

Report to the Governing Board
of the
Tennessee Foreign Language Institute



Presented
February 28, 2014

Janice Snow Rodríguez, Ph.D.
TFLI Executive Director

The TFLI Legislative Mandate

- Coordination and provision of foreign language skills needed by state government for purposes of industrial recruitment, tourist development or any other state purpose;
- Original research into the most effective methods of foreign language instruction and the dissemination of such knowledge;
- Improvement of the language skills and teaching methods of foreign language instructors at all levels in the schools, colleges and universities of Tennessee; and Coordination and provision of foreign language instruction to the citizens of Tennessee.

Our Vision

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

Mission

The Tennessee Foreign Language Institute (TFLI), dedicated to responsive public service, strives 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.

AGENDA

Meeting of the TFLI Governing Board

February 28, 2014

8:30 AM CST

Tennessee Foreign Language Institute

Nashville, TN

- I. Welcome and Introduction of Participants
- II. Adoption of Agenda
- III. Approval of Minutes from Previous Meetings
- IV. Fiscal Status Update: Dr. Richard Rhoda
- V. Executive Director's Report
- VI. Programmatic Reports
 - a. English as a Second Language
 - b. Foreign Languages
 - c. Interpretation and Translation Services
- VII. Next Board Meeting: August 14, 2014 at 1:00 pm
- VIII. Closing Remarks & Adjournment

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MINUTES

Governing Board of the Tennessee Foreign Language Institute

November 29, 2012

Meeting was called to order at 2:05 pm by **Dr. Janice Rodríguez**. Present at the meeting:

Board Members:

Gloria Bishop

Keith Carver, by telephone

Hanseul Kang, by telephone

John Butler, by telephone

Lee Curtis, by telephone

Others in attendance:

Jason Cavender, THEC

Jennifer Foley, TFLI

Jason Goodrich, TFLI

Bobby Hopkins, TFLI

Angie Harris, TFLI

Aaron Lovett, TFLI

Cesar Muedas, TFLI

Miranda Runcie, TFLI

Judit Pap, TFLI

Maegan Young, TFLI

Representing TFLI, Janice Rodríguez

I. Introduction

- a. **Dr. Janice Rodríguez** called the meeting to order. **Ms. Gloria Bishop** made a motion to adopt the agenda and it was adopted. The meeting proceeded with an introduction of participants.
- b. Minutes were reviewed from the last meeting. **Ms. Bishop** made the motion to approve minutes and the motion was adopted.

II. Executive and Administrative Department Report

- A. **Dr. Rodríguez** summarized old business from the last governing board meeting including the dismissal of TN Senate Bill 3086 (HB3184) and an update on the lease situation. TBR has identified that TFLI is still supposed to be a part of the state densification program as of November 2012, however, there is a possibility the lease will be transferred directly to TFLI allowing the institute to govern their own lease.
- B. **Dr. Rodríguez** also briefly discussed TFLI's continuing projects and emergency service support for the Office of Emergency Management, including the language mapping project that would enable first responders to more quickly identify interpretation and translation needs during emergency situations. **Mr. Jason Goodrich** continued the report noting test maps would be available soon. Ms. Bishop commented saying this project is an excellent and indispensable idea and asked if there would be possibility of more funding for this sort of

initiative in the future. Dr. Rodríguez answered we do not yet know of anything concrete but have been given ideas for potential sources and need to look into more grants, etc.

- C. **Dr. Rodríguez** reported on her activities as executive director of TFLI in attending various administrative functions to promote the organization. She specifically mentioned presentations at the NAJIT Annual Conference in Cambridge, MA, attending JNCL-NCLIS Delegate Assembly & Legislative Day in D.C with Hope Collins, participation in the TN Supreme Court Interpreter Issues Summit, attendance at the 2012 American Dream Banquet in Nashville, and attendance at the Southeast US-Japan Association Annual Meeting in Japan.
- D. **Dr. Rodríguez** introduced the Marketing & Communications segment and summarized the results of TFLI marketing surveys with Ms. Mary Morgan continuing. Ms. Morgan commented on TFLI's progress in doing a general over-haul of the TFLI website stating this is probably the most important marketing tool for TFLI at this time. Mary discussed other venues TFLI currently advertises including Nashville Public Radio and Nashville Arts Magazine. She said TFLI ran a commercial during some of the travel shows on Nashville Public Television that seemed to be successful and noted TFLI would consider investing in this medium more heavily once the website is in order. Finally, Dr. Rodríguez commented on some of the printed catalogs TFLI is now offering and Ms. Morgan summarized TFLI's participation in various community events around Nashville noting we may consider this kind of outreach in other parts of the state once we have more course offerings available.

III. Cultural Awareness and Diversity

- A. **Mr. Aaron Lovett** presented on the many activities of the Cultural Awareness and Diversity department starting with a more detailed overview of the language mapping and OEM projects TFLI is working on with staff help from Mr. Lovett, Mr. Goodrich, and Mr. Bobby Hopkins.
- B. **Mr. Lovett** focused a lot of attention on interdepartmental cooperation including his own participation in development and teaching for the TESL program, advising with ESL to Go, and aiding in development of foreign language teacher training.
- C. **Mr. Lovett continued to discuss special programs in the CAD department including cultural competency training workshops for Middle Tennessee Mental Health. He also gave an overview of the many culture programs offered by the departments including many programs geared towards healthcare professionals.**
- D. **Mr. Lovett** mentioned CAD's participation in many community events in the Nashville area including a presentation on cultural diversity for Leadership Nashville, a workshop and participation in the Vanderbilt Student and Service Resource Fair, and attendance at monthly meetings for the Nashville Task Force on Refugees & Immigrants.
- E. **Dr. Rodríguez** opened the floor for questions and thanked **Mr. Lovett** for his presentation.

IV. English as a Second Language (ESL)

- A. **Angela Harris**, the director of the department, began by welcoming **Bobby Hopkins** to the department as Acting ESL Assistant Director. She also pointed out the addition of two other department members, **Leah Hashinger** and **Ashley Ekers**, who work with the ESL to Go project.
- B. **Ms. Harris** highlighted the total registrations for ESL custom and group classes and new corporate clients. She also recapped developments within the TESL program including several new community outreach partners.
- C. Moving on, **Ms. Harris** discussed Taxi Pro mentioning a change in leadership at the Transportation Licensing Commission and, most importantly, the Nashville Convention and Visitor's Bureau's interest in branding the program as "Music City Taxi Pro."
- D. The ESL to Go program was discussed at length. Major shifts included addition of staff, several classes, and ordering of the mobile classroom expected to arrive in Spring of 2013.
- E. **Ms. Harris** summarized over \$100,000 in grants awarded to the ESL department for the ESL to Go project and also mentioned grants and fundraisers in progress to support ESL to Go.
- F. In closing, **Ms. Harris** talked about the ESL department's participation in many different community events, meetings, and committees. **Ms. Curtis** commented that it sounds as though the department has been very busy and productive.

V. Foreign Language (FL) Department

- A. **Miranda Runcie**, director of the Foreign Language department, presented **Judit Pap** as a new member of the FL department sharing the role of program administrator with Maya Campbell. She noted Judit's work in promoting FL classes through photography, design, and a new foreign language blog.
- B. **Ms. Runcie** continued to summarize the department, speaking about customized private and group classes including classes for Meharry Medical Center, Schneider Electric, TBI, and work with the Japanese Consulate.
- C. **Ms. Runcie** spoke about the expanding children's foreign language program including after-school classes in Spanish, French, and Mandarin, as well as, a Spanish Summer Camp.
- D. **Ms. Runcie** was happy to announce the receipt of a grant from the Nissan Foundation to provide a series of workshops for foreign language instructors within the community. Following, **Ms. Pap** recapped a customized intensive West African Language and Culture training that was arranged for members of the Civil Affairs Unit at Fort Bragg.
- E. **Dr. Rodríguez** opened the floor for questions and noted TFLI was beginning to have space shortage due to the growing staff.

