

Message from the Executive Director

In preparing this report, I asked my staff to think about the programs and activities of TFLI as they aligned with the stated mandate and mission of the Institute. It is quite easy to drift away from our original purpose or lose sight of how with what we are busying ourselves has a role in the larger vision and mission of the Tennessee Foreign Language Institute. It is my intention to draw our focus back on those principles, which guide our activities.

- 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.

As we detail the activities and accomplishments of TFLI, it is our hope to demonstrate how we these activities are vital to our mandate. If we don't, please call us on it.

Janice Snow Rodríguez, Ph.D.

AGENDA

Meeting of the TFLI Governing Board

November 29, 2012 – 2:00 pm CST

Tennessee Foreign Language Institute
Nashville, TN

- I. Welcome and Introduction of Participants
- II. Adoption of Agenda
- III. Approval of Minutes from February 28, 2012 Meeting
- IV. Executive Director's Administrative Report
 - a. Follow-up: Items from Previous Meeting
 - i. TN Senate Bill 3086
 - ii. Lease Update
 - iii. Language Mapping & Emergency Services
 - b. Executive Director Activities
 - c. Marketing & Communications
- 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 2013
- X. Adjournment

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MINUTES

Governing Board of the Tennessee Foreign Language Institute

February 28, 2012

Meeting was called to order at 2:05 pm by **Ms. Katherine Taylor Haynes**. Present at the meeting:

Board Members:

Jeannine de la Torre Ugarte
Gloria Bishop
Katherine Taylor Haynes
Richard Rhoda, by telephone
John Morgan, by telephone
Hanseul Kang, by telephone
Lori Odom, by telephone
Keith Carver, by telephone

Others in attendance:

Aaron Lovett, TFLI
Jason Cavender, THEC
Becky Harrell, TFLI Fund, Inc.
Angie Harris, TFLI
Hope Collins, TFLI
Maegan Young, TFLI
Brenda Bess, TFLI
Sidney Clein, TFLI
Mary Morgan, TFLI

Representing TFLI, Janice Rodríguez

I. **Introduction**

- a. **Katherine Taylor Haynes** called the meeting to order, and the agenda was adopted. The meeting proceeded with an introduction of participants.
- b. Minutes were approved from the last meeting. **Katherine Taylor Haynes** made the motion to approve minutes and the motion was adopted.

II. Executive and Administrative Department Report

- A. **Dr. Rodríguez** began the Executive Director's report with discussion of pending legislation in the 107th General Assembly (HB3184/SB3086) regarding TFLI, requiring TFLI to detail all sources of revenue. Based on inquiry, she suggested that this bill was a "caption bill" and had a broader purpose by its drafters. Mr. Carver concurred and added it may be a vehicle for another bill.
- B. **Dr. Rodríguez** updated participants on the status of TFLI's lease, which had been held over from the previous year. She noted that the State intended to include TFLI into its densification and consolidation plan, to be in place by the beginning of fiscal year 2012-2013. She noted particular concern over cubicles, issues with paying our own rent, and the cost of cubicles and classrooms. **Jeannine de la Torre Ugarte** asked about public transportation possibilities at new offices. **Dr. Rodríguez** said it was definitely an issue in consideration, especially concerning ESL students.
- C. In regard to class enrollment in both ESL and Foreign Language, **Dr. Rodríguez** noted an increase in enrollment. As for translation and interpretation, **Dr. Rodríguez** announced that the institute has completed approximately 2200 interpretations and translation assignments during the first half of the

fiscal year. **Dr. Rodríguez** asked about Caterpillar’s interpretation needs. **Hope Collins**, Director of Interpretation and Translation Services, replied the majority of interpretations for Caterpillar were for international business visitors.

- D. **Dr. Rodríguez** highlighted the statistics regarding visits to TFLI’s website, which continues to play an important role in the marketing and promotion of TFLI. She also welcomed Director of Special Project at TBR, **Mary Morgan**, as our current marketing and communications coordinator replacing Trisha Boyer. Mrs. Boyer continues to work with TFLI as a board member of the TFLI Fund Board.

