Rodríguez** explained that TFLI is meeting approximately 90% of its target amounts. Revenues were at 95% of targeted amounts.
2. Some notable sources of funding include:
 - a. State Appropriation
 - b. TN Department of Human Services
 - c. Fee Waivers
 - d. Grants : Nissan
3. Expenditures: Largest expenses
 - a. Salaries
 - b. Contractor payments

VIII. Closing

1. **Dr. Rodríguez** closed by asking for questions, no questions are asked at this time.
2. **Dr. Clark** asks if there are any other items. **Dr. Clark** closed the meeting at 3:08 pm.

EXECUTIVE DIRECTOR'S REPORT

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

Staff:

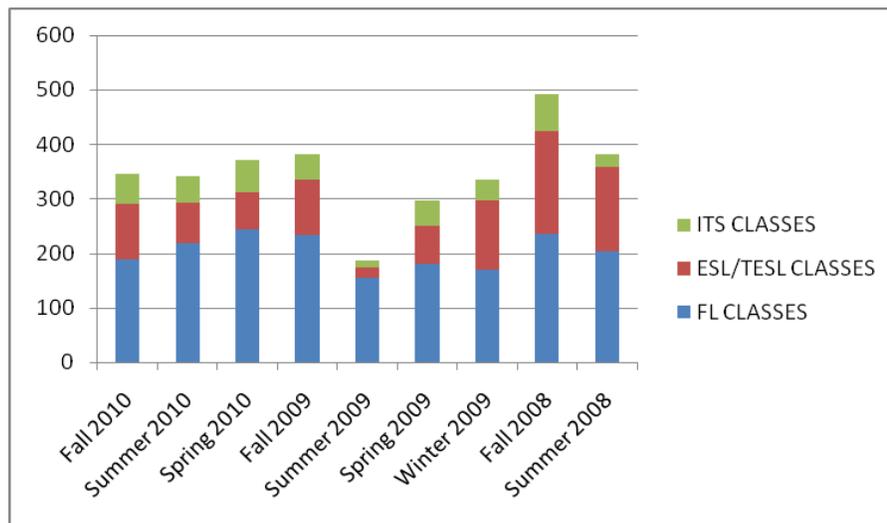
- Janice Rodríguez, Executive Director
- Apryl Ruíz, Office Coordinator
- Percy Person, Technology Coordinator
- Patti Pardue, Evening/Weekend Program Assistant
- Maegan Young, Administrative Assistant
- Trisha Boyer, Marketing Coordinator
- Maria Simpson, Spanish Language Instructor and Staff Resource

TRENDS & STATISTICS

CLASS ENROLLMENT

The programs at TFLI have maintained 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. The table (right) shows our enrollment trends in recent years.

	Fall 2010	Summer 2010	Spring 2010	Fall 2009	Summer 2009	Spring 2009	Winter 2009	Fall 2008	Summer 2008
FL CLASSES	188	219	244	233	154	181	170	236	203
ESL/TESL CLASSES	102	73	67	101	19	70	126	188	156
ITS CLASSES	55	50	60	47	13	46	39	68	23
Term Total	345	342	371	381	186	297	335	492	382



INTERPRETATION AND TRANSLATION CLIENTS AND REQUESTS

Approximately **1700 interpretation and translation assignments** were completed in the first half of this fiscal year; **815 requests were for interpretation; 885 were requests for written translation projects**. This number represents a **21% increase** in volume. As the table below indicates, the majority of the interpretation requests are concentrated in Spanish and Arabic.

Language	Count
Spanish	325
Arabic	108
Somali	61
Vietnamese	38
Farsi	37

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 July through December 2010 are as indicated in the table below.

Client	Number	Percentage
Mental Health Cooperative	166	20.3
Amerigroup	99	12.1
TN Dept. of Human Services	45	5.5
TN Board of Probation & Parole	44	5.4
Davidson County Juvenile Court	42	5.1
Middle TN Mental Health Institute	36	4.4
Metro Nashville Public Schools	35	4.2
West Nashville United Methodist Church	27	3.3
TN Oncology	21	2.6
Law Office of Michael Ponce	18	2.2
Other	285	34.9
Total	818	100%

Most Requested Languages for Translation (July 1 – December 31, 2010)

Language	Number of Assignments
Spanish	353
Arabic	221
Kurdish	26
Somali	24
Lao	15

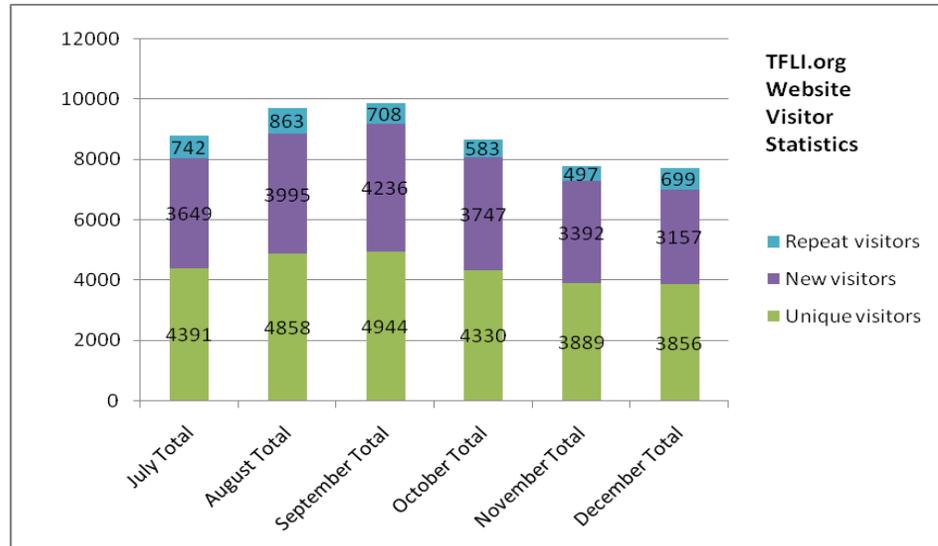
The largest single client requesting translation was the TN Department of Human Services. The following table shows the top five organizations by number of translation assignments requested, which include three agencies of the State of Tennessee.

State of Tennessee Agency	Translation Assignments
TN Dept. of Human Services	654
National Center for Missing and Exploited Children	30
TN Dept. of Labor and Workforce Development	16
Metro Nashville Public Schools	10
TN Dept. of Treasury	9

WEBSITE

STATISTICS

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.



TFLI SCRAPBOOK

TFLI volunteers took on the project of scanning articles and documents which chronicle the early years of the Tennessee Foreign Language Institute. Another volunteer, a high school student from Harpeth Hall, worked to upload them to our website. One of the earliest documents is from July 2, 1989. The scrapbook can be found at <http://tfli.org/history.aspx>.