VI. Interpretation and Translation Services (ITS)

- A. **Dr. Rodríguez** introduced **Jennifer Foley** as the new Director of Interpretation and Translation services, replacing Hope Collins.
- B. **Ms. Foley** continued by looking at the growing staff within the ITS department, mentioning all of the new members.

- C. **Ms. Foley** stated business in ITS continues to grow, despite a decline in work coming from the TN Department of Human Services. Amerigroup Community Care continues to be a steady client for interpretations and a project to translate worldwide training documents and PowerPoints for Caterpillar Financial are keeping the department busy.
- D. **Ms. Foley** took a brief look at the statistics so far as most commonly requested languages where demand for Spanish and Arabic continues to win the majority. She also discussed comparisons of the top interpretation and translation clients before going into new business.
- E. **Ms. Foley** mentioned the departments growing reach with companies such as STEM Preparatory Academy, Intrepid College Prep, and Murfreesboro City Schools. She also talked about continued work in interpreter training classes, such as the Court Interpreter Workshop and Medical Interpretation Technique, bilingual assessments for the TN Department of Health, and CCHI testing. Altogether, professional development has been provided for 71 students this year and TFLI is one of only two testing locations for CCHI in state.
- F. **Ms. Foley** spoke about pro-bono interpretation and translation work done within the community including projects for Celebrate Nashville and Second Harvest Food Bank. Second Harvest gave several completed posters to TFLI to display in office. Ms. Foley also spoke about community activities the ITS departments has participated in. She concluded by saying she looks forward to being about to attend more networking events and professional workshops to grow business within the department as soon as new members have settled into their roles.
- G. **Dr. Rodríguez** commented on the busy department and the investment in human capital. **Ms. Foley** added by noting the in-house language potential in Cesar Muedas, Jonathan Beam, and Lisa Montes who all speak at least one language other than English.

VII. TFLI Fund, Inc.

- A. The TFLI Fund is a 501c3 fundraising organization that provides support to the Tennessee Foreign Language Institute.
- B. **Dr. Rodríguez** presented current information from the TFLI Fund including a summary of the annual wine tasting fundraiser and financials.
- C. **Dr. Rodríguez** noted a change in location of the annual wine tasting fundraiser to the W.O. Smith Music School and commented on what a success the evening was. She also mentioned Becky Harrell, treasure of the TFLI Fund, was unable to attend the Governing Board meeting but the Fund does normally make a grant of \$10,000 annually to TFLI. These funds are usually used for scholarships.

VIII. Financial Status of TFLI

- 1. **Dr. Rodríguez** presented on the financial status reports making note revenues were 13% greater than expected at this time of the year. Expenditures were up 11% more than projected due to growth of staff. She projected a 5% growth in 2012-2013 across the board

not assuming any more change in rent, space, or staff for now. **Ms. Bishop** moved to approve the spending plan and **Mr. Butler** seconded. The motion was approved. **Dr. Rodríguez** said she would keep **Dr. Rhoda** and the Board informed on progress.

IX. Closing

- A. **Dr. Rodríguez** drew attention to an audio clip from NPR covering the ESL to Go project, donations that had come in, and the website where people can donate to the ESL to Go project.
- B. **Ms. Curtis** says the next meeting should be in August 2013 and **Dr. Rodríguez** confirmed she would send out an update in February 2013 and formally meet in August.
- C. **Ms. Bishop** commented on a great job and asked how many other states have an institution comparable to TFLI. **Dr. Rodríguez** informed there are no other institutions like TFLI set up by any other state government to which **Ms. Bishop** added TFLI might be an example for other states.
- D. **Ms. Bishop** motioned to adjourn the meeting and motion was granted at 3:20pm.

ADDITIONAL MEETING OF THE TFLI GOVERNING BOARD

Since the last formal meeting on November 29, 2012, there was a called meeting of the Governing Board on February 1, 2013, held via telephone. Minutes of that meeting were not taken. However, the substance of the meeting is outline in the following agenda and restructuring plan.

AGENDA
TENNESSEE FOREIGN LANGUAGE INSTITUTE
BOARD OF DIRECTORS MEETING
THEC Board Room, 18th Floor, Parkway Towers
February 1, 2013, 8:00 A.M.

Adoption of Agenda

Chairman's Report

Executive Director's Comments

- I.** Review of Financial Information
- II.** Adoption of Financial Restructuring Plan
- III.** Approval of THEC/TSAC involvement
- IV.** Other

Tennessee Foreign Language Institute
Financial Restructuring Plan
2012-2013

- I. **INTRODUCTION:** The Tennessee Foreign Language Institute has examined its budget in light of the recent revenue shortfalls and has concluded that a reorganization is an unfortunate necessity. This action is necessary in order to meet current fixed expenditure costs and address anticipated long term needs. In the absence of any TFLI policy in such situations, this Financial Restructuring Plan has been developed using T.B.R. Policy #5:01:00:00 (General Personnel Policy, Section E.6. regarding Reduction in Force) as a guide.
- II. **BACKGROUND:** The following is a detailed rationale why a Financial Restructuring Plan is necessary.

In recent years, great progress has been made at the TFLI by adding programs to further the mandate and mission of TFLI, resulting in growth in number of entities and individuals served. During this time, without an increase in state appropriations, we have managed to compensate through cultivation of a steady revenue stream which allowed us to add human capital in both part-time and FTE staff. This year, we anticipated maintaining a revenue stream at or surpassing the levels of 2011-2012, as we have successfully in previous years, but this has not happened. While we are subject to the overall economic downturn experienced nationwide, we have specifically seen a substantial loss in revenue from one our major clients: the TN Department of Human Services. We have experienced a **72% loss in revenue** from this in the first six months of the fiscal of year of 2012-2013 compared to the same period in the previous fiscal year. In real dollars, that amount of that loss is nearly \$260,000.

This dramatic and unanticipated loss in revenue has TFLI staff working diligently to find alternative sources of revenue. In tandem with that effort and while we rebuild, it appears the only remaining alternative is to cut the only discretionary costs we have: personnel costs.

In view of the fact that funding and revenue levels have not kept pace with the FTE growth or the demands of our mission-based programs, it is necessary for the Tennessee Foreign Language Institute to take steps to remain financially viable.

- III. **PRINCIPLES FOR FINANCIAL RESTRUCTURING:** Essentially, the plan takes a tripartite approach in attempting to increase revenue and cutting costs.

First, any programmatic decision, such as whether to offer a service, will be scrutinized using a fully loaded cost estimation tool and rubric to take into account the fixed costs of doing business, including staff time, supplies, and rent.

Secondly, those programs and activities which meet the fiscal threshold will be conducted and those that do not will be eliminated unless or until alternate funding is available.

The third tactic is aimed toward personnel. With no ability to negotiate rent or other costs, personnel is the remaining discretionary area. Specifically, (1) TFLI will cut four (4) part-time administrative support positions. Remaining full-time staff will adjust their schedules and will add additional duties to their activities to compensate for the loss. (2) All full-time staff will be furloughed two (2) days a month for a period of five (5) months beginning in February 2013. (3) Beginning in March 2013, one (1) full-time staff position will be eliminated, and one full-time position will be reduced to part-time without benefits.

Methodology and Criteria utilized to Identify Areas for Reorganization/Consolidation.

1. Since TFLI must be concerned with revenue-generation, it is necessary to maintain adequate staff to serve the chief areas of revenue-generation for the Institute: interpretation and translation services.
2. The legislative mandate of TFLI is to provide foreign language instruction and teacher training. Adequate staffing is necessary to continue these programs.

