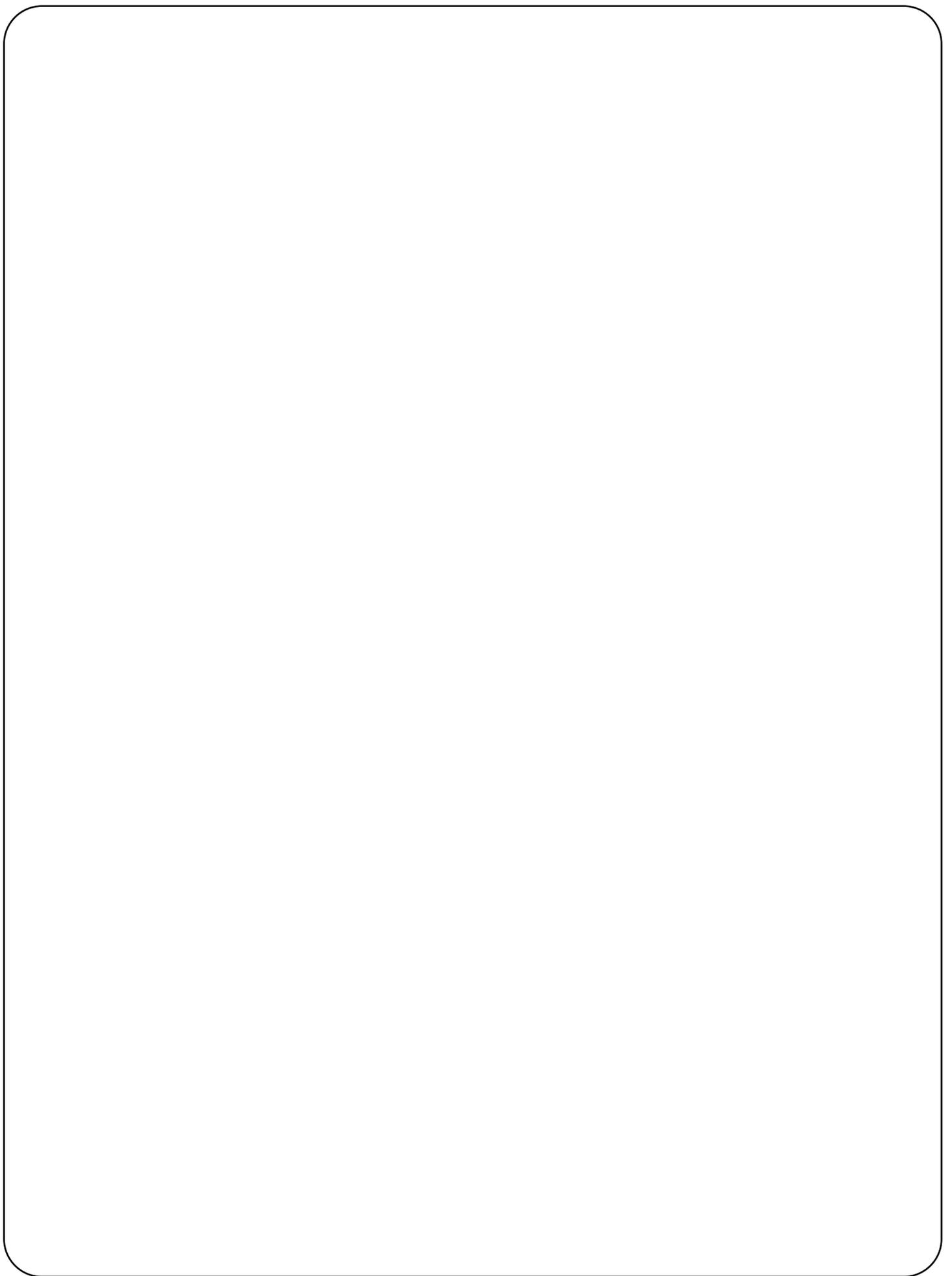


Report to the Governing Board of the Tennessee Foreign Language Institute



Presented
February 28, 2012

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



AGENDA

Meeting of the TFLI Governing Board

February 28, 2012 – 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 September 1, 2011 Meeting
- IV. Executive Director's Administrative Report
- V. Departmental Reports
 - a. Cultural Awareness and Diversity
 - b. English as a Second Language
 - c. Foreign Languages
 - d. Interpretation and Translation Services
- VI. TFLI Fund, Inc.
- VII. Financial Status Overview
- VIII. Additional items presented by or to Governing Board for consideration
- IX. Next Board Meeting: Proposed for August 2012
- X. Adjournment

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MINUTES

MINUTES

Governing Board of the Tennessee Foreign Language Institute

September 1, 2011

Meeting was called to order at 2:10 pm by Dr. Richard Rhoda. Present at the meeting:

Board Members:

Richard Rhoda, Chair
John Butler
Keith Carver, via telephone
Lee Curtis
Gloria Bishop
Katherine Taylor Haynes
Kay Clark

Others in attendance:

Janice Rodríguez, TFLI
Jason Cavender, THEC
Miranda Runcie, TFLI
Hope Collins, TFLI
Thuy Nguyen, TFLI
Aaron Lovett, TFLI
Maegan Young, TFLI

Representing TFLI, Janice Rodríguez

- I. **Dr. Richard Rhoda** called the meeting to order, agenda was adopted, and the meeting proceeded with an introduction of participants.
 - a. Minutes were approved from the last meeting. **Dr. Richard Rhoda made** the motion to approve minutes; all board members moved to approve as presented.
- II. Executive and Administrative Department Report: Trends & Statistics
 - A. **Dr. Rodríguez** announced TFLI's lease expiration. TFLI's space is leased to the State and that lease is expiring this year. The State must put out a request for bids and TFLI has asked to amend the original advertisement. TFLI has conducted surveys of clients & students and found Metro Center, West End, and Green Hills were preferred areas for TFLI's location. TFLI may also end up in a space the State already owns. Shortly after the relocation process begun, there was a freeze on all State leases. **Dr. Richard Rhoda** asked about the length of our lease extension. **Dr. Rodríguez** answered the lease has been extended for 6 months.
 - B. **Dr. Rodríguez** noted ESL and Foreign Language classes have seen growth in the past six months, with the greatest demand being for Spanish and English classes. TFLI has started many fee waiver classes to help better serve the State with the TN Department of Revenue, Department of Children's Services, Department of Military (Nashville), Department of Revenue (Knoxville), & Memphis Mental Health Institute (Memphis), with plans to begin classes at the Department of Revenue (Chattanooga) and Middle Tennessee Mental Health (Nashville.)

- C. **Dr. Rodríguez** brought to the attention of the board that the institute has completed approximately 2400 interpretations and translation assignments during the last half of the fiscal year. This marks a 30% in volume over the previous six months. **Dr. Richard Rhoda** inquired as to the difference between translation and interpretation, and the distinction was drawn that translations are written and interpretations are spoken.
- D. **Dr. Rodríguez** highlighted that TFLI's website continues to play an important role in the marketing of TFLI, showing a fluctuations of hits in correspondence with the beginning of each new term.