MARKETING AND PROMOTION

Marketing Report, Trisha Boyer

We continue work on a 2-year strategic marketing plan to ensure that all efforts are directed toward fulfilling our mission. As we fine-tune this plan, we continue to work in promotion of the programs and services of TFLI.

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 fall TFLI participated in the “Celebration of Cultures” as well as collaboration with the TFLI Fund, Inc. for the 2010 International Wine and Food Tasting.

2010 International Wine & Food Tasting:

SouthComm Communication served as media sponsor for the 2010 International Wine and Food Tasting. The sponsorship package, which included print advertisements in *NFocus*, *City Paper* along with an online campaign on nashvillescene.com and citypaper.com, brought many first-time guests to the event.

The TFLI staff worked diligently along with the TFLI Fund Board to secure 195 auction items; raising more than \$19,000 over the previous year (\$26,504 net revenue in 2009.)

Community Partnerships:

- TFLI started a discussion with Hillsboro High School to develop a cultural component for the International Baccalaureate Program. We would start with juniors and expand to other grades based on success. Target date to implement is 2012.
- A dialogue continues with **Sister Cities of Nashville** as we explore partnership opportunities with the German exchange program. One of the topics of discussion was the few candidates from Metro Schools who have the requisite German language skills to participate in the exchange program with Magdeburg, Germany. We proposed offering classes in German for high school students whose schools did not offer German, with the expressed purpose of their participating in the SCN exchange program upon completion.
- The **Center for Nonprofit Management (CNM)** has expressed interest in partnering with us for our 2011 Cultural Series. This would allow us to reach out to their extensive mailing list, accessing a new audience for our programs.
- We met with the **TN Human Rights Commission** and exchanged collateral materials to display at each organization. We will also participate on a panel at their 2011 Employment Law Seminar. Along with a human resources manager and an employment attorney, TFLI will discuss best practices regarding cultural differences in the workplace.

Culture & Diversity:

TFLI hosted a lunch and learn information session in December to garner interest in future cultural workshops. The event was a great success with almost 50 people who RSVP'd for the 25 available spaces. We plan to develop the series in spring 2011. WPLN, Nashville's public radio station, donated several spots to promote the event.

ESL/TESL:

After submitting a press release about TFLI's Taxi Pro program to *Images* magazine (an annual publication from the Nashville Chamber), we were included in article about Nashville. We also advertised in the publication again this year, as it targets newcomers as they arrive in the city and is actively distributed to businesses throughout the year.

Foreign Languages:

For the spring semester, a 4-part, targeted email campaign announced both adult group and children's foreign language classes. We saw an increase in earlier registrations, which allowed the FL department to manage enrollments/classes more efficiently.

We negotiated an advertising campaign with SouthComm to promote spring 2011 group foreign language classes, which included print advertisements in *The Nashville Scene*, and on nashvillescene.com and citypaper.com. The package also included an online drawing for a class giveaway; through this we were able to collect 100 email addresses for future promotion. A survey at the end of this term will help us determine how many students heard about us through this campaign.

In 2010, two new children's language schools opened in Nashville. To stay competitive, TFLI advertised its children's classes in three issues of *Nashville Parent* magazine and in the Nashville Children's Theatre Program. The demographic for both publications mirrors our target market. We also printed posters and flyers to distribute to all Brentwood United Methodist Church families (BUMC hosts the TFLI children's classes).



Spanish Summer Camp for Kids!

¿Quién?
Grades K-5th

¿Dónde?
Brentwood United Methodist Church

To register or for more information:

TFLI
TENNESSEE FOREIGN LANGUAGE INSTITUTE
...Creating a dialogue with the world. ®

The flyer features a photograph of a young child wearing a large, colorful, patterned sombrero. The text is arranged in a clean, professional layout with a yellow and orange border.

We contacted several local publications, requesting that they feature TFLI gift certificates in their holiday gift-giving guides. *her nashville* magazine included TFLI in their two-page spread of unique holiday gifts.

Materials were given to TN Hispanic Chamber of Commerce to be handed out at their events and in their newcomer bags.



Who knew a job with the State of Tennessee could be *so enriching?*

Fee Waivers for Classes at TFLI
Using the State fee waiver program, full-time employees of the executive, judicial, or legislative branch of State government may take one course at any State supported college, university, or technology center, including the **Tennessee Foreign Language Institute**.

What Courses are Available?
Any course TFLI offers can accept a fee waiver, if there is sufficient enrollment. *For example:*

- Spanish, at any level, or
- Cultural Awareness and Diversity Seminars

Our website — www.TFLI.org — has detailed information on all the courses we offer.

TFLI **language instruction** covers the four skills of communication: listening, speaking, reading and writing — with an emphasis on speaking. Our goal is to help you communicate as soon as possible.

Culture and diversity training programs go beyond the visual as we examine the values, beliefs and behaviors of groups of people with the goal of more effective cross-cultural communication. Whether traveling abroad or working in your own community, cultural awareness is *essential* to effective communication.

How do I Get Started?
Twelve-week language classes (two hours each week) are offered three times a year in Nashville, beginning in January, May and September. **Our schedule and the fee waiver forms are available online.** Cultural awareness programs are held throughout the year or can be developed to meet your specific needs (one-day, multi-day or multi-week).

If the Nashville classes are not convenient, we may be able to start a class in your area. **Contact us (info@tfl.org), and your training coordinator.** If there is sufficient interest among your co-workers, and a training space is available, we can host a class at your agency. When there are enough students (only 10 fee waiver students are required!), we will confirm a date, time and place.

For more information about these and other programs, visit www.TFLI.org.



TFLI, an agency of the State of Tennessee established in 1986, is dedicated to responsive service of the public sector, the business community and private citizens in realizing their intercultural communication goals.

TFLI • 227 French Landing Dr. • Suite 100 • Nashville, TN 37228 • 615-741-7579 1-877-ASK-TFLI

We also designed collateral materials to promote fee waiver classes to State employees outside of Nashville.

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. For example, two public service print ads were secured in *Nashville Medical Journal* to promote our telephonic interpretation line. We also renewed our ad in *Sección Amarilla* (Spanish Yellow Pages), adding on online component. TFLI has also ramped up its Facebook activity. Friend us! <http://www.facebook.com/TN.Foreign.Language.Institute>



DEPARTMENTAL REPORTS

CULTURAL AWARENESS AND DIVERSITY

Staff: Aaron Lovett, Cultural Awareness and Diversity Director

July 2010 – December 2010

Overview

During the period of July-December 2010, the Cultural Awareness and Diversity (CAD) Department has had opportunity to explore several areas of community interest relevant to potential classes and programs. Based on direct inquiries and response to our December 9th information session, there appears to be a great deal of community interest in information about Islamic and Arabic cultures. Current events in Iran and Egypt, as well as locally, continue to stimulate this interest. As with all culture and diversity programs, our mission compels us to answer the call for information while remaining neutral and objective in providing content for our programs.