IV. ELIMINATION OF POSITIONS AND REDUCTIONS: After evaluating all possibilities, it was determined that the following course of action, listed in priority, should be taken:

Phase 1:

1. Eliminate the recently added part-time technology assistant, Mark McClendon.
2. Eliminate the administrative support staff member serving the Interpretation and Translation Services, Marilyn Adams
3. Eliminate the evening program support staff, Patti Pardue. Offer Ms. Pardue the option of working Saturdays only, bumping the less-senior staff member Rosemary Gomez.
4. Eliminate the ESL administrative support staff, Jane Bentz
5. Furlough all full-time staff two days each month for a period of five months, beginning February 2013

Phase 2:

6. Eliminate full-time Translation Project Manager (TPM) Jason Goodrich. While Jason has several months' seniority over the other full-time TPM Cesar Muedas, Mr. Muedas' native language skills provide an additional source of revenue for the department.
7. Reduce Foreign Language program assistant, Judit Pap from full-time to part-time status, without benefits.



V. REVENUE ENHANCEMENT ACTIVITIES

In addition to the cuts and cost estimation triggers, TFLI will pursue several revenue-generating activities with higher revenue-to-cost margins. Specifically,

- TFLI has a Spanish for Medical Personnel course with Meharry Medical College which can be replicated and promoted to other entities. Minimum expected gross revenue is \$10,000 per course, if implemented.
- TFLI will offer a language camp for children during the Spring Intercession period for Metro Nashville Public Schools. Expected revenue is \$3,500.
- TFLI Interpretation Services have been requested for corporate conferences and meetings in the spring. Each event is anticipated to generate \$10,000.

Further, TFLI has outstanding accounts receivable to be collected. As of January 29, 2013, A/R is \$167,609. Concentrated effort to recover past-due amounts continues to be made.

VI. IMPLEMENTATION/TIMING:

This revenue generation and restructuring plan will begin immediately upon board approval in phases, with an understanding of two weeks minimum notice before positions are reduced or eliminated and before furlough days are scheduled. Phase 2 of reductions would be implemented at least one month following Phase 1.

VII. NOTIFICATION TO AFFECTED EMPLOYEES:

All affected employees will be given a minimum notice of two weeks.

VIII. COST OF FINANCIAL RESTRUCTURING PLAN:

The saving resulting from this restructuring plan for the period February through June 2013 is **\$86,359**.

If furloughs are discontinued in July 2013 and all other cost-cutting measures remain in effect, the annualized savings going forward are **\$140,627**. It is anticipated that additional revenue streams will be developed and there will not be a need for continued furloughs.

IX. SUMMARY:

The TN Foreign Language Institute proposes the following plan:

1. Each program before implementation will be evaluated to determine full costs of said program against projected revenue.
2. Programs and activities which do not meet the fiscal threshold will be eliminated or postponed unless or until alternate funding is available.
3. Reductions in personnel costs will be realized through the following:



- TFLI will cut four (4) part-time administrative support positions. Remaining full-time staff will adjust their schedules and will add additional duties to their activities to compensate for the loss.
- All full-time staff will be furloughed two (2) days a month for a period of five (5) months beginning in February 2013. This time may be extended if circumstances merit.
- Beginning in March 2013 or after, one (1) full-time staff position will be eliminated, and one full-time position will be reduced to part-time without benefits.

These actions will result in a saving to TFLI in the amount of \$ 140,627 annually. If these actions prove insufficient to keep TFLI operating in a financially solvent way, further cuts in personnel will be considered and pursued.



FISCAL STATUS UPDATE

Dr. Richard Rhoda, TFLI Governing Board Chair

Exhibits:

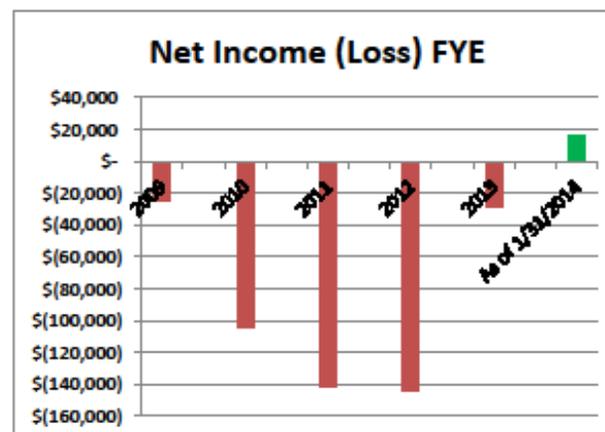
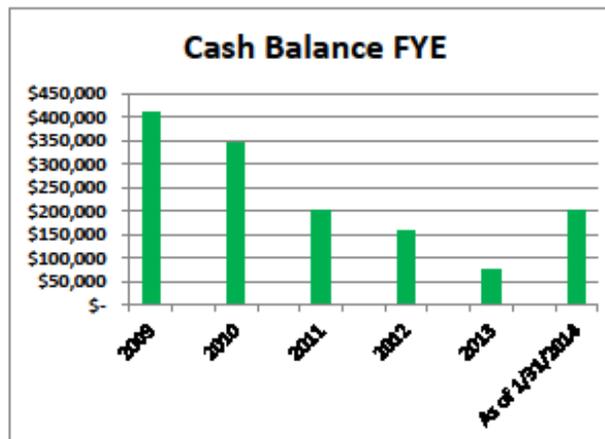
- Annual Cash Balance and Net Income(Loss)
- Financial Results: 5-year History
- Statement of Revenues, Expenses, Changes in Net Assets
- Statement of Net Assets

ANNUAL CASH BALANCE AND NET INCOME (LOSS)

TFLI - Year End Results per Banner

Does not include ESL To Go

<u>Fiscal Year</u>	<u>Cash Balance</u>	<u>Net Income (Loss)</u>
2009	\$ 408,344	\$ (25,145)
2010	\$ 345,265	\$ (104,015)
2011	\$ 202,140	\$ (141,178)
2012	\$ 158,321	\$ (143,488)
2013	\$ 75,772	\$ (29,322)
As of 1/31/2014	\$ 201,109	\$ 15,903



FINANCIAL RESULTS: 5-YEAR HISTORY

TFLI 5 Year Summary*

	<u>Tuition & Fees</u>	<u>State Appropriations</u>	<u>Private Grants & Contracts</u>	<u>Investment Income</u>	<u>Total Revenues</u>	<u>Salaries & Benefits</u>	<u>Consulting Services Expense</u>	<u>Other Expenses</u>	<u>Total Expenses</u>	<u>Net Loss</u>
FY 2009	1,122,255	341,200	21,660	8,186	1,493,301	819,209	425,034	274,203	1,518,446	(25,145)
FY 2010	1,162,214	367,700	13,710	1,601	1,545,225	961,662	386,530	301,049	1,649,241	(104,016)
FY 2011	1,538,357	337,000	6,079	520	1,881,956	1,040,530	628,895	353,710	2,023,135	(141,179)
FY 2012	1,624,982	352,800	2,683	0	1,980,465	1,146,342	628,079	349,833	2,124,254	(143,789)
FY 2013	1,684,520	378,600	0	157	2,063,277	1,209,402	576,260	306,937	2,092,599	(29,322)

* Does not include ESL To Go.

STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET ASSETS

Tennessee Foreign Language Institute
Unaudited Statement of Revenues, Expenses, and Changes in Net Assets
For Internal Use Only
For the Period July 1, 2012 to June 30, 2013
Prepared by TSAC Fiscal Office

	TFLI 820201	ESL Grant 820206	Combined
REVENUES:			
Operating revenues:			
Tuition and fees	\$ 1,684,520	\$ 67,079	\$ 1,751,598
Private gifts, grants, and contracts	\$ -	\$ -	\$ -
Total operating revenues	<u>\$ 1,684,520</u>	<u>\$ 67,079</u>	<u>\$ 1,751,598</u>
EXPENSES			
Operating Expenses:			
Salaries and wages	\$ 942,112	\$ 40,205	\$ 982,316
Benefits	\$ 267,291	\$ 14,162	\$ 281,452
Travel	\$ 8,210	\$ 322	\$ 8,532
Utilities, supplies, and other services	\$ 874,988	\$ 38,754	\$ 911,740
Total operating expenses	<u>\$ 2,092,598</u>	<u>\$ 91,443</u>	<u>\$ 2,184,041</u>
Operating income (loss)	<u>\$ (408,079)</u>	<u>\$ (24,364)</u>	<u>\$ (432,443)</u>
NONOPERATING REVENUES (EXPENSES)			
State appropriations	\$ 378,600	\$ -	\$ 378,600
Investment income	\$ 157	\$ -	\$ 157
Net nonoperating revenues	<u>\$ 378,757</u>	<u>\$ -</u>	<u>\$ 378,757</u>
Income before other revenues, expenses gains, or losses	<u>\$ (29,322)</u>	<u>\$ (24,364)</u>	<u>\$ (53,686)</u>
Increase (decrease) in net assets	<u>\$ (29,322)</u>	<u>\$ (24,364)</u>	<u>\$ (53,686)</u>
NET ASSETS			
Net Assets -beginning of year	\$ 213,575	\$ -	\$ 213,575
Net Assets - end of year	<u>\$ 184,253</u>	<u>\$ (24,364)</u>	<u>\$ 159,889</u>

STATEMENT OF NET ASSETS

Tennessee Foreign Language Institute
Unaudited Statement of Net Assets
For Internal Use Only
For the Period July 1, 2012 to June 30, 2013
Prepared by TSAC Fiscal Office

	TFLI 820201	ESL Grant 820206	Combined
ASSETS			
Current assets:			
Cash and cash equivalents	\$ 75,772	\$ (24,303)	\$ 51,469
Accounts, notes, and grants receivable	\$ 129,643	\$ -	\$ 129,643
Total current assets	<u>\$ 205,415</u>	<u>\$ (24,303)</u>	<u>\$ 181,112</u>
Noncurrent assets:			
Cash and cash equivalents	\$ -	\$ -	\$ -
Total noncurrent assets	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Total assets	<u>\$ 205,415</u>	<u>\$ (24,303)</u>	<u>\$ 181,112</u>
LIABILITIES			
Current liabilities:			
Accounts payable	\$ 21,161	\$ 61	\$ 21,223
Total current liabilities	<u>\$ 21,161</u>	<u>\$ 61</u>	<u>\$ 21,223</u>
Noncurrent liabilities:			
Accrued liabilities	\$ -	\$ -	\$ -
Total noncurrent liabilities	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
Total liabilities	<u>\$ 21,161</u>	<u>\$ 61</u>	<u>\$ 21,223</u>
NET ASSETS			
Invested in capital assets, net of related debt	\$ -	\$ -	\$ -
Restricted for:			
Nonexpendable:			
Scholarships and fellowships			
Other	\$ -	\$ -	\$ -
Expendable:			
Scholarships and fellowships	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -
Unrestricted	\$ 184,253	\$ (24,364)	\$ 159,889
Total net assets	<u>\$ 184,253</u>	<u>\$ (24,364)</u>	<u>\$ 159,889</u>

EXECUTIVE DIRECTOR'S REPORT

January 2013 – December 2013

Staff:

- Janice Rodríguez, Executive Director
- Apryl Ruíz, Office Coordinator
- Patti Pardue, Weekend Assistant
- Mary Morgan, Communications & Marketing Director
- Maria Simpson, Spanish Instructor / Interdepartmental Resource
- Percy Person, Technology Coordinator

FOLLOW-UP ON PREVIOUS MEETING ITEMS

Densification Complete. In October of 2013, TFLI was been relocated to a State-owned space through the TN Department of General Services densification and consolidation initiative, T3 (*Transforming Tennessee for Tomorrow*). The space 220 French Landing Drive houses the TN Department of Labor. TFLI occupies a suite of offices on the ground floor on the B-side of the building. The move was a significant disruption to business activities, as might be imagined, but classes did continue amidst the packing and unpacking.

STATEMENT TO THE TN HOUSE EDUCATION COMMITTEE: FEBRUARY 11, 2014

The Executive Director was requested in writing to present to both the Tennessee House Education Committee and to the House Finance, Ways and Means Committee for this year's legislative session. What follows are the prepared remarks for the TN House Education Committee, which were also delivered in writing to both committees, along with supporting exhibits.

Prepared Remarks of Janice Snow Rodriguez, Ph.D.
Executive Director of the Tennessee Foreign Language Institute
Presented to the Tennessee House Education Committee
February 11, 2014, 12:00 pm CST.

First, I would like to thank Chairman Brooks and the committee for the opportunity to update you on the events and accomplishments at the Tennessee Foreign Language Institute and to answer the specific questions raised by this committee. As requested, I will begin with a very brief overview of the TFLI budget.

Overview of TFLI Budget

The Tennessee Foreign Language Institute has made a strong turnaround from where it was this time last year. As of January 31, 2014, our cash balance is approximately \$185,000, with over \$150,000 in outstanding receivables. In contrast, during the first six months of the 2012-13 fiscal year, our expenditures outpaced revenues, leaving our cash balance under \$50,000 at the end of December 2012. We took action in 2013 in the form of reductions in staff, furloughs, and

other cost-saving measures, coupled with strategic growth initiatives to put us on track toward a positive position. We ended the fiscal year with nearly \$150,000 on the books.

However, in August 2013 we were made aware of an accounting error from June of 2012 that, when corrected, reduced our actual cash balance by nearly \$90,000. At this point, we again evaluated what measures must be taken, and it was determined that TFLI would draw an advance of \$150,000 of our annual appropriation. Taking this advance has given us the security to weather the typical fluctuations in our revenue streams. We have been fortunate that the advance has acted only as safety net, as our cash balance without it has been in the positive each month so far.

This accomplishment is due to the efforts of a very driven and determined group of professionals working at the Tennessee Foreign Language Institute. The staff of TFLI has worked tirelessly to ramp up productivity despite the staffing reductions. Our offices were also “densified” and relocated from a leased space to State-owned property during this critical time, causing a disruption to productivity; yet we persevered. As indicated on the cash balance information I have provided for you, we are happy to report that revenues continue to increase and many good things are happening.

Activities

The programs and services of TFLI are not just surviving; we are flourishing. We continue to innovate and respond to the needs of our constituents.

For example, our program to train **teachers of English as a Second Language (TESL)** began its 150-hour course with **19 students** the term. The teachers, when certified go on to teach abroad or supply local schools, community centers and universities. The ESL coordinator at Nashville State noted that they rely on the graduates of our program as adjunct instructors and commented that they are some of “the most knowledgeable and most well-prepared.”

Another example of innovation for English language learners is our **ESL to GO program** – a mobile classroom dispatched to apartment complexes which are home to many recently arrived refugees. Funded in part through grants from the Tennessee Office for Refugees, Memorial Foundation, Joe C. Davis and Dollar General, among others, this program addresses the difficulty of transportation here in our city and thus accelerates the process of learning English. Since April of 2012, over 200 students have taken part in English classes on the truck. **Overall, TFLI tracks an annual student body in the ESL Program of well over 200 individuals who take recurring classes throughout the year.**

Additionally, to assist the tourism industry, TFLI has created a **Taxi Pro training** program, in collaboration with the Transportation Licensing Commission and the Convention and Visitors Bureau, to test the English language ability of all taxi driver applicants and provide instruction to the candidates in map reading and in understanding the cultural diversity issues that a driver may encounter. The city of Nashville has a stated goal of increasing taxi cab permits this year, and thus the **demand for our services will continue to increase.**

Our foreign language classes continue to meet the needs of individuals, industry and government. Our current roster of **active foreign language students numbers 445**, with many of these students repeat clients for years. We also provide language classes to corporate clients

such as **Genesco** and **Schneider Electric**, among others. We have been approached by a member of the **Governor's Task Force on Aging** and other organizations looking at life-long learning for collaboration in implementing foreign language courses as one means to keep the aging mind nimble. And, at the other end of the spectrum, **home schooling associations** seek our instructors to augment their curricula in foreign languages.