III. Cultural Awareness and Diversity (CAD)

- A. **Mr. Aaron Lovett** presented an overview of the many cultural programs TFLI has been a part of during the first half of the year. **Mr. Lovett** mentioned the “Lunch and Learn” information sessions with the Nashville Conflict Resolution Center and Middle Tennessee mental Health Institute, as well as, community involvement through various events and **Dr. Rodríguez’s** attendance at the Disability and Cultural Diversity Conference.
- B. **Mr. Lovett** discussed the many CAD programs offered through TFLI including many programs geared towards healthcare professionals.
- C. **Dr. Rodríguez** mentioned and **Aaron Lovett** commented on the language mapping project with the governor and metro offices of emergency management. The finished language map will be used to help first responders identify interpretation and translation needs quickly during emergency situations. Both **Dr. Rodríguez** and **Mr. Lovett** commented on the importance of confidentiality regarding this project.

IV. English as a Second Language (ESL)

- A. **Angela Harris**, the director of the department, began by pointing out the total registration of 157 for the current year within both the Teaching English as a Second Language (TESL) certificate program and the ESL classes.
- B. **Ms. Harris** discussed the TESL course, including new community partners with First Church of the Nazarene in Nashville and the well-attended TESL information sessions in both November and February. **Ms. Harris** also mentioned 12 TESL scholarships were rewarded thanks to a grant from Nissan.
- C. **Ms. Young** recapped the Taxi Pro Hospitality Training Program noting to date 420 new taxi drivers had successfully completed the program. In reference to Dr. Rhoda’s question from the previous governing board meeting, **Ms. Young** noted TFLI has found the majority of new taxi driver permit applicants claim Amharic as their first language.
- D. **Ms. Harris** presented a 4.5 minute PowerPoint on the new *ESL to Go* initiative. **Ms. Harris** reviewed possible sources of funding for the vehicle which will cost around \$200,000. **Katherine Taylor Haynes** asked when TFLI would hear back from the Memorial Foundation. **Ms. Harris** replied it would likely be June and added the importance of deadlines with grant timing.

V. Foreign Language (FL) Department

- A. **Sidney Clein**, director of the Foreign Language department, noted the department had been doing a lot of hiring during the back-half of the fiscal year. She presented an overview of the department in which she said they had doubled enrollment for foreign language classes at Meharry Medical Center.
- B. **Ms. Clein** also discussed an expanding community reach with classes taught throughout the state through many private and state companies alike.
- C. **Ms. Clein** went on to mention many language and cultural events such as Spanish-immersion hikes given in partnership with Team Green, dance and language instruction, and a language exchange hosted at TFLI.
- D. **Ms. Clein** also spoke about the expanding children’s language program at TFLI including 2 after-school classes being offered in 3 languages, French, Spanish, and Mandarin Chinese. Many of the new hires

have been teachers for children's classes. TFLI has also been and plans to continue offering Spanish summer camp for kids.

VI. Interpretation and Translation Services (ITS)

- A. **Hope Collins**, the director of the ITS department, began by highlighting staff changes within the department welcoming **Anne Sizemore** and **Marilyn Adams** to the TFLI team. **Ms. Collins** also noted extensive growth in the number of interpretation requests from approximately 110 per month in 2008 to 250 per month in the last half of 2011. The department had also seen a 30% increase in the frequency of translation requests compared to the same time period in 2010.
- B. **Ms. Collins** discussed the department's participation in various institute-wide outreach events, as well as, other community events attended by various members of the ITS department.
- C. **Ms. Collins** drew attention to a new test being offered through TFLI for healthcare interpretation. TFLI is the only approved testing center in Nashville for the CCHI and AHI exams which are offered in many languages. **Ms. Collins** also noticed a dramatic increase in the number of telephonic interpretation requests from 14 to more than 60 calls per month.