Culture Programs

Arabic Culture: An Inside View

This program was originally conceived as a teacher-led five-part series highlighting various aspects of Arab Culture: *Women's Rights in the Arab World*; *Arab Communities in Tennessee*; *Americanized Arab Behavior*; *A Brief History of Islam*; and *Traveling to the Middle East*. However, because of the great variety encompassed within the term "Arabic Culture," it seems best broaden the dialog by addressing the topics in a roundtable or panel format. We are now seeking knowledgeable and willing participants to participate in this discussion.

On December 9, 2010 CAD offered a one-hour information session regarding plans for the Arabic Culture series. No admission was charged and Café Rakka donated lunch. We required registration in advance and limited attendance to 25. The session filled to capacity, and all in attendance expressed interest in seeing an Arabic Culture program come to fruition.

Diversity in Nursing

This program is designed to present the basics of diversity and culture as related to the nursing profession. It is an interactive presentation which includes examples relevant to the minority and immigrant populations living in

Tennessee. CAD now conducts a version of this program for first-year nursing students at **Columbia State Community College** (Franklin, TN campus). We hope that soon other educators and employers will appreciate the value of this program and include it in their regular training programs.



Culture and Diversity: Assisted Living

In response to requests for a training program for assisted living and nursing home facility directors, CAD has developed a program which addresses cultural differences manifested among members of Tennessee's

aging population. Additionally, elements from the Diversity in Nursing program are used to inform directors and HR staff about potential cultural differences in the treatment of ill or aged adults.

Diversity in Tennessee

Informative for any audience, this program discusses the diverse communities of Tennessee. In cooperation with the Foreign Language department, CAD has been able to conduct cultural awareness classes for the **US Army Corps of Engineers** in Nashville and Chattanooga.



Looking Ahead

- The office of the Consulate-General of Japan in Nashville has requested partnership in developing and hosting a Japanese Culture series.
- A panel-discussion will address the growing interest in Arabic Culture and current events in the Arab world.
- “Lunch-and-Learn” programs will provide an opportunity to generate interest in TFLI programs and inform attendees of various cultural perspectives.

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. REGISTRATIONS

- Total registrations for group classes = 138
- Group class at J.E. Moss Elementary at discounted tuition = 3
- Total registrations for TESL = 22

The ESL Department has new custom classes :

- Consultora Demison
- MTSU Graduate Fellows
- From November 16, 2010 to December 2, 2010, the ESL department conducted a custom class for four college students from Guatemala. Assistant Director, Thuy Nguyen developed a special curriculum for the students, and taught the students. Lessons included visiting and learning about famous sites in Nashville.



ESL students from Guatemala: Sergio, Alejandra, Jose & Johana

II. NOTABLE ACCOMPLISHMENTS FY 2010-2011

August to present

ESL Podcasts on *La Sabrosita* radio station, and archived on

http://tfli.org/esl_podcast.aspx

Thuy & Maria have their own radio show on La Sabrosita 810 AM station.

TFLI's "3-minute English" on their station several times per month.

Lessons and transcripts are posted on tfli.org.

Nine lessons have been completed so far.



September

- Angie was elected as the Chairperson to the Nashville Task Force Refugees and Immigrants
- Thuy joined the Nashville Film Festival committee to help them to network and reach out to diverse audiences.

October

- Maegan began a video internship with the Frist Center to assist in the creation of the Connecting Cultures Exhibit (opens April 15, 2011).

November 2010

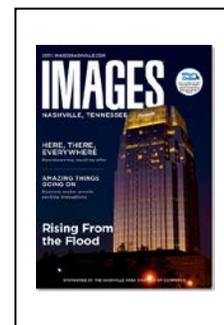
- Angie was elected to the Board of Directors for the Nashville International Center for Empowerment (N.I.C.E)
- Angie completed Digital Photography Courses (I & II) at Watkins College of Art & Design.

December 2010

- Maegan completed a basic digital photography course at NSCC.

January 2011

- Maegan started TESL Training at TFLI.
- Angie was interviewed and Taxi Pro featured in entrepreneurial article on Nashville's Chamber of Commerce, *Images* magazine:
<http://tfli.org/Documents/Images2011.pdf>



III. TESL CERTIFICATE COURSE

- December 7, 2010 - First TESL Information Session – four attendees registered for current TESL class. The next information session will be on February 26, 2011.
- Developed relationship with new organization, African Leadership, for TESL field teaching.
- Cheryl Hadley from NALC invited to teach literacy portion of TESL class.
- The TESL Department began its 28th course on January 6, 2011.
- 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 January 31st, 2011, the ESL Department completed its 16th training session for Taxi Pro, graduating a cumulative total of 191 new taxi drivers graduated from the program.
- Maegan is working to submit a proposal for the Frist Technology Grant.
- Since July 2010, Taxi Pro has collected \$9,850 in fees

V. GRANTS IN PROGRESS

E Pluribus Unum. (\$50,000). *Submitted on December 15, 2010 (Angie)*

The E Pluribus Unum Prizes are a national awards program that provides four \$50,000 prizes annually to exceptional initiatives that promote immigrant integration, i.e. "Taxi Pro". The awards recognize outstanding immigrant integration initiatives of all types, whether led by nonprofit or community organizations, businesses, public agencies, religious groups, or individuals. The awards program is coordinated by the Migration Policy Institute's National Center on Immigrant Integration Policy

Nissan Foundation. (\$25,000). *Submitted on February 18, 2010 (Angie)*

This proposal aims to utilize TFLI's TESL Certificate Program to train at least 10 community ESL teacher volunteers to become certified instructors for adult immigrants and refugees learning ESL in community centers located in Davidson County.

Frist Foundation Technology Grant (\$5,000). *Due April 1, 2011 (Maegan)*

These funds would enable TFLI to create videos for Taxi Pro and TESL Online training. We are asking for video equipment, software, and training. Videos supplemental to 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.

Dollar General Foundation (\$20,000). *Due February 22, 2011 (Jane)*

TFLI will partner with Metro Nashville Public Schools to provide literacy and ESL classes to 160 (one hundred sixty) immigrants who are not currently being served under existing language programs. The immigrants to be served under the proposal include both parents of students at the schools listed above as well as parents from schools in the associated clusters. TFLI has had a relationship with the ELL Parents' Clubs at three of the listed schools since September 2009. At that time we arranged to provide teacher-trainees for a limited number of weeks which corresponded to our need for field teaching sites for our Teaching English as a Second Language (TESL) training course.