One additional successful program in foreign language learning has been the fee waiver program, providing classes to **State government employees**. This term alone we have **66 State employees** taking classes with us. **The count last fiscal year was 205**. We hope to continue increasing this number.

We have attempted to offer classes to state employees in other areas of the state, but have been limited by distance and resources. We currently do not have the funds to do the work necessary to set up operations outside of middle Tennessee. This point brings me to my brief statement requested by the committee about the challenges faced by TFLI.

The Challenges and Opportunities

TFLI stands ready to contribute to solidifying our state's position as having a well-educated and prepared workforce, ready to attract international commerce, and equipped with the linguistic and cultural skills required in the global economy.

Still, we face challenges ourselves. The volume of work in contrast with current staffing levels leaves us struggling to keep pace. While we are fortunate to have a dedicated staff, without some relief I fear we will face burnout and subsequent turnover, another costly consequence. We recently moved an administrative support person to assist in a revenue generating position in our interpretation department, and that vacancy cannot be filled given our current fiscal challenges.

One perennial issue has been not getting real-time information regarding the fiscal status of the Institute. We are working to improve that process with the TN Board of Regents. While the fiscal office at the Board of Regents processes payments and pays our bills, we do not have anyone on staff dedicated to conducting analysis of our financial information. We have received support from THEC in this area for which we are very grateful, but is not a long-term solution for TFLI.

Furthermore, while we would like to innovate with **online teaching**, **distance learning** and a **more dynamic website**, we are hampered by losing a technology coordinator in our recent reductions and not having the funds to invest in technological advances or refining the services offered.

In the area of children's language programs, we stay in what seems to be a perpetual pilot stage for lack of personnel. The costs to administer language programs to children are exponentially higher than teaching adults, but the rewards reaped are long-term and substantial. The U.S. has a foreign language education deficit, according to a recent policy memo by the Council on Foreign Relations, and beginning the process of obtaining these skills at an earlier age is critical. We would like to make a greater investment toward **enriching the lives of children** and producing a citizenry able to participate productively in a global community.

Finally, the demand for interpretation and translation services has increased, while our staffing levels have decreased. In 2013, a staff of two interpretation coordinators handled over **4200 interpretation assignments in 41 different languages**. In the area of written translations, over **1500 projects in 56 languages** were managed by one fulltime and one part-time staff member. We have been contacted by at **least 15 new clients** in the past two months alone. We are currently meeting that demand, but cannot yet invest in additional staffing. And as Tennessee pushes to increase international trade and tourism, as well as serve a changing demography, the services we offer are crucial.

We are open to creative solutions. We feel that collaborating with other state agencies in support of economic and community development, workforce training and education is an avenue not fully explored. We are always seeking grant funding and public-private collaborations. We also welcome the assistance and counsel from this committee as we strive to fulfill our legislative mandate. Thank you for the opportunity to provide this overview.

ADDITIONAL ACTIVITIES OF THE EXECUTIVE DIRECTOR

The Executive Director has actively worked toward sharing TFLI with allied organizations and associations. What follows are highlights of some of these activities.

- After discussions with the **Clínica Hispánica La Paz**, TFLI has procured a \$13,000 grant toward rent of a space in the South Nashville community for ESL and Spanish classes.
- **Office of Diversity and International Affairs (ODIA) at Tennessee State University**, Advisory Board Member. Dr. Rodríguez continues to work with this board and is in discussion regarding potential translation work for the ODIA. TSU is also interested in training staff in our TESL certificate program and enlisting the services of TFLI in language and cultural preparation in study-abroad programs.
- **El Protector – Metro Nashville Police Department**. The Executive Director is a long-time member of this Advisory Board and has attended meetings and community events throughout the year representing TFLI and El Protector in this law enforcement outreach to the Spanish-speaking community.
- **Cultural Awareness Programming at Lentz Public Health**. The Executive Director facilitated two training sessions for employees of the Metro Nashville Public Health Department. The sessions addressed the family and community dynamics, beliefs regarding health and wellness, traditions, and the history of the **Burmese** and **Somali** communities here in Nashville.

MARKETING & COMMUNICATIONS

Mary Morgan, Director of Special Projects at the Tennessee Board of Regents, has been assigned to assist TFLI in our marketing and communications. Due to TFLI's financial situation, all advertising and promotion, including printing, were cancelled with the exception of a series of Graffiti ads that had been prepaid for the year. Through a private donation, we were able to retain our email marketing service, Constant Contact, which permits us to send promotional emails to clients. Mike Rocco, the husband of TFLI employee Thuy Rocco, is working pro bono with TFLI to develop a new interactive website using a

WordPress platform. Mary Morgan is developing and transferring content to the new site, which we hope will be ready for launch this spring. We have recently been able to do two small print runs of promotional postcards (one for TESL, the other for our foreign language classes) and are revising the general TFLI brochure, which is almost out of print. We expect to have a presence at the Cherry Blossom Festival in April.

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. Becky Harrell, as the Fund's treasurer, has been an adviser to us throughout various grants applications and awards.

The TFLI Fund hosts an annual fundraising event: the International Wine and Food Tasting. The most recent was held in November 2013, and served to honor Ellen Soper, longtime Board Member and TFLI supporter, who passed away in 2013.

As a result of the annual 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 this year is \$20,000.**

Additional information about the TFLI Fund can be found on the pages of the Community Foundation:

<http://givingmatters.guidestar.org/NonprofitProfile.aspx?OrgId=1795>.

<u>TFLI Fund, Inc. Board Members</u>	
<u>Name</u>	<u>Affiliation</u>
Wendy Burch	F. Scott's / Table 3
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
Terry Murray	Nashville Testing Services
Jackie Rippey	Bradley-Rippey Design
Vicki Turner	VT Enterprises
Fred Weisbrodt	McGraphics

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.



ENGLISH AS A SECOND LANGUAGE / TESL

June 2013 – December 2013

STAFF

Angela Harris, ESL/TESL Director (full-time)

Thuy Rocco, ESL Assistant Director (part-time)

Aaron Lovett, Director of Curriculum and Training (part-time)

Leah Hashinger, ESL To Go Program Manager (full-time)

Ashley Ekers, ESL to Go Curriculum Coordinator (part-time)

I. ESL DEPARTMENT REGISTRATIONS



THE UNITED NATIONS AT TFLI - ESL STUDENTS AND TEACHERS: YUKA (JAPAN), HODA (LEBANON), EVA-LENA (SWEDEN), THUY (VIETNAM) AND AARON (UNITED STATES)

- ESL Tests = 75
- Total registrations for group classes:
 - *Unique registrations = 56
 - *Returning registrations = 114
- ESL to Go:
 - *Students served = 100
- Center for Refugees and Immigrants of TN Classes:
 - *7 classes = 105
- Total registrations for ESL custom classes = 19

Updates:

*\$10 increase in cost of English Proficiency Test

*\$160 standard cost for ESL group classes

* Commencement of 3 ESL classes at TFLI South location on January 15.

--Jorge Robles, ESL Student at TFLI

"I am a medical doctor from Cuba, but I work in a butcher shop as a cashier now while I go to school to learn better English. I am grateful to learn English at TFLI because that is very important for my development in this nation."