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. **Becky Harrell**, Fund treasurer, also discussed the fund. She commented on grants from the Fund to TFLI and explained they are based on discretion. **Ms. Harrell** also explained, as of now, they give about half of the net revenue from the wine tasting as a grant.
- D. **Ms. Harrell**, announced that this year the TFLI Fund will award TFLI with a \$10,000 dollar grant, which the Fund said should be used at the discretion of TFLI. **Dr. Rodríguez** commented the grant is usually used to continue the scholarship fund.

VIII. Financial Status of TFLI

1. **Dr. Rodríguez** presented on the financial status reports making note revenues were 14% greater than expected at this time of the year. Expenditures were only up 5%. Revenues were \$175,621 at 6 months into the fiscal year, about 8 times more than the next goal of \$21,000.
2. **Dr. Rodríguez** noted TFLI served over 1000 distinct clients and students during the first half of fiscal year 2011-2012.
3. Top Funding Sources
 1. TN Department of Human Services
 2. State of TN Appropriation
 3. Amerigroup Community Care
 4. TFLI Fund, Inc.

IX. Closing

- A. **Dr. Rodríguez** opened the floor to questions, none were asked.
- B. **Katherine Taylor Haynes** called for addition items, none were added.
- C. **Katherine Taylor Haynes** called for next board meeting to be August 2012.
- D. **Katherine Taylor Haynes** motioned to adjourn the meeting and motion was granted at 3:08pm.

EXECUTIVE DIRECTOR'S REPORT

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

July – December 2012

Staff:

- Janice Rodríguez, Executive Director
- Apryl Ruíz, Office Coordinator
- Patti Pardue, Evening Program Assistant
- Maegan Young, Administrative Assistant
- Mary Morgan, Communications & Marketing Director
- Maria Simpson, Spanish Instructor / Resource
- Rosemary Gomez, Weekend Assistant
- Percy Person, Technology Coordinator
- Max McClendon, Technology Asst. Coordinator

ADMINISTRATIVE ISSUES

FOLLOW-UP ON PREVIOUS MEETING ITEMS

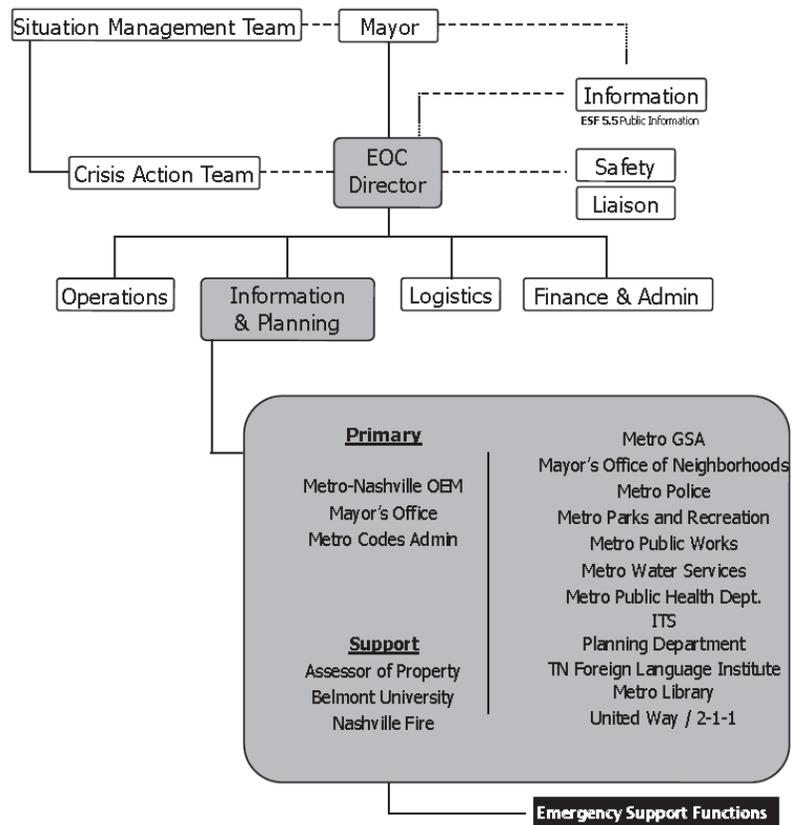
1. **TN Senate Bill 3086** (HB3184), filed in the 107th General Assembly by Representative Mike Stewart and in by Senator Andy Berke was taken off notice in the Education Subcommittee as of 3-21-12. As introduced, the bill was to amend TCA Title 49, which would require the Tennessee Foreign Language 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.
2. **Lease Update.** TFLI was working the Department of General Services in its densification and consolidation initiative, T3 (*Transforming Tennessee for Tomorrow*), which intended to move TFLI to an existing State-owned property. As of August 2012, the lease assignment for the space the Tennessee Foreign Language Institute occupies at 227 French Landing had been transferred to TFLI. The assignment transfers the obligations of the lease from the State directly to the TN Foreign Language Institute. According to Angela Lotspiech, in State of Tennessee Real Asset Management (STREAM), in an August 2012 email, this would mean that TFLI will pay rent to the Lessor directly. This would also mean that any future lease agreements will be negotiated by TFLI.