III. Cultural Awareness and Diversity

- A. **Mr. Aaron Lovett** spoke of the many cultural programs TFLI has been a part of during the last half of the year, including overall community involvement of other members of TFLI. **Dr. Rodríguez** participated in a panel discussion for the TN Human Rights Commission and **Angela Harris** is the current chair for the Nashville Task Force on Refugees and Immigrants. TFLI participated in many cultural and community festivals.
- B. **Mr. Lovett** has continued work on programs for diversity training in a healthcare environment. He is currently seeking approval to offer "Continuing Education Accreditation" (CEU's) for Diversity in Nursing programming. This would enable healthcare professionals to take these courses to meet requirements to keep their licenses current. **Dr. Richard Rhoda** asked if this was the first certification program TFLI would offer. **Mr. Lovett** and **Dr. Rodríguez** commented TFLI currently offers certification in TESL (ESL) and the Court Interpreter Workshop (ITS), but this would be the first program to be offered at TFLI for CEUs for healthcare professionals.
- C. **Mr. Lovett** also spoke about culture programs he has developed for Assisted Living in Tennessee and is looking ahead at plans for cultural competency training at Middle TN Mental Health Institute, and Southeast TN Development District.

IV. English as a Second Language

- A. **Thuy Nguyen**, the assistant director of the department began by pointing out the total registration of 206 students in group ESL classes and 31 TESL students for the current year.
 1. **The ESL** department recently added to their list of corporate clients. They are now working with Chipotle Mexican Grille, providing group classes for several students, and Élan Salon, providing a private class for an individual.
 2. **Ms. Nguyen** announced new partners in the TESL certificate program including McGruder Family Resource Center, North Nashville; All Saints Episcopal Church, Smyrna; Mathew Memorial United Methodist Church, Madison; Donelson Fellowship, Donelson. These sites will serve as locations for the field teaching classes required of TESL students.
 3. **Ms. Nguyen** also announced the completion of TESL sessions 28, 29, & 30 and the introduction of TESL information sessions, most recently held in February & April 2011, have helped inform prospective TESL students and encourage enrollment.
 4. **Maegan Young**, administrative assistant and Taxi Pro program manager, spoke on behalf of the Taxi Pro Hospitality Training Program. She noted a spike in applicants to the program in recent months. Taxi Pro completed the 23rd session on August 24th, 2011; a total of 292 new drivers have graduated from the program since its creation. **Ms. Young** also noted the reception of a \$1,665 grant from the Frist Foundation to purchase a new server for TFLI and help develop online classes, as well as, video training materials for Taxi Pro. **Ms. Young** also brought up that, while the program has collected \$21, 000 in applicant fees since its creation, the 2011 - 2012 year will see an increase in price for the course and corresponding English Language Competency Exam. She mentioned the Nissan grant was not awarded for the Taxi Pro program this year so prices would be raised from a total of \$100 for testing & classes to

\$150. **Ms. Young** mentioned the introduction of a new instructor for the Maps & Culture portion of Taxi Pro, Hamish MacFarlane. **Dr. Rhoda** asked if the taxi companies ever helped cover the cost of training and if there were many fees involved in the permitting process. **Ms. Young** replied the cab companies do not help pay for training; the fees charged for the program are only to cover administrative costs, but there are many other fees associated with the permitting process. **Dr. Rhoda** also inquired about the native language of many of the taxi drivers. **Ms. Young** replied there are a lot of Arabic & Amharic speakers while **Ms. Gloria Bishop** added Somali was common, to which **Ms. Young** agreed.

5. **Ms. Nguyen** announced several grants received in the ESL department during the last few months including a grant of \$25,000 from the Nissan Foundation to provide 10 scholarships for the TESL certificate program, \$10,000 from the Dollar General Foundation to provide free ESL classes to 160 immigrants who are not currently being served by existing programs, and \$1,665 from the Frist Foundation to purchase a new server and develop materials for online and video-based classes and training programs.
6. **Ms. Nguyen** summarized her department's recent community involvement including Nashville Task on Refugees and Immigrants Force Meetings with Angie Harris as chair, Hands on Nashville (Thuy Nguyen), participation in many awards ceremonies, lectures, and viewings, the opening of the Connecting Cultures exhibition at the Frist Center for the Visual Arts (Angie Harris & Maegan Young), participation in Spanish class at TFLI (Angie Harris), volunteering as a food server for Second Harvest (Thuy Nguyen), completion of the TESL Certificate Program (Maegan Young), Hosting a Peace Corps Globe Talk at TFLI (Angie Harris), as well as, many on-going community projects carried over from previous months.

V. Foreign Language Department

1. **Sidney Clein** opened with some highlights about the Foreign Language (FL) department including increases in enrollment in both the children and adult group classes. Foreign language group class totals for Spring & Summer 2011 totaled 412 while Children's classes saw 15 student in the after-school program and 21 during summer camp.
2. **Ms. Clein** also mentioned Spanish Instructor **Maya Campbell** has been brought into the FL department part-time to help with administrative tasks and help grow new programs and classes.
3. **Ms. Clein** discussed the growth of the Children's Program at TFLI starting with Club de Español, the after-school program. The after-school classes were so popular, parents asked TFLI to extend them for 6 additional weeks which we did gladly. **Ms. Clein** also discussed children's summer camps offered at TFLI. A French Adventure Day Camp was offered and, although it did not get sufficient enrollment this summer, this class will be offered again in the future. The Spanish Summer Camp for Kids was a huge success! Two sessions of camp were offered for children ages 4 – 8. Classes were held at Brentwood United Methodist Church and taught by assistant director, Miranda Runcie and instructor, Maya Campbell. The department hired two interns to help with camp from Vanderbilt and Western Kentucky Universities. French instructor, Judit Pap, observed the Spanish camp in order to expand the program into offering French. Summer enrollment quadrupled from the previous year! A CD of songs was created with the help of IT coordinator, Percy Person to help kids continue to practice Spanish after camp. Channel 4 News visited the camp and aired a short piece during the evening new about the second week of TFLI's Spanish Summer Camp in July. This was in apology for misinformation Channel 4 News aired about TFLI in relation to the TENNESSEE CENTER FOR POLICY RESEARCH Pork Report. **Dr. Janice Rodríguez** shared a video of the Spanish Camp news clip with the Board.
4. **Ms. Clein** mentioned the department has tried a few new things recently with great response. A Groupon was offered in January for a 6-week French class and those who purchased attended classes this Spring. Conversamos y Bailamos was started as a weekly class offered at

La Bamba restaurant. Students were allowed to pay for several classes upfront or join on a weekly basis. Each class featured 1 hour of Spanish instruction (Maya Campbell, Instructor) and 1 hour of dancing (Tanya Miller, Instructor.) This class is currently on-going. In partnership with Conexión Americas, TFLI also hosted “Speakiamos!”- an English-Spanish language exchange for students of TFLI and Conexión Americas on May 7, 2011. The event was attended by 30 people with beginning level English and Spanish skills. The *Local Taco* generously donated snacks. All participants expressed great interest in attending more events like this one.

5. The Foreign Language Department has been building partnerships with other community organizations such as Alliance Française, deciding to plan a French Summer Camp for next year, the Belcourt Theatre, donating gift certificates to their silent auction for the *2nd Annual nD Festival*, and Brentwood United Methodist Church, providing Spanish classes for adult members of BUMC and other local Methodist churches; in return BUMC is happy to provide space for our Spanish for Kids Summer Camps and After School programs. The Foreign Language Department is also in consideration of new partnerships with entities such as the Nashville Opera.
6. **Ms. Clein** spoke of many new and continuing business clients including Brentwood United Methodist Church, Japanese Consulate, Nashville, TN, Meharry Medical School, Schneider Electric/Square-D, St. Thomas/Baptist Hospital, and TSU Continuing Education Department. The Foreign Language Department has also started many Workplace Spanish Classes for State of TN Employees including the Department of Revenue, the Armory, Department of Children’s Services (Nashville), Department of Revenue (Knoxville), Memphis Mental Health Institute (Memphis), & plans to begin classes with the Department of Revenue (Chattanooga.)
7. In closing, **Ms. Clein** discussed many community outreach and events members of the Foreign Language Department have been involved in during the last few months. Events/initiatives included a contest in the Nashville Scene, Networking Luncheon at the Standard, Conexión Americas Common Grounds Casual Cafecito, OIC Nashville Awards Banquet, Third Annual Social Justice Seder, TFLI Open House, & Spanish Class & Hike with Team Green.
8. **Ms. Lee Curtis** inquired about ages for the kid’s camp. **Ms. Runcie** responded the ages are 5 – 10 with most children being 5 – 8 years old. The after-school program is for children up to 5th grade.