II. TAXI PRO

In conjunction with the Transportation and Licensing Commission and the Nashville Convention and Visitor's Bureau, TFLI offers 15 Taxi Pro Hospitality classes per year

Tested: 216

Enrolled: 128

Updates: *\$10 increase in cost of English Proficiency Test

*\$20 increase in cost of Taxi Pro Class

*Increase in the number of students in each class from 15 to 18

*In March, the Taxi Pro class will move from the East Park Community Center to the MDHA Randee Rogers Training Center at 1419 Rose Parks Blvd.

III. TESL CERTIFICATE COURSE



TFLI'S TESL SUMMER INTENSIVE 2013 GRADUATING CLASS

TESL Registrations

35 (Summer 2013 + Winter 2014)

*TESL 39 in progress with 19 students

TESL Info Sessions

*June 21 (21 attendees)

*December 12 (19 attendees)

Next TESL Info Session: Friday, May 2 at 6:00 pm

Upcoming TESL Courses:

*TESL 40 Summer Intensive, June 2014

*TESL 41 Fall, August 2014

Community TESL Presentations:

* T.O.R. Wilson Fish Conference, June 2013, "ESL for Low-Literacy Learners" by Aaron Lovett

* TN Literacy Coalition, October 2013, "Teaching Techniques for Low-Literacy Learners" by Aaron Lovett

Updates: We have modified the TESL curriculum so that it has a specific beginning and end date. We have changed the class times in order to accommodate individuals who work full time.

**Connie Flood Mathews,
Coordinator Nashville State
Community College, September
2013**

"TFLI's TESL program is extremely valuable to us. NSCC has a huge ESL program, and we rely on adjunct instructors to make our program work.

TFLI's TESL graduates are some of the most knowledgeable and most well-prepared. This is because of the large number of class hours, the quality of instruction, and the strong practicum opportunities that TFLI has developed.

The fact that TFLI's graduates have done their practicum with some of the same populations of students who come to NSCC is a bonus for us, to be sure. In general, we find that TFLI grads who also have experience teaching ANY subject in a college/academic context are able to become effective adjunct instructors for us. In fact, I'd say TFLI grads with a college teaching background are often MORE successful than some of M.Ed. ELL adjuncts, who would be considered to have a master's in the field."

How does TESL support the state college and university system?

Graduates of the TESL program teach ESL at state universities including, but not limited to:

- *Austin Peay (AP)
- * MTSU
- *Volunteer State Community College
- *Nashville State Community College (NSCC). Historically there are approximately 8-10 TFLI's TESL graduates adjunct instructors employed at NSCC during any semester.
- *Tennessee State University (TSU). During 2013, TFLI's TESL Course trained and certified five TSU professors in the methods of teaching English as a Second Language. One of these graduates includes the head of the Foreign Languages Department at TSU.

How does TESL support the Foreign Languages Department at TFLI?

In fall 2013, over half of the instructors in the FL Department were graduates of TESL. There is a direct correlation between foreign language teachers who are certified through TESL and the number of students attending their classes. (See chart "Fall 2013 Group Classes")

FALL 2013 FL GROUP CLASSES				
Class	Time	Students	Location	Teacher
Spanish Beginning 3	10:45 AM	5	Green Hills	Benham
Italian Conversation	1:00 PM	5	Room 9	Kennedy
Japanese Beginning 2	3:30 PM	5	Room 9	Harasawa
German Beginning 2	6:00 PM	7	Room 2	Rethmann
Spanish Beginning 1	6:00 PM	6	Room 9	Benham
Spanish Advanced 2	6:00 PM	9	TR	Campbell
Spanish Advanced 3	6:00 PM	5	Room 11	Drollick
Spanish Grammar	6:00 PM	8	Room 8	Simpson
Italian Beginning 1	12:00 PM	4	Green Hills	Messina
Absolute Beginner's SP	12:00 PM	4	Room 8	Simpson
Japanese Beginning 1	3:30 PM	4	Room 8	Cleveland
French Beginning 1	6:00 PM	7	Room 9	Morgan
Russian Beginning 1	6:00 PM	6	Room 2	Smirnov
Spanish Beginning 2	6:00 PM	16	TR	Simpson
Spanish Intermediate 2	6:00 PM	12	TESL Annex	Campbell
Spanish Beginning 2	12:00 PM	3	Green Hills	Campbell
Spanish Beginning 2	3:30 PM	4	Room 8	Simpson
German Conversation	3:30 PM	4	Room 2	Rethmann
Arabic Beginning 1	6:00 PM	6	Room 13	Fahmi
Chinese Beginning 1	6:00 PM	4	Room 11	Han
German Beginning 1	6:00 PM	5	Room 2	Rethmann
Spanish Beginning 1	6:00 PM	17	TR	Noyes
Spanish Intermediate 1	6:00 PM	8	Room 9	Campbell
Spanish Conversation	6:00 PM	4	Room 8	Simpson
Spanish Beginning 1	12:00 PM	7	Green Hills	Church
Spanish Intermediate 1	2:30 PM	5	Green Hills	Church
Japanese Beginning 4	6:00 PM	6	Room 8	Harasawa
Spanish Beginning 3	6:00 PM	9	Room 13	Benham
Spanish Beginning 4	6:00 PM	9	Room 9	Simpson
Spanish Intermediate 3	9:00 AM	9	TR	Campbell
French Intermediate 1	11:30 AM	6	Room 8	Thompson

IV. ESL to Go



TSU'S FRENCH PROFESSOR CHRISTOPHER KONKOBO, IN TESL PRACTICUM ABOARD THE ESL TO GO TRUCK

A. ESL to Go by the Numbers

- ESL to Go has served 220 students in our program since its inception in April 2012
- ESL to Go currently offer 8 classes across 5 sites in South Nashville (The Vistas, Edmondson Manor Apartments, The Ashton at Harding, Audubon Park Apartments, and a housing development in Antioch)
- The majority of the students are refugees who have lived in the U.S. for five years or less. As of January 2014, due to a partnership with Legacy Mission Village and diversification in funding, we have served 9 non-eligible students.

B. Success of the Mobile Classroom

- Over 300 guests at ESL to Go's Meet the Truck party on June 22. ESL to Go netted \$3000.
- ESL to Go partners with Nashville's three Refugee Resettlement Agencies (NICE, World Relief and Catholic Charities)
- 80% of students showed increase in their test scores by at least one English level throughout the course of our summer term.
- Since operations began out of the mobile classroom in May, 2013, attendance rates have significantly increased. From 02/13-05/13, an average of 77% of students attended at least 50% of classes. After beginning operations out of the truck, we've seen that number rise to an average of 88% for the months of June through November. We attribute this to the following:
 - *Convenience in location and class offerings
 - *Increase in visibility
 - *Controlled environment
 - *Excellence in instruction

C. Socialization and Outreach



ESL TO GO WAS FEATURED IN THE AUGUST 2013 NASHVILLE SCENE AS ONE OF THE 9 NEW INNOVATIONS OF THE YEAR

Field trips:

- Frist Center for the Visual Arts
- Nashville Public Library
- The Parthenon
- Nashville Food Project Garden
- Nashville Farmer's Market
- Green Hills Mall
- Opryland Lights
- Health Fair in partnership with Siloam Family Health Center, Vanderbilt Coalition for Healthy Aging, and World Relief
- Financial Literacy Training with 5/3 bank
- SNAP/WIC information
- Free flu shots with Walgreens and NICE
- Health Orientations for Catholic Charities clients
- Pop-up Thrift Smart shop where warm clothes were sold at a low price

D. Press

- ESL to Go has been featured in 16 publications since April, 2012. <http://eslto.org/esl-to-go-in-the-news/>
- Among these include Nashville Public Radio, the Tennessean, Voice of America, and the Nashville Scene, where the mobile classroom was named one of nine new innovations of 2013.
- Most recently, ESL to Go partnered with Nashville Public Television's Storytellers Program. ESL to Go students learned how to film and edit short videos capturing their personal stories. The videos are posted on NPT's website: <http://www.youtube.com/user/NPTnextdoorneighbors>