VI. EVENTS 2010

Aug 25	Nissan Foundation Luncheon for grant recipients
Aug 31, Sept 26, Nov 30	Nashville Task on Refugees and Immigrants Force Meeting
Sept 2	Frist Advisory Meeting for Connecting Cultures Exhibit
Sept 19	Latino Family Festival at Zoo
Sept 22	NICE Open House, Board of Directors
Sept 29	Cal Turner Breakfast, <i>Connecting New Nashvillians</i> website launch
Oct 2	Celebration of Cultures at centennial Park (Scarritt Bennett event)
Oct 15	TFLI Fund Wine-tasting

Nov 10	NICE Board Orientation
Nov 19-21	ACTFL Convention, Boston
Dec 11	NICE Anniversary Celebration, Glenclyff HS
Dec 11	Frist Connecting Cultures Multicultural Mixer with exhibit preview
Dec 16	Nashville Young Professionals Event through NACC

FOREIGN LANGUAGE DEPARTMENT

July 2010 – December 2010

Staff: Sidney Clein, Director
Miranda Runcie, Assistant Director

Overview

The foreign language department has been busy this quarter promoting and maintaining group, private and business classes as well as developing new classes and new partnerships in the community. During this time, **we continued to interview, hire and train new instructors** to build our base staff, **review and update website information, pricing and materials required for group and custom classes**. We **lowered the returning student fee from \$375 to \$325** to show our appreciation to our loyal patrons and the **early bird fee from \$325 to \$300** to pump up earlier enrollment. Our **Summer 2010 term of group classes finished up in July** and our **Fall 2010 term of group classes ran from 13 September through mid-December** when enrollment for the Spring term began. We received **excellent feedback** on our evaluations both terms and included many **student testimonials** on the website and on some new promotional pieces. We **continued to increase awareness of our classes** with the assistance of our marketing coordinator, Trisha Boyer; **creating and promoting new class options, participating in festivals and events** and **placing advertisements in new venues** including **The Scene, The City Paper, Parent Magazine and the Nashville Children’s Theater Program**. French instructor, Sally Worsham, created our new **6-week “Bon Voyage: American in Paris”** course which was added, along with Turkish and Swahili, to our regular group class schedule.

In addition to changes and developments in our group class offerings, The FL Department **helped fund TESL participation for Spanish instructor**, Maya Campbell and we hope to be able to do so for other outstanding instructors as well. She incorporated her new training into working with FL Asst. Director, Miranda Runcie, to help us successfully launch a **new 2-week, Spanish Camp for Kids last summer** which ran beautifully and will continue this summer as well as a **10-week, after-school tutoring program in September 2010** called **“Club de Español”** which also had success, has continued and has doubled in enrollment this Spring. We began preparing our first **GROUPON** ad offering the **“Paris Class”** on 2 different nights each week which was also a success when launched in the Spring and both classes are filled to the maximum. We also met with the **Viking Institute** to discuss **adding a language component** to their series of **international cooking classes** as well as possibly trading this service for the **use of classroom space** in their state-of-the-art Franklin facility and are in the planning stages of the first session of a **French Cooking/Language class** at their location. We **continued medical Spanish classes at Baptist and Meharry Hospitals, business classes at Schneider Electric and BUMC** and added **Glencliff High School** and the nurses from the **Vanderbilt Nursing program** to our new client list. The FL dept. redesigned the Workplace Class Brochure/pricing structure arranging packages of instructional hours for discounted prices to encourage clients to invest in more class time up front.

Take the bull by the horns and educate your staff!



Expand your business to the global community.
Bridge the communication gap between employees of different backgrounds.

We can assess your needs and customize classes to meet those needs, including terminology suited to *your* organization's specific goals.

A COMMUNICATIVE APPROACH

TFLI instruction covers the four skills of language learning: listening, speaking, reading and writing with an emphasis on speaking. Classes are conducted in the target language from the very beginning so that students are immersed in the language. Our goal is to help you to communicate as soon as possible.

ABOUT OUR INSTRUCTORS

TFLI Instructors are experienced teachers, have native fluency and are trained by the Institute. They love teaching and are highly equipped to help adult students overcome the obstacles of learning a foreign language.



WHAT YOU WILL LEARN

Once you master the 3 Beginning level classes, you can expect to speak comfortably about day to day activities in the present and begin speaking in the past tense.



After finishing the 3 Intermediate level classes, the goal is to express more complex thoughts, tackle irregular verbs and use both past and future tenses.

Upon completing the 3 Advanced level classes, enhancing your skills and practicing what you have learned, you should be able to hold a simple conversation in the target language.

TFLI offers training in over 100 languages.

Workplace classes can be arranged in any language at anytime!

CLASSES ARE PRICED AT A GROUP RATE WITH ENROLLMENT OF UP TO 15 STUDENTS MAXIMUM			
PROGRAM SAMPLE FORMATS	LEVELS COVERED	GROUP TUITION COST PER STUDENT	MATERIALS FEE RANGE
20-HOUR COURSE ♦ 10 WEEKS, ONE 2-HOUR CLASS PER WEEK ♦ 5 WEEKS, TWO 2-HOUR CLASSES PER WEEK	ABSOLUTE BEGINNER (INTRODUCTION)	\$2000 \$133 EA	\$35-\$55 PER STUDENT
60-HOUR COURSE ♦ 30 WEEKS, ONE 2-HOUR CLASS PER WEEK ♦ 20 WEEKS, TWO 1 1/2-HR CLASSES PER WEEK	BEGINNING 1, 2 & 3	\$5000 \$333 EA	\$55-\$100 PER STUDENT
120-HOUR COURSE ♦ 60 WEEKS, ONE 2-HOUR CLASS PER WEEK ♦ 30 WEEKS, TWO 2-HOUR CLASSES PER WEEK	BEGINNING 1, 2 & 3 INTERMEDIATE 1, 2 & 3	\$9000 \$600 EA	\$55 - \$165 PER STUDENT
180-HOUR COURSE ♦ 60 WEEKS, TWO 1 1/2-HR CLASSES PER WEEK ♦ 45 WEEKS, TWO 2-HOUR CLASSES PER WEEK	BEGINNING 1, 2 & 3 INTERMEDIATE 1, 2 & 3 ADVANCED 1, 2 & 3	\$12,000 \$800 EA	\$110-\$200 PER STUDENT

For more information or to schedule a class: (615) 741-7579 / fl@tfl.org

Students Served

Group Class Total: 323 students / 107 state employees

- **Summer 2010 Term:** May 17 - August 2, 2010: 27 classes, 182 students / 57 fee waivers
- **Fall 2010 Term:** September 13 - December 6, 2010: 22 classes, 141 students / 50 fee waivers

Scholarships:

- Summer 2010 term: 0 applied
- Fall 2010 term: 2, 1 accepted

Custom Class Total: 42 custom students who started or continued their class during the Summer and Fall 2010 terms

- | | | |
|-------------|--------------|--------------|
| ○ Arabic 3 | ○ Hindi 1 | ○ Spanish 24 |
| ○ Chinese 2 | ○ Italian 3 | ○ Turkish 1 |
| ○ French 3 | ○ Japanese 2 | |
| ○ German 1 | ○ Russian 2 | |

Business Class Total: 151 hours / 154 students

- Baptist Hospital: 20 hours / 15 students / 1 class
- Brentwood United Methodist Church: 15 hours / 40 students / 2 classes
- Glencliff High School: 20 hours / 15 students / 1 class
- Meharry Medical Center: 80 hours / 58 students / 2 classes
- Schneider Electric: 8 students / 40 hours / 2 classes
- Vanderbilt Nursing: 8 students / 20 hours / 1 class

New Business and Initiatives

RR Donnelly, Nashville, TN: 14 July 2010 met with executive director and staff to discuss potential **Spanish classes** for their workforce traveling to and communicating with new offices in Santiago, Chile. The proposal was approved and 2 on site classes are currently being arranged for 20+ staff members (in progress).