VI. Interpretation and Translation Services (ITS)

1. **Hope Collins** the director of the ITS department began by addressing the fact that this marks the first time in 13 months all staff members are back at TFLI from maternity and educational leaves.
2. **Ms. Collins** summarized the students served January – June 2011 with 75 interpreters trained through the Court Interpreter Workshops, 18 interpreters training in Interpretation Technique courses, and 28 interpreters testing in 8 counties for Healthcare Interpreter Skills Assessment.
3. **Ms. Collins** discussed professional development in her department as Sarah Fowler attended a course in Training-of-Trainers for Healthcare Interpreting Profession through the Monterey Institute of International Studies (based in California.) ITS plans to have Ms. Fowler begin teaching some interpreter training courses as part of her full-time position at TFLI. ITS also continues to use in-house talent for interpretation, translation, proofreading/editing, and voice work.
4. **Ms. Collins** highlighted the growing business in the ITS department. The TN Dept. of Human services continues to be a huge client with many translation requests, interpretation requests have increased 100% since 2009, and TFLI’s telephonic interpretation service has doubled from an average of 7 calls per month (after-hours/weekend) to 14 calls per month.

5. **Ms. Collins and Brenda Bess**, interpretation coordinator, made several site visits to some of TFLI's largest interpretation clients including the Dept. of Human Services, Juvenile Court, the Mental Health Cooperative, Metro School, and have plans to visit Amerigroup (insurance company.) They hope to better serve both business clients and interpreters by meeting the people who request TFLI's services and familiarizing themselves with the buildings interpreters need to navigate to get to appointments. **Ms. Bess** has also created follow-up forms to help streamline the process of receiving interpreter feedback from clients.

VII. **TFLI Fund Inc.** is a 501 c3 fund raising 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 501 c3 organizations; grants received include those mentioned earlier from Nissan and the Frist Foundation.

- a. This year the Fund awarded TFLI a \$10,000 grant which is being used for scholarships for students of TFLI.
- b. **Dr. Rodríguez** announced the annual International Wine and Food Tasting fundraiser to be held October 28, 2011. The Fund Board has several new members who are helping to make this event a success. **Ms. Lee Curtis** mentioned we might consider using the TN Tourism to promote the event to locals and visitors. She said it would be helpful to get in touch with the communication office and to get her contact information for the Fund. She also said TN Tourism may be able to partner with the Foreign Language Department to provide travel classes.

VIII. Financial Status of TFLI

1. **Dr. Rodríguez** explained that TFLI revenues exceeded the targeted amount by nearly \$128, 000 or 7%, although expenses have increased 19% more than the original goal. Some areas showing the highest increases are contractor pay (which is increased as fees collected increases), and higher credit card fees plus an increased number of customers choosing to pay by card. Expenditures were approximately \$138,000 more than revenues but the variance for the last half of the fiscal year is approximately 50% less than for the first six months.
2. Top Funding Sources
 - a. TN Department of Human Services
 - b. TFLI Fund, Inc/Grants Pass-through
 - c. Fee Waivers
 - d. Mental Health Cooperative
 - e. Meharry MBC Comp Program
3. **Dr. Rodríguez** talked about some ways to push for increased revenue. She also highlighted the spending plan for 2011 – 2012. **Dr. Rodríguez** projects a 3% increase in fees collection and hopes to cut costs by approximately 6% by cutting some contractor fees and salaries, as well as, limiting travel and some advertising expenses. **Dr. Richard Rhoda** asked about the assumption of a decrease in State appropriation; **Dr. Rodríguez** assumed a 5% reduction, but it was not in the budget. **Dr. Rodríguez** said she would re-work the budget just to make sure there is not a 5% deficit. **Dr. Richard Rhoda** moved to allow **Dr. Rodríguez** to change the budget as appropriate. **All agreed.** **Dr. Richard Rhoda** moved to adopt the plan as presented and **all agreed.**

IX. Closing

1. **Dr. Rodríguez** closed by asking for questions, no questions are asked at this time.
 - a. **Dr. Rhoda** asks if there are any other items. **Dr. Rhoda** marked the next meeting to be held February 2012.
 - b. **Dr. Rhoda** closed the meeting at 3:45 pm.

EXECUTIVE DIRECTOR'S REPORT

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

July – December 2012

Staff:

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

ADMINISTRATIVE ISSUES

LEGISLATION PENDING

A bill (HB3184/SB3086) has been filed in the 107th General Assembly by Representative Mike Stewart and in by Senator Andy Berke that amends TCA Title 49, which requires the Tennessee Foreign Language Institute's annual report to include information on any monies received from private donors or government sources and schools with which the institute has collaborated or contracted. The bill is worded as follows.

AN ACT to amend Tennessee Code Annotated, Title 49, relative to education.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 49-50-1307, is amended by deleting subsection (b) and by substituting instead the following:

(b) The institute shall report annually to the general assembly and the governor. The report shall include information on any monies received from private donors or government sources and schools with which the institute has collaborated or contracted.

SECTION 2. This act shall take effect upon becoming a law, the public welfare requiring it.

The section that is statutorily deleted -- *The institute shall report annually to the general assembly and the governor.* -- is reinserted and amended with the additional requirements of detailing revenue sources and collaborations, as shown above. The current status of that bill is that no votes have been taken (as of 2/23/12), and legislative bill information shows the follow history:

Bill History

Actions Taken on HB3184	Action Date	Actions Taken on SB3086	Action Date
Assigned to s/c Education Subcommittee	02/01/2012	P2C, ref. to S. Ed. Comm.	01/30/2012
P2C, ref. to Education Committee	01/30/2012	Intro., P1C.	01/26/2012
Intro., P1C.	01/26/2012	Filed for intro.	01/25/2012
Filed for intro.	01/25/2012		

LEASE UPDATE

The space that TFLI occupies in Nashville (227 French Landing Dr.) is leased to the State, and that lease is being held-over since it expired at the end of the past year. We recently received notice that the State is undergoing a process of space consolidation and “densification.” In that process, we are currently completing space needs and inventory forms, which will be used to determine whether suitable State-owned space exists into which we may move. (See following memo.)

As discussed at the previous Board meeting (September 2011), a survey had been sent to students and clients of TFLI regarding location preferences and the likelihood of attending classes if TFLI were relocated to various other parts of the city. We will make use of those results, coupled with our insight into the unique business model under which TFLI operates, to communicate our needs to those charged with space planning for the State. Among the key specifications requested are the needs for ample free parking and first floor access.

While we are uncertain of the timetable for any impending move, we are under the impression that the Department of General Services would like to have a plan in place by the beginning of fiscal year 2012-2013. TFLI will be working with space planners during the first half of the calendar year 2012 toward resolution of our temporary lease situation, with a plan to either relocate or extend our existing lease for the near future.