Since TFLI is administratively attached to the TN Board of Regents (TBR), the Executive Director had made contact with Pat Gregory in the Office of Facilities Development at TBR to begin the process of requests for bids and space acquisition. As of the date of this meeting, however, the lease assumption has not been made official, and TFLI's lease negotiations continue to be handled by STREAM.

3. **Language Mapping and Emergency Service Support.** While the progress in this area will be discussed in a programmatic report, it is important to present the requested participation of TFLI in the Metro-Nashville Comprehensive Emergency Management Plan (CEMP). **Tennessee Code Annotated 58-2-101 et. seq.**, authorizes and encourages each locally constituted municipality to establish an emergency management program. Metro-Nashville has adopted the Tennessee Emergency Management Plan (**TEMP**) and the National Response Plan (NRP) by reference. The Tennessee Emergency Management Plan provides the general emergency management structure and guidance under which the Metro-Nashville **Comprehensive Emergency Management Plan** was specifically formulated. Within that plan, under the Emergency Support Functions and in the area of Information and Planning, TFLI has been designated a support provider. (See graphic below.)

According to the plan, if Metro government capabilities are exceeded, support may be available upon request through the Metro - Nashville Office of Emergency Management (OEM) from these departments/agencies. What is requested of TFLI is detailed below, with certain areas highlighted for discussion:

ESF 5: Information and Planning



- Provide an individual to act as the Emergency Services Coordinator (ESC), as well as an alternate to ensure 24-hour availability.
- Provide translation/interpretation support for warnings and evacuation instructions.
- Provide translation/interpretation support for press releases or other public information materials distributed after the disaster.
- Provide translation/interpretation support for general population and medical assistance shelters, Disaster Assistance Centers, disaster recovery centers, and other community meetings, as needed.
- Provide translation/interpretation support to incident locations with a high concentration of non-English speakers, as needed.
- Translate/interpret information in a way that is consistent with OEM messaging.
- **Share aggregate information about geographic pockets of non-English speakers** who may be impacted by the disaster, and provide advice about how to interact with that population in a culturally sensitive way, to help inform allocation of resources.
- Provide **pre-disaster translation support for public education materials** concerning disaster response plans/personal preparedness actions.

While TFLI has been advised by representatives from Metro-Nashville OEM that in the case of federally-declared disaster or emergency, funding to recover costs could be expected, there is no advance funding to cover to preparation on the part of TFLI toward this plan. It is our contention that TFLI's participation in this effort is aligned with our mission of serving the language needs of the community, and we feel that the preparation we do here could benefit other communities throughout the state.

To that end, we are actively seeking grant funding to offset costs. We welcome suggestions and advice on the issues surrounding the undertaking of this support project. To follow is a brief summary of activities of the project undertaken, prepared by Jason Goodrich, who serves as our Emergency Service Coordinator.