TFLI “Spanish Camp” 19 July, 2010: The FL Dept. launched the first 2-week session of the summer Spanish language camp for children ranging in ages from 5-11. FL Asst. Director, Miranda Runcie and Spanish Instructor, Maya Campbell, planned the curriculum with some help from the “Muzzy” series, developed the lessons and activities and led the camp together using the methodology they learned in our TESL program. It was held **M-TH 9am-12pm for 2 weeks at Brentwood United Methodist Church** (the space is in exchange for a discount on the adult classes we provide there as well) and it was a big success! The kids and the parents who were given a performance at the end of the sessions were pleased and two more sessions are already posted for Summer 2011.

Camp Schedule

8:45 – 9:00am	Children arrive
9:00 – 9:10am	Warm up and Review
9:10 – 9:15am	Welcome: “Hola Song”
9:15 – 9:45am	Video and lesson
9:45 – 10:15am	Arts and crafts
10:15 – 10:30am	Snack*
10:30 – 11:00am	Song, dance, role play, etc.
11:00 – 11:30am	Game / Story time
11:30 – 12:00pm	Spanish Speaking Country / Cultural Lesson
12:00 – 12:05pm	Wrap Up, End of camp day



“Club de español” : After School Spanish Classes for Kids Following the success of the summer Spanish Camp, TFLI launched an after-school Spanish language tutoring program in **Brentwood** in the **fall of 2010** which was also a success with 10 kids attending. Again, Miranda Runcie and Maya Campbell planned the curriculum and led the classes. Honor Spanish students from Brentwood High School volunteered to assist the instructors. The second round of after-school classes (Club de Español) started this month saw all of the previous students returning and enrollment doubling so that both Tuesday and Thursday sessions are now filled!

Glenclyff High School: 28 September, 2010: 10 weeks/20 hours of Spanish training for 15 students.

Vanderbilt Nursing: 13 November, 2010: 10 weeks/20 hours of medical Spanish training for 8 students in progress.

Community Outreach/Events:

- 18 July 2010 - EL Protector Community Fair in Dell Park, Nashville, TN
- 6 August 2010 - Metropolitan Nashville Public Schools Conference
- 18 August 2010 - Glendale Spanish Immersion Elementary School PTO presentation
- 15 September 2010 – Lost Boy’s Walkathon in Nashville, TN
- 18 September 2010 – Sister Cities of Nashville’s Third Annual Celebration of Nations at O’More College.
- 19 September 2010 – Latina Family Day at the Nashville Zoo
- 2 October 2010 – Celebration of Cultures in Centennial Park
- 29 October 2010 – Farmers’ Market Exhibition, Nashville, TN
- 3 November 2010 – Army Corp of Engineers, Nashville, TN – Multi departmental presentation of services
- 18 – 21 November 2010 – FL Director attended ACTFL Conference in Boston, MA

New and Ongoing Partnerships:

Belcourt Theatre, Nashville, TN: We continue to promote one another’s events and share resources and are still discussing ways in which we might combine our services.

December, 2010: Alliance Française: The Foreign Language director and Dr. Rodríguez met with a board member of the AF to discuss possible ways in which we could partner to further both of our missions. We decided to begin by involving the AF in the development of our Children’s language program since we want to expand it to languages other than Spanish and they want to offer **French Camp for Kids**. TFLI and AF are organizing a joint venture involving French instructors from both schools to shadow our Spanish Camp this Summer in order to prepare a French section for next summer based on the current program. Once this is in place, we hope to continue to extend our services to more languages.

What our students are saying:

Summer 2010 Term

"I really enjoyed returning to the institute this semester. [My teacher] was an amazing instructor. She is always ready to teach and excited about having class. Your institute is just so different from Spanish class in college. Thank you so much for another wonderful course."

Jason Frazier, Spanish 3.1

"I absolutely loved the course! I was thrilled how quickly I became comfy with the material with [the teacher's] help. I enjoyed the diverse group of students. The class was full of different ages, backgrounds, reasons for being there."

Joe, Spanish Beginning 2

"I loved learning at the easy pace, but still learning so much! When I went to Russia, I realized how much I had learned without even realizing I was learning it!"

Rose Dullan, Russian Intermediate 3

"The teacher was very enthusiastic about helping us learn the words. She made the class fun and exciting. [The teacher] was always willing to repeat words, phrases, etc. and eager to answer all questions."

Kevin Brock, Absolute Beginner's Spanish

Fall 2010 Term

"...the friendly atmosphere of the class and the willingness of the teacher to explain every question.."

Patricia Ling, Chinese Beginning 2

"I really liked my teacher. She was patient and managed to accommodate slower students (like me) as well as students that picked up on things faster. She also made it fun".

Meredith, Arabic Beginning 1

"This class is amazing!! It is an interesting time to hold complete conversations!! [The teacher] did a great job at moving the class along and holding to topics!!

Jeremiah Davis, Advanced French Conversation

"I adore [the teacher!] She is encouraging and pleasant - which makes for a great learning environment. Her excitement makes you want to learn."

Anonymous, Beginning Spanish

"The class was strong in review and moved ahead at a pace that challenged yet felt compassionate. I will plan to take the next class in the new year."

Anonymous, Spanish Beginning 3

"[My teacher] is very organized and devoted to her subject. She always makes an effort to engage the entire class and is well prepared. I enjoy taking her class greatly!"

Kevin Bartels, Spanish Intermediate 3

"The teacher was extremely supportive and competent..."

Heraldo Richards, Advanced Spanish Grammar
Review

"Everything is perfect! Great teacher, great staff... love it!"