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES

STEVEN G. CATES
COMMISSIONER

BILL HASLAM
GOVERNOR

MEMORANDUM

TO: All Department and Agency Heads
FROM: Steven G. Cates, Commissioner
Department of General Services
DATE: November 14, 2011
SUBJECT: Department of General Services Customer Service Initiatives

Digitally signed by Steven G. Cates
DN: cn=Steven G. Cates,
o=Commissioner, ou=State of TN -
Dept. of General Services,
email=steve.cates@tn.gov, c=US
Date: 2011.11.14 11:02:53 -0600

The Department of General Services strives to facilitate the operations of state government in the most timely, efficient and economical manner possible. Some key areas we are looking to improve include, but are not limited to, real estate management, motor vehicle management, procurement and surplus property/records storage.

With regards to real estate, we understand that certain spaces may no longer meet your needs and that many state-owned spaces are in desperate need of improvements. It makes sense for us to utilize our state-owned space first before resorting to a third-party lease. We want to work with you on this process, and would like to sit down with the decision makers in your agency to figure out how to better serve you. If you could let us know the appropriate leadership contact(s), we can work to get these lines of communication flowing.

I have recently hired Kelly Smith who will serve as our Assistant Commissioner of Communications. She is working to implement more effective communication within our department, as well as with the other 21 state agencies.

Over the next few weeks, Kelly and her team will be in touch to gain a better understanding of your activities, needs, and concerns, as well as talk about some of the exciting changes on the horizon. Kelly can be reached at Kelly.K.Smith@tn.gov or 253-7980.

Thank you in advance for your time, and we are looking forward to better serving you, our customers.

CLASS ENROLLMENT

Class enrollment in ESL and foreign language classes has increased in the past six months. We continue to experience the greatest demand for Spanish and English language classes, while other languages maintain a steady base of students. The table and graph (below) shows our enrollment trends in recent years.

Term	FL CLASSES	ESL/TESL CLASSES	ITS CLASSES	Term Total
Summer 2008	203	156	23	382
Fall 2008	236	188	68	492
Winter 2009	170	126	39	335
Spring 2009	181	70	46	297
Summer 2009	154	19	13	186
Fall 2009	233	101	47	381
Spring 2010	244	67	60	371
Summer 2010	219	73	50	342
Fall 2010	188	102	55	345
Spring 2011	242	107	37	386
Summer 2011	361	130	35	526
Fall 2011	768	157	65	990

The increase in foreign language classes can be attributed to a variety of new initiatives by the department, including children’s programs and expansion of fee waiver classes in the state.

INTERPRETATION AND TRANSLATION CLIENTS AND REQUESTS

Over **2200 interpretation and translation assignments** were completed in the last half of this fiscal year; **1252 requests were for interpretation; 953 were requests for written translation projects.** This number represents a **30% increase** in volume over the first six months of the previous fiscal year. As the table (right) indicates, the majority of the interpretation requests are concentrated in Spanish and Arabic.

Most Requested Languages : Interpretations	
Language	No. of Interpretations
1. Spanish	527
2. Arabic	231
3. Vietnamese	54
4. Burmese	49
5. Somali	48
6. Farsi	42
7. Nepali	36
8. Chinese	31

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 2011 through December 2011 are as indicated in the table below.

INTERPRETATION CLIENTS: July-December 2011

Interpretation Client	No. of Interpretations	Percentage
1. Amerigroup	474	37.86%
2. Mental Health Cooperative	138	11.02%
3. Middle TN Mental Health Institute	77	6.15%
4. Davidson County Juvenile Court	63	5.03%
5. TN Board of Probation and Paroles	62	4.95%
6. Metro Nashville Public Schools	59	4.71%
7. TN Dept. of Human Services	57	4.55%
8. Scarab Behavioral Health	40	3.19%
9. Caterpillar Financial	27	2.16%
10. Michael Ponce & Associates	21	1.68%
Other	234	18.69%
Total	1252	100.00%

Most Requested Languages for Translation (July 2011- December 2011)

Translation Target Language	Number of Assignments
Spanish	601
Arabic	188
English	110
Somali	34
Kurdish – Behdini	28

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.

Agency or Organization	Translation Assignments
TN Dept. of Human Services	919
Internal Requests	13
TN Department of Treasury	11
Red Cap Communications	11
Universal Digital	10

MARKETING AND PROMOTION

MARKETING COORDINATOR

TFLI part-time marketing coordinator, Trisha Boyer, went on maternity leave in July of 2011 and decided not to return. She has volunteered to work with TFLI through the TFLI Fund Board, and we look forward to her continued involvement with the Institute.

In the interim, we have had assistance from Mary Morgan, Director of Special Projects at TBR, and intend to look for a replacement within the next few months.

WEBSITE STATISTICS

The TFLI website (www.TFLI.org) 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.



Visitors per month July 2011- December 2011

Month	Unique visitors	New visitors	Repeat visitors	Visits
July 2011	3953	3721	232	5338
August 2011	5453	5104	349	7481
September 2011	4338	4051	287	5734
October 2011	4133	3897	236	5348
November 2011	4425	4218	207	5507
December 2011	4523	4202	321	5948
Average per month	4391.83	4117.67	274.17	5881.33

PROGRAM REPORTS

Our Vision

"A world community enriched by linguistic and cultural diversity, unhindered in its efforts to create meaningful dialogues."

The Tennessee Foreign Language Institute (TFLI) is dedicated to responsive public service. We strive to facilitate intercultural communication through the provision of quality **language instruction, translation and interpretation services, professional development for interpreters, translators and language instructors,** and **cultural awareness programs,** which are designed to meet the needs of the state government and its employees, the business community, foreign language educators, and the public at large.



CULTURAL AWARENESS AND DIVERSITY

July – December 2012

Staff

Aaron Lovett, Cultural Awareness and Diversity Department Director; TESL Instructor

Overview

The period of July-December 2011 was a period of increased growth and activity for the CAD Department. A number of new programs have been offered and advertised since early of 2011. The latter part of the year saw a growing number of organizations requesting these services.

In the Community

Nashville Conflict Resolution Center

Nashville, TN

NCRC Lunch and Learn

CAD Director Aaron Lovett and ITS Director T. Hope Collins presented *Diversity in Middle Tennessee – Interpreters and Mediators Working Together to Resolve Disputes*, a presentation and discussion of current demographic trends, and best practices for Interpreters and Mediators in conflict resolution situations where culture and diversity is an issue. Attendees received CME credit for attendance.

Middle Tennessee Mental Health Institute

Nashville, TN

Aaron Lovett presented *Diversity In Healthcare: Leadership*, a series of presentations focused on issues of culture and diversity faced by managers in a healthcare setting. All of the MTMHI department heads and management staff attended. Participation and feedback were very positive.

Celebration of Nations – An Evening Open Air Market

Sister Cities / O'More College of Design, Franklin, TN

TFLI participated in the 4th annual Celebration of Nations. The event attracted many visitors to the O'More campus and received local media coverage. TFLI contributed to the Celebration by staffing an information booth with TFLI “ambassadors” available to explain and promote TFLI products and services.



Southeast Tennessee Development District

Morristown, TN

Cultural Competency Training for Case Managers

This half-day program served the needs of the healthcare and social services case managers working with HIV/AIDS affected populations in eastern Tennessee.

Tennessee Disability Pathfinder

Vanderbilt Kennedy Center
Nashville, TN

Executive Director Janice Rodriguez, PhD. Represented TFLI at the *Disability and Cultural Diversity Conference*. The program examined multicultural awareness and policies affecting the delivery of disability services to diverse populations.

Celebrate Nashville (formerly Celebration of Cultures)

Nashville, TN

Participating in Nashville’s most popular multicultural event is always both a lot of hard work and a lot of fun for TFLI. Thousands of people attend the festival, and the 2011 event was another wonderful opportunity for TFLI to make new friends and teach others about our many programs and services. Special thanks to TFLI staff who participated in the “Learn a Language” impromptu teaching program. These TESL-trained teachers drummed up support and enthusiasm for foreign language learning by offering free mini language lessons at the festival to visitors to the TFLI booth.