TFLI/ESC

Jason Goodrich, TFLI Emergency Services Coordinator

Background

TFLI is one of approximately sixty state, local and nonprofit agencies partnered with the Metropolitan Nashville and Davidson County Mayor's Office and Office of Emergency Management (OEM) tasked with responding in emergency situations. This unique cross-sector collaborative opportunity provides a new series of opportunities for TFLI to fulfill its mission objectives and broaden our impact on the local community. Under its annual Comprehensive Emergency Management Plan (CEMP), the OEM relies on TFLI to provide information and planning support for both emergency preparedness and response.

- Two TFLI staff members are on-call 24-hours each day functioning as primary and secondary Emergency Services Coordinators;
- An initiative by TFLI synthesizing geographic and linguistic data of limited and non-English speaking residents of the Great Metro Nashville area is underway, collecting data from across state, municipal and nonprofit agencies.
- Collected data will enable our partners at Metro Planning Department's Mapping and GIS team to exactly, but not precisely (to maintain resident privacy) plot language pockets throughout Metro Nashville. Such a tool will better enable resource development, planning and mobilization for the purposes of emergency preparedness and response.
- The final data will be visually represented in an interactive online map and TFLI is working with both OEM and GIS to develop an online function for agency self-reporting of data sets to proactively engage data collection and cross-agency collaboration on at least twice annually.
- Using this data, TFLI is beginning preparations for the conduct of cultural and diversity awareness workshops for Comprehensive Emergency Plan (CEMP) agency ESCs. Additionally, the mapping will also allow TFLI, in coordination with OEM, to relevant pre-disaster translation and interpretation support.
- TFLI is currently surveying the language capacities of CEMP partner agency in order to assess existing and potential language gaps as well as identify and cultivate additional language resources.
- TFLI will soon be developing a training workshop to assist volunteer interpreters an overview of interpreting in emergency or traumatic situations, including readiness and response, roles, ethical considerations and public information.
- TFLI is actively identifying federal and community foundation grant funding opportunities for which to apply

ACTIVITIES OF THE EXECUTIVE DIRECTOR

The role of Executive is to attend to administrative functions as well as to promote the organization. How to maintain the balance between the two is never clear-cut, as circumstances will dictate which has precedence. But, being able to cultivate a public presence for TFLI has been made easier through the skill and discipline exhibited by a seasoned staff. Since the beginning of 2012, in addition to the festival and meeting circuit in which TFLI typically participates, the Executive Director has actively worked toward sharing TFLI with allied organizations and associations, on a local, national and even international level. What follows are highlights of some of these activities.

- **National Association of Judiciary Interpreters and Translators (NAJIT) Annual Conference**, Presenter. May 18th -20th. This year's conference was in Cambridge, MA, and along with the opportunity to network and participate in the educational sessions, Hope Collins and I gave a presentation entitled "How are We Going to Pay for This? Collaborative Funding Options for Interpreter Services and Training." From our experience in seeking and obtaining funding through grants and other means, we presented our advice and perspective on this perennial issue for any entity that provides language services in compliance with Title VI of the Civil Rights Act.



Picture 1 - Dr. Rodriguez preparing for presentation in Cambridge, MA.

- **JNCL-NCLIS Delegate Assembly & Legislative Day**. May 20-22, 2012. The Joint National Committee on Languages & the National Council for Languages and International Studies (JNCL-NCLIS) holds an annual Delegate Assembly and Legislative Day in the spring, affording members the opportunity to meet with their senators and representatives as well as US Government officials. During the Delegate Assembly members advocate directly for Foreign Language education. The TN Foreign Language Institute is a member organization and we were able to present information to our representatives in collective and individual formats to promote the mission of TFLI and language learning in a broader sense. The Executive Director was able to connect with learn from others in a variety of language service organizations.