Mohammed Syed, Advanced Spanish Grammar
Review

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 July 2010:

- Court interpreter workshops: 45 interpreters trained
- Community interpreter training: 10 interpreters trained
- Interpretation technique courses: 10 interpreters trained (Spanish, Nashville/Knoxville through AOC classes)
- Healthcare Interpreter Skills Assessments: 25 interpreters tested in 10 counties (MITI test offline since February 2010)

Highlights

Cross Training

Kaiser Permanente Healthcare Interpreter Certificate Program – At the end of December, Sarah completed a 40-hr. healthcare interpreter training course through the TN Association of Professional Interpreters and Translators. The class included a 10-hr. practicum and 30 hrs. of classroom time with several instructors specializing in interpretation in healthcare settings. Topics included ethics, cardiology, embryology, women's health, musculoskeletal system and diagnostics.

Nashville Conflict Resolution Center Mediation Training – At the end of December, Hope completed a 40-hr. Mediation Training course through the Nashville Conflict Resolution Center. Mediation provides an alternative non-violent solution to resolving conflict outside a courtroom. The class included 40 hrs. of classroom time with State of TN Rule 31 Certified Mediators, 10 hrs. of observation and a mediation apprenticeship. Topics included perception and role of race and gender in mediation, cultural competency and mediation methodologies. Mediation is valuable in any workplace setting, creating a dialogue about resolving conflict between employers and employees, managers and contractors, etc.

Activities

- Consul General of France/Sister Cities Event – September - Janice and Hope
- TN Association of Professional Interpreters and Translators – Annual Conference in Nashville – Sarah, Ezra, Rachel (Brenda's replacement during maternity leave) and Hope
- American Society of Public Administrators – annual conference in December - Janice and Hope

Special Interest

Street Works – TFLI provided interpreters for a new annual event “Family Day” for the organization “Street Works.” Street Works is an HIV/AIDS awareness organization that reached out to Spanish and Somali speaking communities for this event.

TN Immigrant and Refugee Rights Coalition – TFLI provided interpreters for the annual conference in Nashville. TIRRC reached out to the Somali and Spanish speaking communities for this event.

New Business Update

TFLI’s telephonic interpretation service has increased from zero to an average of seven calls per month (after-hours/weekends.) We would like to see this grow in the coming months. TFLI has been offering this service to clients officially since November 2010.

TFLI Telephonic Interpretation Services



To complement our face-to-face interpretation services and written translation, the Tennessee Foreign Language Institute provides clear, fast, and accurate over-the-phone interpretation. We combine the latest technology with a staff of live language professionals located right here in the United States.

Our goal is to make communicating across language and cultural barriers as seamless and accurate as possible, while making it as easy as possible for you, our client. Here's how we do it:

- To use the service, dial **877-346-1674** from any phone, and you will be connected to the call center.
- You will be asked to give the language you need, your name, and billing information.
- The service can be scheduled in advance, or accessed without notice.
- If you need to speak with a non-English speaker on the phone, the operator will place the call and make the conference call for you.
- If you do not know the language you need, the operator will help you determine the language.

Rates

Rates for telephonic interpretation are charged by the minute, with a 30-minute minimum. Current rates are \$1.85 per minute.

Languages

Over 200 languages are available to facilitate most every communication need you may encounter in our communities. A complete list may be found on the reverse of this document.



Tennessee Foreign Language Institute
227 French Landing Dr., Suite 100
Nashville, TN 37228
615-741-7579 www.TFLI.org info@TFLI.org

Acholi	Afrikaans	Akan	Albanian
Amharic	Apoi	Arabic	Armenian
Ashanti	Assamese	Assyrian	Azerbaijani
Bahasa	Balinese	Balochi	Bambara
Basque	Bassa	Batak	Belarusian
Bengali	Berber	Bhili	Bicol
Boholano	Borana	Bosnian	Bulgarian
Burmese	Cachi	Cambodian	Canjober
Cantonese	Cape Verde Creole	Catalan	Cebuano
Chaozhou	Chavacano	Cherokee	Chichewa
Creole	Croatian	Czechoslovakian	Danish
Dan	Dinka	Dutch	Estonian
Ethiopian	Ewe	Farsi (Persian)	Fijian
Filipino	Finnish	Flemish	French
French	Fukienese	Fulani	Fuzhou
Gaelic	Galician	Gbandi	Georgian
German	Gha	Gikuyu	Greek
Guarani	Gujarathi	Hainanese	Haitian Creole
Hausa	Hebrew	Hiligaynon	Hindi
Hmong	Hungarian	Ibo	Igbo
Ilocano	Ilonggo	Indonesian	Italian
Japanese	Javanese	Kannada	Kanuri
Kashmiri	Kazakh	Khmer	Khmu
Kinyarwanda	Kirundi	Kongo	Korean
Krahn	Kurdish	Kyrgyz	Lakota
Lao	Latin	Latvian	Liberian
Lithuanian	Lkale	Llahe	Llocano
Macedonian	Madura	Makua	Malagasy
Malay	Malayalam	Maltese	Mam
Mandarin	Mandinka	Marathi	Marshallese
Mende	Mien	Minangkabau	Mixteco
Moldovian	Mongolian	Moore	Nahuatl
Navajo	Nepali	Nigerian	Norwegian
Nuer	Oriya	Oromo	Pampango
Pangasinan	Papiamento	Pashto	Persian
Polish	Portuguese	Punjabi	Quechua
Quiche	Romani	Romanian	Russian
Samoan	Santali	Serahule	Serbian
Serbo-Croatian	Sesotho	Shanghaiese	Shona
Sicilian	Sindhi	Slovak	Slovenian
Somali	Soninke	Spanish	Sranang
Sudanese	Swahili	Swedish	Szechuan
Tagalog	Taiwanese	Tamil	Tanga
Telugu	Thai	Tibetan	Tigre
Tigrinyan	Toisanese	Tongan	Tshiluba
Tsonga	Tswana	Turkish	Turkmen
Ukrainian	Umbundu	Urdu	Uyghur
Uzbek	Vietnamese	Visayan	Waray
Welsh	Wolof	Wu	Xhosa
Yi	Yiddish	Yoruba	Yoruba
Yugoslavian	Zhuang	Zulu	

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TFLI FUND, INC.

The TFLI Fund, Inc. is a 501c3 fundraising organization that provides support to the Tennessee Foreign Language Institute. 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. Additional information about the TFLI Fund can be found on the pages of the Community Foundation: <http://givingmatters.guidestar.org/NonprofitProfile.aspx?OrgId=1795>

The TFLI Fund is in the process of recruiting new board members, to replace those who have stepped down. John Bosio, from Caterpillar Financial, and Betty Brodie, long-time student and supporter of TFLI, have resigned their positions. The board is seeking representation from TFLI supporters and supporters of foreign language and culture in general. Fundraising experience and enthusiasm is always appreciated.

This year, the TFLI Fund will award TFLI with a \$10,000 dollar grant, which we have purposed to use scholarships for students of TFLI.