Programs Offered

Diversity in Nursing

Nurses today find that both their patients and their workmates come from a variety of ethnic and national backgrounds. This diversity introduces new challenges, and hidden benefits, when seeking to provide the best patient care. In cooperation with Dr. Ricky Winardi of Kaiser Permanente, and Mr. Kevin Mac Gabhann of the Universitede Strasbourg, Mr. Lovett has developed a new introductory program for nurses working in a multi-national environment. This 4-hour skill-building workshop is designed to present the basics of diversity and culture as related to the nursing field and allow participants opportunities to improve their cross-cultural communication skills.

Sensitive Care for Hispanic Patients

The majority of Tennessee's immigrant population share the Spanish language and Hispanic culture. This interactive program addresses potential sources of conflict commonly faced by healthcare personnel when attempting to provide care to Hispanic patients. Special attention is given to understanding Spanish name order when filling out forms, traditional wellness practices, expectations of the Hispanic patient, and best practices for interacting with people of other cultures.

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

Between 1990 and 2010 the State of Tennessee experienced one of the largest immigrant population increases in the nation. This program serves as an introduction to these new arrivals and explores current immigration trends. Attention is given to the reasons for migration, sources of potential misunderstanding, and best practices for interacting with people of other cultures.

Looking Ahead

- Mayor Dean's Office has requested TFLI's assistance in compiling information about the linguistic and cultural makeup of Nashville-Davidson County in the context of enhancing disaster preparedness. We are currently exploring options for creating a language map of Nashville.
- Northeast Tennessee Development District has expressed interest in conducting a follow-up cultural competency training.
- MTMHI has expressed interest in ongoing competency and diversity training.



July 1, 2011 – February 28, 2012

- 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
- Leah Hashinger, ESL TO GO Volunteer Project Manager

I. DEPARTMENT REGISTRATIONS

- Total registrations for group classes = 125
- Total registrations for TESL = 32
 - New corporate clients, organization, schools:
 - Linden Waldorf School
 - Korean Society
 - Vanderbilt Graduate School and Owen School of Business

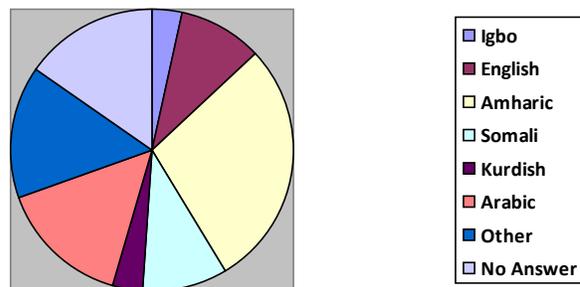
II. TESL CERTIFICATE COURSE

- New community partners: First Church of the Nazarene, Nashville
- Completed TESL Courses 31 & 32, beginning 33
- TESL Info Sessions on November 17 (24 attendees) and February 10 (16 attendees).
- Next Info Session: Friday, April 13.
- Placed 12 TESL Scholarship recipients form Nissan grant

III. TAXI PRO

- As of February 21st, 2012 we completed the 30th class for Taxi Pro.
- As of February 21st, 2012 420 new taxi drivers graduated from the program.
- Effective September 2011, cost of Taxi Pro increase from \$100 (\$25 English Test/\$75 Classes) to \$150 (\$30 English Test/\$120 Classes) due to end of grant funding.
- Taxi Pro has collected \$15,450 for the current Taxi Pro Year (September 2011 – present)
- After the last Governing Board meeting, we added a question to the demographic survey that is now given to all taking the English Language Proficiency Test: **What is Your Native (first) Language?**

Of the participants, 26% were native Amharic speakers (language of Ethiopia), 22% Arabic, and 14% did not answer or understand the question.



IV. GRANTS

AWARDED

Community Foundation - \$2340.00

To better-assess Specific Language Impairment in ELL children to avoid over and under diagnosis and optimize use of resources.

SUBMITTED

Memorial Foundation

On February 23, TFLI/TFLI Fund submitted a request for \$200,000 from the Memorial Foundation to purchase a truck specially designed as a mobile classroom called “ESL to Go”. This classroom will take English as a Second Language (ESL) classes and various workshops to refugees living in apartment complexes in Madison and South Nashville.

We are hosting a fundraiser on **Crowdrise.com** (<http://www.crowdrise.com/esl-to-go>) to raise the remaining \$25,000 for the purchase of the truck.

IN PROGRESS

Tennessee Office of Refugees

On March 19, TFLI/TFLI Fund will submit a proposal for approximately \$100,000 to cover the operational expenses of the *ESL to Go* project. This amount represents a nine-month period. The grant may be awarded for two more years.

V. COMMUNITY MEETINGS, EVENTS & DEPARTMENTAL ACCOMPLISHMENTS,

July 2012 to December 2011

- June 2011 - Dec. 2011 Completed two Spanish Intermediate courses at TFLI (Department Director)
- July 2011 - Feb 2012 Nashville Task on Refugees and Immigrants Force Meetings (Department Director chairs, re-elected)
- July 2011 El Protector Event (Department Director)
- July 2011 - Feb. 2012 NICE Board Meetings (Department Director)
- Aug 2011 Connecting New Nashvillians Advisory Meeting
- Sep 2011 WNPT Not in Our Town Events (Department Director)
- Sep 2011 Elected to Mayor’s New Americans Advisory Council (Department Director)
- Sept 2011-Feb. 2012 Mayor’s New Americans Advisory Council Meetings (Department Director)
- Oct 2011 Celebrate Nashville Event
- Oct 2011 TFLI Fund, Inc. International Food and Wine-tasting event (Department Director)
- Oct 2011 Tennessee Refugee Advisory Collaborative meeting (Department Director)
- Nov 2011 TFLTA Conference
- Dec 2011 Nashville International Center for Empowerment (NICE) Holiday party
- Jan 2012 - Feb 2012 Progreso Radio, 10-minute English lessons on radio station (Thuy & Maria)
- June 2011-Jan 2012 Nashville Film Festival Executive board and Outreach Committee Chair; connecting non-profits and cultural groups to foreign films (Asst. Director)

FOREIGN LANGUAGE DEPARTMENT

July 2011- December 2011

Sidney Clein, Director

Miranda Runcie, Assistant Director

Maya Ilieva Campbell, Administrative Assistant and Spanish Instructor

Overview

In the last 6 months of 2011, the department was busy improving its **professional development and teacher training**, meeting with members of the TESL department to develop an overall "**TFLI methodology**", observing and providing feedback to our instructors in an effort to improve the techniques of current teachers and continue to provide quality foreign language education and services to Tennesseans...all of which, along with new advertising efforts, has resulted in increased enrollment in our scheduled group and customized private classes. We continued to add talented new instructors to our ranks and trained several new instructors for our **growing children's language program**. We held continuing workplace Spanish classes at **Schneider Electric** throughout this time period and another round of Medical Spanish classes at **Baptist Hospital, Meharry Medical Center** and began discussions with **Mathew Walker Community Health Center** for same.

In accordance with our mission, we expanded our reach farther into the community by launching advertising focused on the benefits of training to state agencies. This highly increased awareness of our services among these agencies led to a huge increase in our workplace class demand. We arranged several new workplace Spanish classes for companies engaged in global business and agencies working with immigrant populations all over the state including; 2 more rounds of classes at **The Armory in Nashville, The Department of Revenue (DOR) in Knoxville, Chattanooga and Nashville, The Middle Tennessee Mental Health Institute (MTMHI) in Memphis and Nashville and The Dept. of Children's Services (DCS) in Knoxville and Nashville.** We also began arranging classes for the **Nashville and Memphis** offices of the **Tennessee Bureau of Investigation (TBI)**. As a result of this increased demand, we have hired several new Spanish instructors in all of these areas.