The focal point of Legislative Day was the Senate Hearing on "A National Security Crisis: Foreign Language Capabilities in the Federal Government" before the Senate Committee on Homeland Security Governmental Affairs, Subcommittee on Oversight of Government Management, Chaired by Senator Daniel K. Akaka (D-HI). Three panels of witnesses, organized by JNCL-NCLIS and several of its members, testified on the importance of language learning for national security and the global economy, the shortage of foreign language



Picture 2 - Hope Collins, Senator Daniel Akaka, (Hawaii), Dr. Janice Rodríguez, at a reception honoring the Senator for his support of language programs throughout his career.

professionals in the military and government agencies, and the need to increase funding for the array of federal programs that constitute the vital pipeline for foreign language at all levels. **To view the entire Hearing or download testimony:** <http://www.hsgac.senate.gov/subcommittees/oversight-of-government-management/hearings/a-national-security-crisis-foreign-language-capabilities-in-the-federal-government>.

- **Tennessee Supreme Court, Interpreter Issues Summit** – On May 24, 2012, along with judges, interpreters, court clerks, administrators, attorneys and law enforcement personnel, the Executive Director participated in a Summit address the best ways to provide spoken language interpreter services for court hearings in all civil and criminal cases.
- **2012 American Dream Banquet** – August 30, 2012. At the Loew’s Vanderbilt Hotel in Nashville, in a group of more than 400 leaders from across the State, TFLI served as a sponsor for the presentation of the Johnny Hayes American Dream Award, the Welcoming Tennessee Award and the Face of Courage Award.



Picture 3 - Centerpiece at American Dream Banquet. Origami cranes represent well-wishes upon the recipient.

- **Southeast US-Japan Association Annual Meeting**, September 13-15, 2012. The Southeast U.S. / Japan and Japan-U.S. Southeast Associations began holding annual joint meetings upon their establishment in 1975, with the venue alternating between the Southeast U.S. and Japan. Dr. Rodríguez was invited to join the 2012 Tennessee delegation led by Governor Bill Haslam and Economic and Community Development Commissioner Bill Hagerty. The meeting was held in Tokyo, Japan, and attendees included private and public-sector representatives throughout the Southeast US. Through this event,



Picture 4 - Governor Haslam and others participating in the Sake Barrel Ceremony “Kagami-Biraki”

interest in how TFLI operates was generating from public officials in neighboring states, including Georgia and South Carolina. Additionally, Dr. Rodriguez was able to connect with regional community and business leaders regarding the range of services offered by the Institute which could help further their economic development goals.

- Plaza Comunitaria – 9/27/2012. Plaza Comunitaria was developed by the Mexican Government to provide Mexican and Latino adults living abroad the opportunity to continue and improve their education. The organization offers adult literacy programs, ESL Classes and Citizenship classes as well. **The Honorable Salvador De Lara, Mexican Consul in Atlanta**, was present at this event in Nashville, which honored various individuals for their academic achievements.



- **Office of Diversity and International Affairs (ODIA) at Tennessee State University**, Advisory Board Member. In September 2012, Dr. Rodriguez was asked to become a community partner member of the advisory board of TSU's Office of Diversity and International Affairs. The advisory board is charged with assisting the office in its efforts to strengthen the global and international dimensions of teaching, learning, research and service at TSU. It is hoped that TFLI's participation will assist in language and cultural preparation in study-abroad programs.

MARKETING & COMMUNICATIONS

Mary Morgan, Director of Special Projects at the Tennessee Board of Regents, was assigned full-time to TFLI in July. She is serving as our Director of Communications and Marketing. Under the terms of the agreement between TFLI and TBR, she is supervised by TFLI's Executive Director, with salary and benefits paid by TBR.

WEBSITE

Since the website is TFLI's primary marketing tool, with all our advertising and promotion geared to driving business to the website, it is vital that the site be user-friendly, easily navigated, function-oriented and reflective of our mission and spirit. Given the multiple markets TFLI serves, this is a challenging task. Mary Morgan has taken on the task of overseeing the website and is exploring options for developing a new site that will achieve those objectives. We are delaying any major new advertising and promotion initiatives until the website is an effective marketing vehicle.

MARKET SURVEY

Beginning with the summer 2012 term, TFLI is doing a brief demographics survey of students in foreign language and English language classes to guide our advertising and marketing efforts. Results from the summer survey are shown below.