E. Funding

2013

Tennessee Office for Refugees	\$70,433.49
Joe C. Davis Foundation	\$10,000.00
Dollar General Literacy Foundation	\$8,000.00
Ward and Shelley Cammack Foundation	\$1,000.00

2014

Tennessee Office for Refugees	\$70,519.01
Pending	
Wish You Well Foundation	\$8,000.00
Memorial Foundation	\$25,000.00
Dollar General Foundation	\$15,000.00

E. Vanderbilt Interns

- ESL to Go accepted our first full-time Human Organizational Development intern for the Fall 2013 semester
- We will have a Master's student from Peabody College intern over the summer
- We plan to accept another HOD intern for the Fall 2014 semester

FOREIGN LANGUAGE DEPARTMENT

July 2013 – December 2013

Foreign Language Department Staff

Miranda Wood, Director

Maya Campbell, Spanish Instructor and Children’s Program Coordinator

Bobby Hopkins, Class Coordinator and Program Assistant

Foreign Language Students Served

TN State Employee Total Enrollment: 107

- Summer 2013: 41
- Fall 2013: 66

Custom Group Class Locations

- Schneider Electric
- Genesco Inc.

Group Class Total Enrollment: 415

- Summer 2013: 191
- Fall 2013: 224

Custom Class Total Enrollment: 113

- Arabic: 6
- Chinese: 8
- Farsi: 2
- French: 15
- German: 5
- Haitian Creole: 1
- Hebrew: 1
- Hungarian: 1
- Italian: 6
- Japanese: 11
- Portuguese: 3
- Russian: 6
- Spanish: 43
- Swedish: 1
- Tagalog: 2

Children’s Class Total Enrollment: 42

- Fall 2013, Montessori Academy: 20
- Fall 2013, Holy Trinity Montessori: 22

Total Language Proficiency Tests: 16

- Urdu
- Mandarin Chinese
- Arabic
- Bosnian
- Gujarati
- Spanish
- Korean

Overview and Highlights

In April of 2013, Bobby Hopkins joined the FL Dept. part time as Class Coordinator and Program Assistant. His main focus is organizing and arranging private foreign language classes for individuals and small groups. He’s done a great job making the process more efficient and organized—there’s a lot to keep track of with classes meeting all over the Nashville area.

In addition to private classes for individuals, we continue to have customized group classes for local businesses. Our offsite Spanish classes at Schneider Electric have continued all year and will continue into next year. We also arranged two Spanish classes for 30 employees at Genesco Inc., which began in September of this past year.

Maya Campbell has continued to be a fantastic administrator for our Children’s Language Program—and all while teaching a full load of Spanish classes. Our kids’ classes have had a successful fall semester at Montessori Academy and Holy Trinity Montessori with afterschool classes in Spanish for children ages 4-10.

During the Summer 2013 term of group classes, we offered new 3 and 6 week classes to accommodate students who can’t take a full 12-week class due to travel. Some of the new classes that we offered were: Arabic Cultural Adventure, French Culture and Language, French Film for Francophiles, Italian Basic Travel Prep, and Spanish Basic Travel Prep. In these classes, teachers mixed traditional classroom learning with culturally relevant field trips throughout Nashville.

In July and October of the past year, the FL Department had three **language “meet-ups”**—for Spanish, German, and Japanese. These events are for people of various levels of proficiency in a particular language to come together to practice speaking. There are similar events in the community that are free, but many people feel that they lack structure. We charged a fee for our meet-ups because we had a trained instructor who organized and led the activities and discussion. The reviews from participants were outstanding! They commented that it was a great balance between a traditional structured class and a relaxed open conversation event.

In 2012/2013, our department had a lot of success with a series of teacher training workshops that were funded by a **grant received from the Nissan Foundation**. After the grant period ended, we came up with a way to continue training, but at a lower cost. This past fall, we started the “Teach Like a Pro!” program. Twice a month, we send an email to all FL teachers on a training topic. The emails offer information and ideas that teachers are able to immediately apply to their current classes. Some of the topics we’ve covered so far are: “Creating SMART Goals and Objectives,” “Using Icebreakers,” and “How to Handle Absent Students.” Teachers have really enjoyed receiving practical guidance on a regular basis via email

Photos

German and Spanish “Language Meetups”



After-School Children's Program: "La Oruga Muy Hambrienta" ("The Very Hungry Caterpillar")



INTERPRETATION AND TRANSLATION SERVICES

January 1, 2013 – December 31, 2013

Staff

Jennifer Foley, Director (currently on maternity leave)
Brenda Bess, Senior Interpretation Coordinator
Maegan Phan, Interpretation Coordinator
Cesar Muedas, Translation Project Manager
Jonathan Beam, Translation Project Manager (Part-Time employee)

Trends and Statistics

In 2013 the ITS department lost a full time Translation Project Manager and a part time Program Assistant, and Maegan Phan replaced Lisa Montes as Interpretation Coordinator. Despite the staffing changes, our department continued to expand and offer valuable services to the community. During the period of January through December 2013 we received a **total of 6450 requests** for Interpretation and Translation services, which breaks down to 411 Interpretation requests per month and 126 Translation requests per month.

Department of Human Services (DHS) translation requests continued to decrease in 2013, however many new translation clients were added. Our Translation Project Managers completed an impressive 613 translations in-house, in Spanish, French and German.

We have seen a steady increase in our telephonic interpretation service, as it continues to be a convenient and cost-effective option for many of our clients. 2013 averaged **approximately 97 calls per month**, up from 53 calls per month in 2012.

2014 is showing signs of being an exceptionally busy year, with both Interpretations and Translations already exceeding the 2013 monthly average by a large margin.

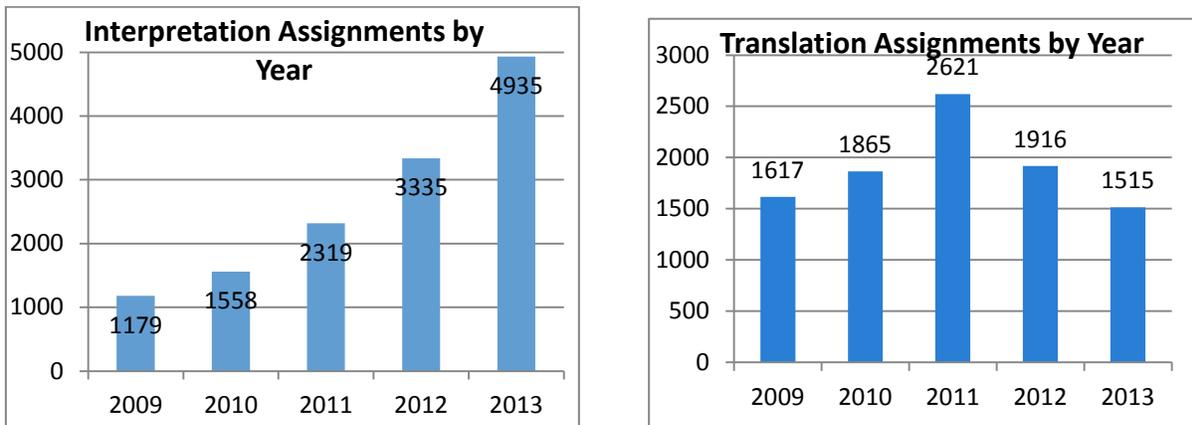


Figure 1. Comparison of Interpretation and Translation requests over the past five years

As in years past, Spanish remains the most commonly-requested language for both Interpretation and Translation projects (Figures 2 and 3), followed by Arabic. The most common languages are fairly consistent between Interpretation and Translation requests and the slight differences are reflections of the clients that we serve.