In addition, we collaborated with local organizations to enhance our programming with unique language and cultural classes and events- first partnering with **Team Green** for the summer months to provide outdoor "**Adventure Spanish**" lessons -combined with hiking or camping - which was well received and attended by TFLI students and Team Green members alike. We are offering it again this year to other Spanish skill levels and a higher capacity of participants. In July, with assistance from **Alliance Française**, we also created and offered the "**9-3 á Paris**" **Adventure Day Camp** –an imaginary trip to Paris over the morning hours for kids to learn about the French language and Francophone culture. While the idea was popular among parents we spoke to, we did not receive enough enrollment ultimately to run the event but hope to try again in the future. Our Spanish **Summer Kids' Camps** in June and July were a great success again this year, getting coverage from local media, and we hope to expand them to French, and possibly other languages, next summer. In August, we created "**¡Conversémos y Bailémos!**" (or **CYB**) a series of beginning Spanish classes to be held at **La Bamba** prior to their weekly Tango dance lessons, and to respond to the demand from our Spanish students for increased opportunities to use the language skills they are learning, we are expanding our highly successful Spring concept event, "**¡Speakiamos!**," into an ongoing series of Spanish "practice sessions" that our current students and hopefully, new ones as well, can take advantage of between scheduled classes and terms. While our after-school Spanish classes in Brentwood did not receive enough enrollment this time to go forward, we launched a new Children's after-school language program at **Crockett Elementary School** in Brentwood in early October, teaching Spanish and French to 85 highly receptive K-5th graders. A huge success in the first semester, the program (classes and student numbers) has almost tripled in size, and we are incorporating Mandarin Chinese as well into the current term of classes there. We have also received interest from other local elementary and high schools, so we are hiring several new instructors and training them now so we can offer more classes like these at other area schools lacking adequate language programs in the near future. Along with continuing to provide quality language instruction to Tennesseans through our existing classes, we look forward to building new relationships and bringing more exciting language programming to fruition in the coming year.

Students Served

Fee Waiver/Workplace Spanish Classes: Total Fee Waiver Students Served: **approx. 280**

July/August, 2011 The Armory Nashville, TN 10 wks, 20 hours, 20 students
September/October, 2011 The Armory Nashville, TN 10 wks, 20 hours, 20 students
June-August, 2011 TN Department of Children's Services Nashville, TN 10 wks, 20 hours, 20 students
September-December, 2011 TN Department of Children's Services Nashville, TN 10 wks, 20 hours, 20 students
September-December, 2011 Middle Tennessee Mental Health Institute Memphis, TN 10 wks, 20 hours, 20 students
September-December, 2011 Middle Tennessee Mental Health Institute Nashville, TN 10 wks, 20 hours, 20 students
May-August, 2011 TN Department of Revenue Nashville, TN 10 wks, 20 hours, 15 students
September-December, 2011 TN Department of Revenue Nashville, TN 10 wks, 20 hours, 10 students
September-December, 2011 TN Department of Revenue Chattanooga, TN 15 students

Custom Classes: June/July - December/January,

2011 42 students
Custom Arabic: 3
Custom Chinese: 4
Custom French: 3
Custom Liturgical Hebrew: 1
Custom Italian: 4
Custom Japanese: 1
Custom Portuguese: 5
Custom Russian: 8
Custom Spanish: 13

Scholarships awarded for Fall 2011 Group Class Term:

Arabic: 2
French: 2
Japanese: 1
Chinese: 2
Spanish: 4

New Initiatives and Highlights:



June, 2011 : Outdoor "Adventure Spanish"

Bring your hiking boots, note pad (if you desire to take notes), and blanket or lawn chair. We will meet in a grassy area for approximately 45-60 minutes for a fun interactive

Spanish session. We will cover basic words and phrases focusing on introductory conversation and trail vocabulary. Bring a blanket or lawn chair to sit on during the class. Following the lesson we will head out on the trail, practicing the words and phrases we learned earlier in the day. A Team Green representative and TFLI instructor will be on the trail with you to answer questions if you need help with a word or phrase. The plan is to be off the trail before the heat of the day gets us (which is why we need to start earlier). We can go out to lunch afterwards as a group, or pack a lunch and picnic after the hike.



TFLI's Spanish Summer Camp 2011: Session 2 Monday, July 11 – Friday, July 15, 2011

Over this quarter, the Foreign Language department organized another week-long summer Spanish language camp for children ages 4-7 held at Brentwood United Methodist Church. Miranda Runcie and Maya Campbell (assistants of the FL Dept.) planned the curriculum and taught the camp again, inviting interns from local universities to assist them and other interested instructors to observe in order to eventually expand the program. The enrollment doubled this year and the camp was a big success. Maya and Miranda also produced a CD of all the songs, games and vocabulary they included so that campers' parents could continue to work with their kids on Spanish after camp. Coverage of the camp appeared on Channel 4 News!



9-8 à Paris!

Quoi: French Adventure Day Camp!

Quand: Saturday, July 23
9 AM – 3 PM

Où: TFLI (Metro Center)

Qui: Students in grades K-5

Combien: \$45 –promotional cost (50% off regular price!)



Itinerary

Flight 2011 departs promptly at 9am, whisking your child off on a 6-hour fantasy adventure in Paris, France! Upon "arrival" in the City of Lights, students say *bonjour* to their fellow *compagnons de voyage* and get to know each other. The morning will take us on a fascinating journey through the city streets, as we discover Parisian culture, explore the sights and learn French words and phrases along the way! Later, we'll don our *bérets* and embrace our inner Cézanne, leaving time to recharge at a fabulous Parisian café, where we will practice ordering a variety of *pâtisserie* and other treats. There will be games, songs and even a visit to *au zoo* during our travels. The budding Francophiles will "land" at 3pm sharp....eager to share what they've learned from their **Bon Voyage!**

Attention Parents: Besides drinks and snacks, airline food is no longer provided. Please pack a lunch for your travelers!

Visit TFLI.ORG or call 615.741.7579 to register!

TENNESSEE FOREIGN LANGUAGE INSTITUTE 227 FRENCH LANDING, SUITE 100, NASHVILLE, TN 37228

July 23, 2011 French Adventure Day Camp! Saturday, 9 AM – 3 PM at TFLI for Students in grades K-5.

¡Conversémos y bailémos!

Wednesdays in August (3, 10, 17, 24, 31), 2011: Partnered with dance instructor/interpreter, Tonya Miller, to present 1 hour beginning Spanish classes prior to the open Salsa and Tango lessons at La Bamba each week, sharing our resources in order to enhance our programming and attract a new audience to TFLI.



¡CONVERSEMOS

Y BAILEMOS!

Join us for

5

fun and

interactive

beginning

Spanish

classes

No background in Spanish or dancing is required.

¿Cuándo?

Wednesdays in August
5:45PM – 7PM Spanish Class
7:10PM – 10PM Salsa y Tango

¿Dónde?

LA BAMBA
295 East Thompson Lane
(corner of Murfreesboro Road)
Nashville, TN

¿Costo?

\$10 per class at the door or \$35 for all 5 Spanish Classes (in advance)

FREE DANCING

September-December, 2011 Baptist Hospital Medical Spanish classes 10 wks., 20 hours, 15 students

3, 4 October – 12, 13 December, 2011 Crockett Elementary School (CES). Our After-school Children’s Program begins its first semester: 2 French, 3 Spanish classes (2 instructors per group) with a total of 85-90 children participating.