FOREIGN LANGUAGE STUDENTS SUMMER 2012

TFLI Student Questionnaire

Gender Male 36 Female 63
Age >18=2 20-30 21 30-40 18 40-50 23 50+ 32
Household Income 0-\$25,000 5 \$25,000-\$50,000 17 \$50,000-\$75,000 16
 \$75,000+ 46
Highest Education Level Less than High School 2 High School/GED 5
 Some College 9 College Degree 34
 Some Graduate School 6 Graduate Degree 42
Race/Ethnicity (Check as many as apply) Asian 3 African
 Black or African-American 8
 Hispanic, Latino or Spanish origin 3
 White 63
 Other (please specify) 1
How many classes have you taken (or years have you studied) at TFLI?
 Number of classes 1 **1** 1-5 **12** +5 **4** or Number of years 1 **5** 1-5 **12** +5 **10**

Where have you seen or heard information about TFLI (check as many as apply)?

Print advertisement in *Nashville Parent* 3
 Public radio (WPLN, Nashville Public Radio) 36
 Public television (WNPT) 8
 Commercial television 4
 Newspaper 4
 Outdoor advertising (billboard, bus wrap, etc.)
 Word of mouth from friends or family 55
 Special events (Celebrate Nashville, Cherry Blossom Festival, etc.) 16
 Internet search 33
 Coupon book (cupones descuento) 1
 Cards/Flyers 6
 Other Team Green event 1 Email 3 Wine fundraiser 1 Work 2

What is your first language? English **95** Hindi **1** Croatian **1** Spanish **1**

What other language(s) do you speak? About half speak and/or have studied another language, most commonly more than one

ENGLISH LANGUAGE STUDENTS SUMMER 2012

Sex Male **11/39%** Female **17/61%**
Age 18-30 **8/28%** 30-40 **13/46%** 40-50 **6/21%** 50+ **1/3%**
Household Income 0-\$25,000 **9/45%** \$25,000-\$50,000 **6/30%** \$50,000-\$75,000
 \$75,000+ **5/25%**

Highest Education Level Less Than High School Degree 3/10% High School/GED 4/14%
 Some College 2/7% College Degree 11/39%
 Some Graduate School 2/7% Graduate Degree 6/21%

Race/Ethnicity (check as many as apply) Asian 8/28% African
 Black or African-American _____
 Hispanic, Latino, or Spanish origin 16/57%
 White 4/14%
 Other (please specify) _____

How many classes have you taken (or years have you studied) at TFLI?

Number of classes 1 11 52% 1-5 6 28% +5 4 19% Number of years
 ___1 2

Where have you seen or heard information about TFLI in the past year (check as many as apply)?

- Print advertisement in *Nashville Parent* _____ 2 7%
- Public radio (WPLN, Nashville Public Radio) _____ 3 10%
- Spanish-language radio _____
- Public television (WNPT) _____
- Commercial television _____ 1 3%
- Newspaper _____ 2 7%
- Outdoor advertising (billboard, bus wrap, etc.) _____
- Word of mouth from friends, colleagues or family _____ 11 39%
- Special events (Celebrate Nashville, Cherry Blossom Festival, etc.) _____
- Internet search _____ 11 39%
- Facebook _____ 3 10%
- Coupon book (cupones descuento) _____
- Cards/flyers _____
- Other (specify) _____

What is your first language? Spanish 16 57% Japanese 5 18% Arabic 2 7%
 Portuguese 1 3% Russian 1 3% Thai 1 3%

___Not nearly as much familiarity with or study of other languages than their own and English

ADVERTISING

From July 22-September 23, TFLI did a flight of 30 15-second underwriting spots on WNPT-TV on Sunday afternoon during the travel programs. WPLN’s audience is a very good demographic match for our foreign language students. The market surveys reported above were taken the second week of that flight, and eight students had already seen them.

Though its circulation is small with 30,000 readers, *Nashville Arts* magazine readers are a strong demographic match for TFLI’s foreign language students, and we purchased ¼ page ads in the November and December issues along with ¼ page ads in the holiday gifts inserts in those issues. These ads suggest giving a gift of a foreign language class and offer a 50% off class with every full price purchase. We have had no response thus far to these ads.