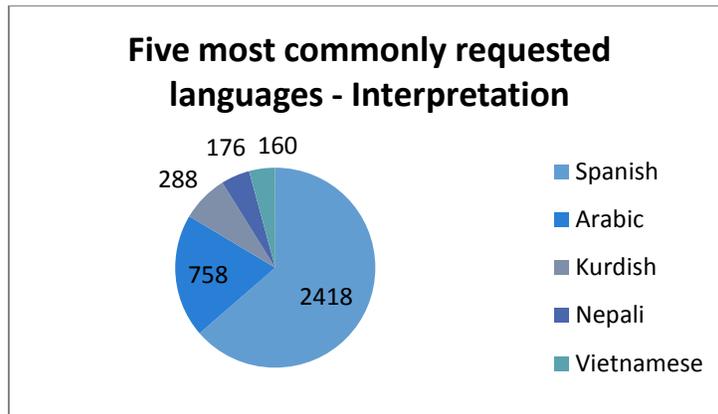


Figure 2. Comparison of the number of Interpretation requests per top 5 languages

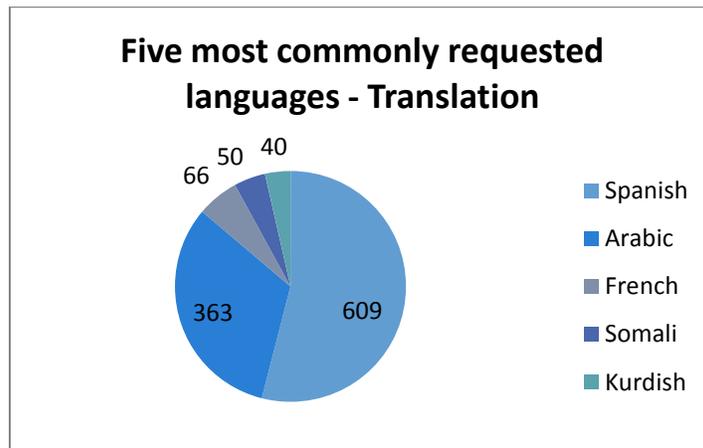


Figure 3. Comparison of the number of Translation requests per top 5 languages

The ITS department continues to serve a diverse group of clients, ranging from state agencies, hospitals and medical providers, schools, courts, attorneys, private corporations and individuals. This array of clients covers every major sector of commerce and society. While most of our clients are located in middle Tennessee and the greater Nashville area, we serve clients in east and west Tennessee as well. Some of our existing customers have recently opened additional facilities in Cookeville, Chattanooga, Columbia, Tullahoma, Shelbyville, Dickson and Clarksville.

An overwhelming proportion of our work is dominated by two clients – Amerigroup Community Care for Interpretation assignments and the Department of Human Services for Translation projects (Figures 4 & 5).

Top 5 Interpretation Clients (by volume)

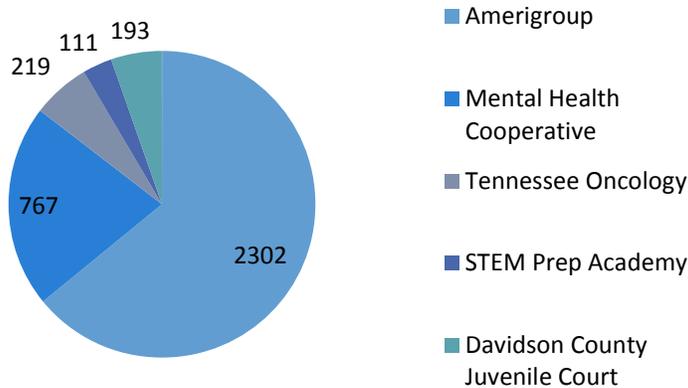


Figure 4. Comparison of the top 5 Interpretation clients based on volume of requests.

Top 5 Translation Clients (by volume)

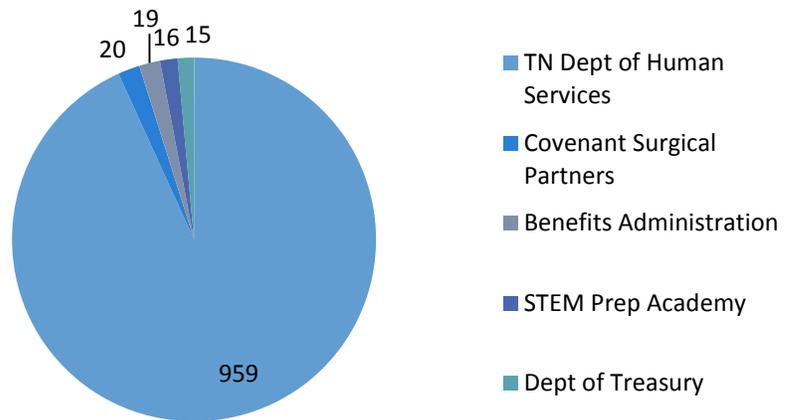


Figure 5. Comparison of the top 5 Translation clients based on volume of requests.

New Business

ITS established relationships with a large number of new clients in 2013. These include, but are not limited to:

- TN Coalition to End Sexual and Domestic Violence
- TN Office of Refugees
- Nashville Public Television
- Metro Human Relations Commission
- Upper Room Ministries
- Fivestone Studios
- Jackson Chamber
- Hinkle Chair Company
- Safe Step Walk in Tub Co.
- TN Women’s Care
- Maury County Dept. Of Children’s Services

ITS Classes & Professional Development

In addition to our regular Interpretation and Translation services, we have continued our professional development initiatives for interpreters and translators in Tennessee. ITS held three Tennessee Court

Interpreter Ethics and Skill Building workshops in 2013, **which introduced 67 students to the TN Administrative Office of the Courts Court Interpreter Certification** program as well as the ethics and standards of practice of legal interpretation.

We also held a Community Interpreter workshop which trained 15 interpreters of a variety of languages in the professional ethics and standards of practice in legal, medical and social service settings.

We held one Medical Interpretation Technique workshop, and two Legal Interpretation Technique workshops for Spanish speakers. This provided 19 students with the opportunity to refine their professional interpretation skills. A Translation Technique workshop trained three students in professional translation standards of practice and helped them refine their translation skills. A custom workshop was also created for CRIT (Center for Refugees and Immigrants TN), training 13 of their interpreters in professional interpretation ethics and standards.

Per our contract with the TN Department of Health, Bureau of Health Services ITS continued to conduct assessments of candidates for Medical Interpreters and Bilingual Clerks positions at county Health Departments. In 2013 far we conducted 55 assessments for 9 counties across Tennessee.

In November 2013 the **Community Foundation awarded us a \$5,000 grant** to fund Community Interpreter **Training workshops. We're hoping to train at least 60-80 interpreters in 2014 through 3 workshops. The workshops will focus on training interpreters of languages other than Spanish, and particularly interpreters of languages like Burmese, Karen and Nepali, because there are fewer professional development opportunities for these languages.**

Pro Bono work

- Spanish translation provided to Community Food Advocates, for pamphlets telling people they could use their EBT cards at the farmers markets
- Farsi translation provided for Centerstone
- Burmese interpretation provided to ESL To Go Financial Literacy session

Professional development

- Lectures on the field of professional interpretation for MTSU
- Scholarships for 6 students to attend Court Interpreter or Medical Interpretation Technique workshops at reduced or no cost

Initiatives for 2014

Our top priority in 2014 will be generating new Translation business and increasing business with existing clients.

We would also like to further develop the hiring, training and evaluation of interpreters. We recently created a **New Interpreter Application Exam** and revised our orientation process, and will begin our updated evaluation process in the Spring.

ADDITIONAL ITEMS / NOTES