Community Outreach/Events:



July 14, 2011: Hillsboro Village Art Walk – Bastille Day fundraiser with a French-influenced theme to support the Belcourt Theatre.



28 September - 2 October, 2011: The 2nd Annual nD FESTIVAL 2011 SILENT AUCTION

A fundraiser that celebrates independent film, fashion and music. In addition to providing critical financial support for the ongoing operations of Nashville’s only non-profit theatre, the Belcourt. nD Festival 2011 auction donors receive high-profile exposure before an influential and demographically desirable audience through the event program.

1 October, 2011 Celebrate Nashville in Centennial Park

28 October, 2011 TFLI Fund, Inc. International Food and Winetasting, University Club, Nashville, TN

16 November, 2011 “Family of Abraham” *Toward a Common Vision:*

West End United Methodist Church, 2200 West End Ave., Nashville, TN

A SPECIAL EVENING OF LEARNING AND DISCUSSION,-a community dialogue on the Family of Abraham, and common beliefs and shared values of the Christian, Jewish and Muslim faiths, to promote tolerance and understanding in our community. KEYNOTE SPEAKER, SAYYID M. SYEED, PH.D, National Director - Office of Interfaith and Community Alliances -Islamic Society of North America, GUEST RESPONDANTS; Rabbi Rami Shapiro, Ph.D., Wisdom House at Scarritt-Bennett, Rev. Becca Stevens, St. Augustine Chapel at Vanderbilt University

16 December, 2011 Foreign Language Department Teachers Mixer and Holiday Party at TFLI



Save the Date!

Foreign Language Teachers'

Holiday Party

Friday, December 16th
4:00 - 7:00 pm
TFLI
227 French Landing Drive, Suite 100

Bring an international dish or dessert to share. Drinks provided.

Feel free to invite a guest.

Please RSVP online or to fl@tflf.org by December 2

INTERPRETATION AND TRANSLATION SERVICES

July 2011- December 2011

Staff: T. Hope Collins, Director
Brenda Bess, Interpretation Coordinator
Anne Sizemore, Translation Project Manager (new employee)
Jennifer Foley, Translation Project Manager
Marilyn Adams, Program Assistant (new part-time employee)

Students served July-December 2011:

- Court interpreter workshops: 48 interpreters trained
- Interpretation technique courses: 5 interpreters trained
- Community interpreter training: 11 interpreters trained
- Translation Technique: 4 translators trained
- Healthcare Interpreter Skills Assessments: 31 interpreters tested in 8 counties

Highlights

Since the last board meeting, we have experienced a shift in staff members in ITS. Sarah Fowler left TFLI to pursue a career in nursing and Thana Numan left TFLI to pursue an intensive classical Arabic language program. We are pleased to welcome our new translation project manager, Anne Sizemore, and our new program assistant, Marilyn Adams!

Interpretation requests have grown from an average of 110 per month in 2008 to an average of 250 or more from July-December 2011. Interpretation Coordinator Brenda has been working with new Program Assistant Marilyn to prepare Marilyn for some of the administrative tasks linked to billing clients and paying interpreters.

The ITS department has seen a 30% increase in frequency of **translation** requests compared to the same period in 2010. Jennifer and Sarah both worked to train Anne to step right in and begin coordinating projects in late December. Jennifer and Anne coordinated more than 80 projects during the month of December 2011 alone, supporting the notion that the holidays are not a slow time for the ITS department.

Activities

In addition to Institute-wide community outreach and festivals, ITS staff participated in the following:

- American Dream breakfast, July 2011 - Hope Collins & Janice Rodriguez
- Chinese Chamber presentation, July 2011 – Sarah Fowler
- **TN Association of Professional Interpreters and Translators Conference** - September 2011 – Hope Collins, Sarah Fowler, Brenda Bess & Jennifer Foley
- **Plaza Comunitaria** – Graduation ceremonies, September 2011 - Hope Collins & Janice Rodriguez
- **Sister Cities** – October 2011 - Hope Collins & Janice Rodriguez
- TN Latin American Chamber of Commerce (TLACC) event, November 2011– Hope Collins & Janice Rodriguez
- TN Hispanic Chamber Commerce THCC event, December 2011 – Hope Collins & Janice Rodriguez

Special Interest

Certification Commission for Healthcare Interpreters CHI Exam (Certified Healthcare Interpreter) and AHI Exam (Associate Healthcare Interpreter) – TFLI has become the only testing center at this time in Nashville, TN for this new, nationally recognized healthcare interpreter certification. Interpreters of Arabic, Spanish and Mandarin Chinese will test for the CHI exam. Interpreters of other languages will test for the AHI exam. This is one of the first nationally accepted certifications for healthcare interpreters.

New Business Update

TFLI's telephonic interpretation service has experienced major growth, as we hoped. Requests have grown from an average of 14 calls per month to an **average of more than 60 calls per month**. In addition, clients are opting to use this service occasionally during business hours. We are pleased to see clients like St. Thomas Hospital and Amerigroup utilizing this service more often.

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 **15-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.



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. The TFLI Fund has added several new board members.

The TFLI Fund host an annual fundraising event: the International Wine and Food Tasting. As a result of the fundraising efforts, the Fund Board has purposed to award TFLI an annual grant from the proceeds, which has been used for scholarships for students of TFLI. The amount of the grant awarded last year was \$10,000.

TFLI Fund, Inc. Board Members	
Name	Affiliation
Trisha Boyer	Community Volunteer
Wendy Burch	F. Scott's / Table 3
Tony Cmelak	Vanderbilt Hospital
Steve Cobb, Esquire	TN Bar Association
Kimberly Davis	Davis Group Real Estate
Dr. Martin Deschenes	Retired
Becky Harrell	Kraft CPAs
Marnie Heinemann	Community Volunteer
Senator Douglas Henry	Tennessee State Legislature
Paul Kuhn	Woodmont Investment Counsel
Angela Lagersen	Community Volunteer
Julian Mata	Community Volunteer
Terry Murray	Nashville Testing Services
Daniele Fragnière-Nance	DFN Art
Jackie Rippey	Bradley-Rippey Design
Robin Riddell	Community Volunteer
Damian Srong	Omni Beverage Company
Paul Soper	Drescher Heller Pieper Martin
Vicki Turner	VT Enterprises
Fred Weisbrodt	McGraphics

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

Included for informational purposes is the most recent financial statement prepared by the Fund Board treasurer, Becky Harrell.

**TENNESSEE FOREIGN LANGUAGE INSTITUTE FUND, INC.
STATEMENTS OF FINANCIAL POSITION
DECEMBER 31, 2011 and DECEMBER 31, 2010**

	<u>2011</u>	<u>2010</u>
Charles Schwab Institutional Account		
Cash	\$ 27,698.25	\$ 31,068.34
Fixed income	-	92,670.19
Equities	<u>248,357.49</u>	<u>145,842.38</u>
	276,055.74	269,580.91
 Regions Credit Card Account	 <u>40,258.79</u>	 <u>27,336.90</u>
	<u>\$ 316,314.53</u>	<u>\$ 296,917.81</u>
 Liabilities - Account payable	 \$ -	 \$ -
Net Assets - beginning of year	296,917.81	264,293.88
Current year - change in net assets	<u>19,396.72</u>	<u>32,623.93</u>
Total Net Assets	<u>316,314.53</u>	<u>296,917.81</u>
Total Liabilities and Net Assets	<u>\$ 316,314.53</u>	<u>\$ 296,917.81</u>

TENNESSEE FOREIGN LANGUAGE INSTITUTE FUND, INC.
STATEMENTS OF ACTIVITIES
FOR THE YEAR ENDED DECEMBER 31, 2011 and DECEMBER 31, 2010