The TFLI Fund hosted its annual fundraising events, the International Wine and Food Tasting, on October 15, 2010. Over 200 people attended the event. The TFLI staff worked diligently along with the TFLI Fund Board to secure 195 auction items; raising more than \$19,000. The net revenue for the event was \$36,447, a nearly \$10,000 increase over the previous year (\$26,504 net revenue in 2009.) A statement of the Fund's financial position follows.



TENNESSEE FOREIGN LANGUAGE INSTITUTE FUND, INC.
STATEMENTS OF FINANCIAL POSITION
DECEMBER 31, 2010 AND 2009

	<u>2010</u>	<u>2009</u>
Charles Schwab Institutional Account		
Cash	\$ 31,068.34	\$ 47,024.14
Fixed income	92,670.19	59,181.76
Equities	145,842.38	81,328.56
Other	-	31,652.75
	269,580.91	219,187.21
 Regions Credit Card Account	 27,336.90	 45,106.67
	 <u>\$ 296,917.81</u>	 <u>\$ 264,293.88</u>
 Liabilities - Account payable	 \$ -	 \$ -
Net Assets - beginning of year	264,293.88	229,573.95
Current year - change in net assets	32,623.93	34,719.93
Total Net Assets	296,917.81	264,293.88
Total Liabilities and Net Assets	<u>\$ 296,917.81</u>	<u>\$ 264,293.88</u>

FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

During the first half of the fiscal year 2010-2011, TFLI has had to turn to reserve funds to meet current expenses. While our revenue is up 6%, compared with the same period last year, our expenses are up 17%.

Profit & Loss Previous Year Comparison July through December 2010

	Jul - Dec 10	Jul - Dec 09	\$ Change	% Change
Ordinary Income/Expense				
Income				
50260 · State Appropriation	175,700	173,400	2,300	1.33%
50360 · Private Gifts - Contributions	22,526	15,050	7,477	49.68%
50700 · Interest Income	315	704	-389	-55.21%
50750 · Miscellaneous Income	408	1,334	-926	-69.42%
51800 · Other Nonmandatory Fees				
51801 · Fees-ESL	81,977	75,362	6,615	8.78%
51802 · Fees-FL	129,633	134,203	-4,570	-3.41%
51803 · Fees-ITS	430,031	396,038	33,993	8.58%
51804 · Fees-Culture	1,750	0	1,750	100.0%
Total 51800 · Other Nonmandatory Fees	643,391	605,603	37,788	6.24%
Total Income	842,340	796,090	46,250	5.81%
Gross Revenue	842,340	796,090	46,250	5.81%
Expense				
61100 · Administrative Salaries	298,130	281,690	16,440	5.84%
61300 · Clerical & Support Salaries	109,330	97,111	12,219	12.58%
62100 · Retirement - TCRS	40,488	34,415	6,073	17.65%
62300 · FICA	24,376	22,820	1,556	6.82%
62400 · Medicare FICA	6,198	5,475	723	13.2%
62500 · Group Insurance	40,671	33,483	7,188	21.47%
62900 · Other Emp. Benefits	636	343	293	85.34%
62910 · Def Comp 401K - Matching	2,530	2,570	-40	-1.55%
73100 · Individual In-State Travel	3,179	2,704	474	17.53%
73200 · Individ. Out-of-State Travel	3,204	0	3,204	100.0%
74140 · Dup. & Copy. - Outside	8,100	9,639	-1,539	-15.97%
74210 · Telephone - Local	2,051	1,821	230	12.64%
74230 · Postal Charges	1,208	1,595	-387	-24.28%
74410 · Prof./Admin. Service 4410	243,101	170,984	72,117	42.18%
74430 · Maint. of Comp. Soft.	0	30	-30	-100.0%
74440 · Consulting Services	3,796	3,925	-129	-3.28%
74470 · Advertising Services	26,679	13,661	13,018	95.29%
74480 · Dues & Subscriptions	3,980	6,110	-2,130	-34.85%
74490 · Other Prof/Admin Ser	25,136	25,111	25	0.1%
74500 · Supplies	12,039	5,254	6,785	129.14%
74610 · Rent/Lease for Real Property	55,943	41,979	13,964	33.27%
74630 · Rentals	237	3,360	-3,123	-92.96%
74830 · Train. Costs/Employ.	1,277	330	947	286.97%
74920 · Bad Debts	0	1,124	-1,124	-100.0%
76100 · Stores for Resale	9,067	13,580	-4,513	-33.23%
77200 · Service Charges	9,245	5,053	4,193	82.98%
78110 · Office Equipment	3,153	16,004	-12,851	-80.3%
Total Expense	933,753	800,171	133,582	16.69%
Net Ordinary Income	-91,412	-4,081	-87,332	2,140.15%
Net Income	-91,412	-4,081	-87,332	2,140.15%
Accounts Receivable	120,310	108,911	11,399	10.47%
Unrealized FY Net Revenue	28,898	104,830	-75,933	-72.43%

Some of the areas showing the highest increases are in the areas of **salary and benefits, advertising, and rent**. We have not yet been able to fill our newly acquired space to levels we projected when we acquired the space, and this lack of growth coupled with our increase in rent has left us relying on our reserves to cover the gap.

TFLI BUDGET PERFORMANCE, JULY 2010 – DECEMBER 2010

At our last meeting, the board approved a spending plan with targets for revenues and expenditures. The following table shows our status in relation to those goals.

Revenues

We are on course with our revenues, having received 48% of our targeted amounts: \$842,340. We have over \$120,000 owed to us in accounts receivable, and we will be granted \$10,000 by the TFLI Fund, Inc. to use toward partial scholarships for TFLI programs. With the scholarships requiring a partial payment from the recipient, this grant will in practicality double the amount of revenue for TFLI.

Expenditures

The expenditures which exceed the scheduled 50% mark include the aforementioned salaries, benefits and rent, along with several other categories, which merit some discussion.

- Travel. Professional development by means of participation in a language conference constitutes the bulk of this travel expense. Further travel to this extent is not anticipated in the last half of the fiscal year.
- Printing and Advertising. The bulk of promotional events for which a considerable portion of expense is allocated took place in the fall. We should remain within the target for the remainder of the year.