	<u>2011</u>	<u>2010</u>
REVENUES:		
Donations	\$ 716.64	\$ 627.19
Investment income	8,211.81	6,479.64
Pass-through Grant		
Grant - Nissan Foundation	23,000.00	22,000.00
Grant - Community Foundation	2,340.00	5,516.00
Grant - Dollar General	10,000.00	-
Grant - Frist Technology	1,665.00	-
	<u>37,005.00</u>	<u>27,516.00</u>
Wine tasting event		
Revenues		
Contributions/sponsors	6,500.00	5,660.00
Admission fees	13,105.00	8,545.00
Auction sales	18,820.00	18,775.00
	<u>38,425.00</u>	<u>32,980.00</u>
Expenses		
Food costs	(7,337.70)	(6,775.70)
Advertising	(2,739.98)	(2,000.00)
Printing and mailing	(4,166.59)	(1,949.00)
Music	(400.00)	(450.00)
Other costs	(512.26)	(284.30)
	<u>(15,156.53)</u>	<u>(11,459.00)</u>
Net Wine-tasting event proceeds	<u>23,268.47</u>	<u>21,521.00</u>
TOTAL REVENUES	<u>69,201.92</u>	<u>56,143.83</u>
EXPENSES:		
Fees	(2,952.49)	(2,711.30)
Miscellaneous	(286.62)	(96.00)
Pass-through grants	(37,005.00)	(27,516.00)
Insurance on donated vehicle	-	(1,124.00)
Grants to TFLI	(10,000.00)	(5,000.00)
TOTAL EXPENSES	<u>(50,244.11)</u>	<u>(36,447.30)</u>
OTHER INCOME (EXPENSE)		
Change in market value of investments	438.91	12,927.40
TOTAL OTHER INCOME (EXPENSES)	<u>(49,805.20)</u>	<u>(23,519.90)</u>
Change in net assets	<u>\$ 19,396.72</u>	<u>\$ 32,623.93</u>

FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

TFLI BUDGET PERFORMANCE, JULY 2011 – DECEMBER 2012

The following chart presents the fiscal performance of TFLI for the first six months of the fiscal year, in comparison with the spending plan approved by the Board in September 2011.

Tennessee Foreign Language Institute Budget, Performance & Spending Plan					
ALLOTMENT CODE 332.14					
	10-11 Final	Budget Goals FY 11-12	Actual July 2011- December 2011	Percentage of Goal	EXPLANATION
Beginning Balance	\$ 476,541	\$ 338,000	\$ 338,000		
POSITIONS:	16+		16+		Not included in the count are the part-time temporary employees
FUNDING SOURCES					
STATE APPROPRIATION	\$ 337,000	\$ 335,400	\$ 175,500	52.33%	
Fees Collected	\$ 1,544,012	\$ 1,590,332	\$ 1,027,112	64.58%	
FL	\$ 276,878	\$ 285,185	\$ 196,359	68.85%	
ESL	\$ 246,120	\$ 253,503	\$ 137,706	54.32%	
ITS	\$ 1,018,544	\$ 1,049,101	\$ 658,592	62.78%	
CAD	\$ 2,469	\$ 2,543	\$ 10,542	414.49%	
Interest/Misc			\$ 739		
Grants & Donations			\$ 23,175		
TOTAL REVENUES	\$ 1,881,012	\$ 1,925,732	\$ 1,226,526	63.69%	
EXPENDITURES					
SALARIES & BENEFITS	\$ 1,049,823	\$ 1,050,000	\$ 576,162	54.87%	
TRAVEL	\$ 8,725	\$ 8,000	\$ 3,450	43.12%	
SUPPLIES	\$ 61,467	\$ 60,000	\$ 26,718	44.53%	
RENT	\$ 134,513	\$ 135,000	\$ 67,003	49.63%	
PRINTING	\$ 12,077	\$ 12,000	\$ 6,029	50.24%	
PROFESSIONAL SVCS.	\$ 752,945	\$ 639,500	\$ 369,194	57.73%	
Postage & Tel.	\$ 6,280	\$ 6,000	\$ 1,585	26.42%	
Consulting Services	\$ 10,287	\$ 10,000	\$ 5,126	51.26%	
Advertising Services	\$ 39,143	\$ 35,000	\$ 9,593	27.41%	
Dues and Subscriptions	\$ 9,903	\$ 10,000	\$ 1,537	15.37%	
Other Prof/Admin.	\$ 73,930	\$ 70,000	\$ 31,974	45.68%	Includes bank and TBR administrative fees (\$50,000)
Contractors	\$ 613,403	\$ 507,500	\$ 319,378	62.93%	
Culture	\$ 25	\$ 1,000		0.00%	
ESL	\$ 9,383	\$ 5,000		0.00%	
FL	\$ 1,370	\$ 2,500		0.00%	
ITS	\$ 602,625	\$ 500,000	\$ 319,378	63.88%	
TOTAL Expenditures	\$ 2,019,551	\$ 1,904,500	\$ 1,050,905	55.18%	
REVENUE - EXPENDITURES	\$ (138,539)	\$ 21,232	\$ 175,621	827.15%	
Cash Assets	\$ 338,002	\$ 359,232	\$ 513,621	142.98%	Growth outpaced 6% projection.
Outstanding A/R	\$ 138,880	\$ 100,000	\$ 104,892	104.89%	
Total Combined Assets	\$ 476,882	\$ 459,232	\$ 618,512	134.68%	

Revenues & Expenditures: Highlights

- Revenues exceeded our targeted amount by nearly \$128,000, which is approximately 14% greater than projected. Combined funding, donations and fees collected during the 6-month period were almost \$1.3 million.
- Expenditures outpaced targeted amounts by approximately 5% more than the goal. Salaries, benefits and rent comprise the greatest expenses for our programs.
- Revenues were approximately \$175,000 more than expenses for the first half of the fiscal year, 8 times greater than our estimated net of \$21,000.
- TFLI served over 1000 distinct clients and students during the first half of fiscal year 2011 - 2012. The top revenue sources for TFLI are depicted in the following graph and charts.

74410 · Prof./Admin. Service	4410	%30.46
61100 · Administrative Salaries		29.60
61300 · Clerical & Support Salaries		12.68
74610 · Rent/Lease for Real Property		6.37
62100 · Retirement - TCRS		4.29
62500 · Group Insurance		4.24
62300 · FICA		2.85
74490 · Other Prof/Admin Ser		1.99
76100 · Stores for Resale		1.44
77200 · Service Charges		1.06
Other		5.02
Total		\$1,048,555.43

Tennessee Foreign Language Institute		Jul - Dec 11
Top Revenue Sources		
TN Dept. of Human Services		365,638.77
State of TN Appropriation		175,500.00
Amerigroup Community Care		64,002.33
TFLI FUND, Inc.		25,340.00
Fee Waivers		21,700.00
Mental Health Cooperative		20,660.14
TN Admin Office of the Courts		19,511.11
Middle TN Mental Health Institute		16,310.00
Caterpillar Financial Services		13,320.00
TN Board of Probation & Paroles		11,205.79
CRIT(Somali Community Center)		10,323.75
Davidson County Juvenile Court		9,636.80
Metro Nashville Public Schools		9,556.09
Leader, Bulso & Nolan PLC		9,375.09
FRANKE		8,748.12
After School Enrichment Program		5,915.00
Bureau of Health Services		5,780.00
Square D Company / Schneider Electric		4,500.00
Scarab Behavioral Health Services		4,000.00
Michael D. Ponce & Associates		3,933.94

ADDITIONAL ITEMS / NOTES