	Budget Goals FY 10-11	FY 10-11 through December 2010	Percentage of Goal
Beginning Balance	\$ 446,939	\$ 446,939	
POSITIONS:	16+*	16+	
FUNDING SOURCES			
STATE APPROPRIATION	\$ 338,100	\$ 175,700	51.97%
Fees Collected	\$ 1,400,000	\$ 666,640	47.62%
FL	\$ 330,000	\$ 129,633	39.28%
ESL	\$ 260,000	\$ 104,503	40.19%
ITS	\$ 795,000	\$ 430,693	54.18%
CAD	\$ 15,000	\$ 1,811	12.08%
Grants & Donations	\$ -		100.00%
TOTAL REVENUES	\$ 1,738,100	\$ 842,340	48.46%
EXPENDITURES			
SALARIES & BENEFITS	\$ 980,500	\$ 523,636	53.40%
TRAVEL	\$ 8,500	\$ 6,382	75.08%
SUPPLIES	\$ 60,000	\$ 24,259	40.43%
RENT	\$ 115,200	\$ 56,180	48.77%
PRINTING	\$ 12,000	\$ 8,100	67.50%
PROFESSIONAL SVCS.	\$ 523,400	\$ 315,195	60.22%
Postage & Tel.	\$ 6,000	\$ 3,259	54.31%
Consulting Services	\$ 10,000	\$ 3,796	37.96%
Advertising Services	\$ 40,000	\$ 26,679	66.70%
Dues and Subscriptions	\$ 12,000	\$ 3,980	33.17%
Other Prof/Admin.	\$ 65,000	\$ 34,381	52.89%
Contractors	\$ 390,400	\$ 243,101	62.27%
Culture	\$ 100	\$ -	0.00%
ESL	\$ 4,400	\$ 4,288	97.45%
FL	\$ 4,000	\$ 908	22.70%
ITS	\$ 382,000	\$ 237,905	62.28%
TOTAL Expenditures	\$ 1,699,600	\$ 933,753	54.94%
REVENUE - EXPENDITURES	\$ 38,500	\$ (91,412)	-237.43%
Cash Assets	\$ 485,439	\$ 355,527	73.24%
Outstanding A/R	\$ 75,000	\$ 120,310	160.41%
Total Combined Assets	\$ 560,439	\$ 475,837	84.90%

- Rent. As mentioned, rent remains one of the greatest fixed costs that we have. We are making every effort to fill our space, but the economy is suspected in keeping our enrollment flat. This area of expense is one in which careful attention will be given in the coming months.

Accounts Receivable

Our accounts receivable, while over the targeted amount, indicate that we can anticipate a substantial amount to offset increased expenditures. Over \$120,000 is owed to us, and we are working to collect these amounts. The delay in receiving payment echoes the economic climate of the past few years. We have only one client in bankruptcy, to our knowledge, and we anticipate full collection of past due amounts. Below is a summary of amounts owed by billing status, as well as a table of the clients with the largest outstanding balances.

Current As of 12/31/10	1 - 30	31 - 60	61 - 90	> 90	TOTAL
\$37,567	\$ 59,696	\$ 6,716	\$ 5,438	\$10,894	\$120,310
31.22%	49.62%	5.58%	4.52%	9.05%	100.00%

Top Clients with Outstanding Balances

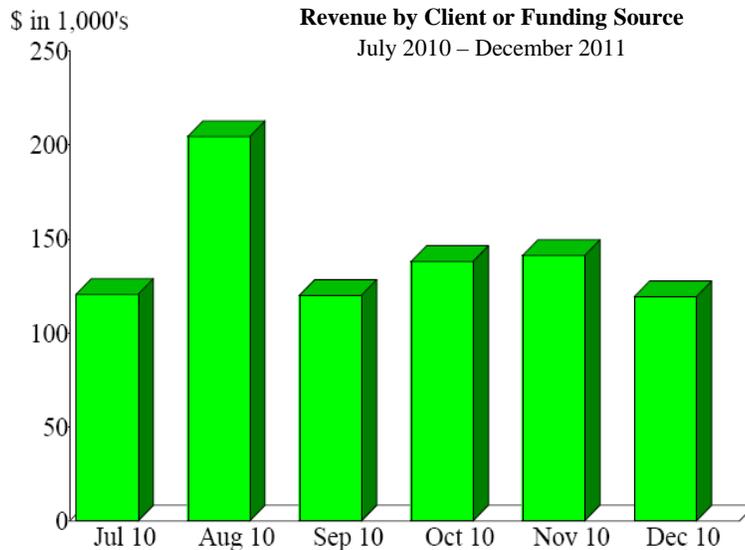
	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
TN Dept. of Human Services	830.00	44,123.61	0.00	0.00	0.00	44,953.61
Amerigroup Community Care	3,070.55	2,315.38	3,167.27	1,295.77	0.00	9,848.97
Shelby County General Sessions Criminal Court	0.00	3,103.70	1,465.74	1,452.16	160.00	6,181.60
Mental Health Cooperative	4,215.00	1,260.00	0.00	0.00	0.00	5,475.00
Digiscript *(bankruptcy)	0.00	0.00	0.00	0.00	3,575.60*	3,575.60
THEC- Fee Waivers (**estimated)	**2,690.00	0.00	0.00	0.00	0.00	*2,690.00
Universal Digital Productions, Inc.	480.00	521.77	408.00	675.00	508.89	2,593.66
Wadley & Patterson P.C.	0.00	2,212.83	0.00	0.00	0.00	2,212.83
TN Dept. of Health, Women's Health	2,144.80	0.00	0.00	0.00	0.00	2,144.80
Glencliff High School	0.00	2,000.00	0.00	0.00	0.00	2,000.00

REVENUE AND FUNDING SOURCES: JULY 2010 – DECEMBER 2011

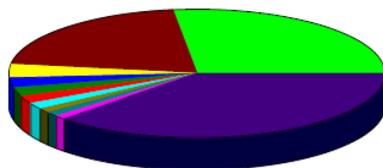
TFLI served 765 distinct clients or students during the first half of this fiscal year 2010 - 2011. The top funding sources for TFLI are depicted in the following graph and charts.

Funding Source or Client	Revenue
TN Dept. of Human Services	228,600.61
State of TN Appropriation	175,700.00
TN Dept. of Labor & Workforce Development	28,602.96
TFLI FUND, Inc.	22,000.00
TN Higher Education Commission	19,700.00
Mental Health Cooperative	17,026.82
Amerigroup Community Care	13,442.67
TN Admin Office of the Courts	10,217.20
Caterpillar Financial Services	9,570.00
Davidson County Juvenile Court	8,396.50
Square D Company	8,000.00

Meharry Medical College	7,500.00
TN Board of Probation & Paroles	7,282.34
CRIT(formerly Somali Community Center)	7,127.49
TN Office for Refugees	6,099.03
Vanderbilt University Medical Center-BRET	5,280.00
Metro Nashville Public Schools	5,074.18
Saint Thomas Health Center	5,050.00
Universal Digital Productions, Inc.	4,634.26
TN Dept. of Children's Services, Columbia	4,613.90



Sales Summary
July through December 2010



TN Dept. of Human Services	%27.11
State of TN Appropriation	20.84
TN Dept. of Labor & Workforce Development	3.39
TFLI FUND, Inc.	2.61
TN Higher Education Commission	2.34
Mental Health Cooperative	2.02
Amerigroup Community Care	1.59
TN Admin Office of the Courts	1.21
Caterpillar Financial Services	1.14
Davidson County Juvenile Court	1.00
Other	36.76
Total	\$843,164.30

ADDITIONAL ITEMS / NOTES