PROMOTIONAL PUBLICATIONS

For the first time in recent history, TFLI did a printed foreign language class catalog for the fall semester. With a small print run, it was inexpensive and gave us excellent hand-outs for the September and October promotional events. We now have a template to use for spring and summer semester catalogs.

PROMOTIONAL EVENTS

TFLI participated with a fully-staffed booth and appropriate activities at the Cherry Blossom Festival in March, the El Protector event for the Latino community in September, and the Celebration of Nations (Sister Cities of Franklin) in September.

MEDIA COVERAGE

An article about ESL-to-Go, featuring Angela Harris, will soon appear in Peabody College's alumni magazine *Reflector*. An article on the same topic, also featuring Angela, will appear in the winter issue of the **Returned Peace Corps Volunteer Association** magazine *World View*.

TRENDS & STATISTICS: 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
Spring 2012	479	169	44	692
Summer 2012	325	132	31	489
Fall 2012	377	146	8	531

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.



January 2012 – September 2012

Staff

Aaron Lovett, Cultural Awareness and Diversity Department Director
Jason Goodrich (ITS) and **Bobby Hopkins** (ESL) have been instrumental in assisting with the special Language Mapping project for the Office of Emergency Management.

Interdepartmental Cooperation

The CAD Department develops culturally relevant curriculum and participates in training for TFLI programs across a variety of departments:

TESL Program (TESL/ESL Dept.)

- Cultural Awareness – Teachers in the TESL at TFLI Certificate course need training and guidance in understanding their students' backgrounds, the process of adapting to their new culture, and issues of culture shock. Teachers also need to be aware of issues when exposing students to US American culture, and learn to be alert to potential misunderstandings and taboos.
- Interacting in Foreign Environments – Many TESL graduates aspire to teaching positions in other countries. These need instruction on interacting in foreign environments, safe practices when traveling, and dealing with “reverse culture shock” upon return.
- Additional Curriculum Development – Mr. Lovett continues to improve upon and add to the TESL course curriculum, based on investigation into contemporary research in language acquisition and neuroscience.

ESL to Go (TESL/ESL Dept.)

- Mr. Lovett has worked with Ashley Ekers and a number of TESL at TFLI graduates in informal “**Literacy Think Tank**” sessions. This collaboration has served to give guidance in literacy instruction and curriculum development for the ESL to Go program and literacy-level ESL classes at NICE (Nashville International Center for Empowerment).
- Mr. Lovett participates on the **ESL to Go Advisory Board** in order to contribute on issues of culture and literacy as related to the refugee communities of Middle Tennessee.

Foreign Language Teacher Training (FL Dept.)

Mr. Lovett worked closely with Miranda Runcie and Maya Campbell to develop the first of a series of FL teacher training workshops focusing on **Brain-Compatible Teaching**. This first workshop focused on the topics of attention, meaning, memory, and planning. In addition to the language, all of our FL classes include an element of culture. This workshop, and those that follow, demonstrated the integration of culture into the foreign language class.

Project T3 (All departments)

Mr. Lovett worked with the other department Directors to plan a blueprint layout of classrooms, multi-use rooms, and office space that would improve working and learning conditions. This allowed us to discuss and explore possible solutions to our competing needs for classroom and training space. The plan was specifically adapted for the then-proposed relocation to 665 Mainstream Drive. Although the plan to relocate TFLI to 665 Mainstream did not become reality, we are now better prepared to implement a reorganization of our space should the need arise.

Special Programs

Middle Tennessee Mental Health Institute

TFLI continues to provide **cultural competency training workshops** for MTMHI. Mr. Lovett has conducted several culture workshops for MTMHI healthcare staff focusing on cross-cultural communication, especially as it relates to **team building** and **patient satisfaction**.

Nashville Mayor's Office of Emergency Management

The Nashville Davidson County **Comprehensive Emergency Management Plan (CEMP)** includes TFLI as an agency responsible for coordination of language and culture resources. Mr. Lovett has enlisted the assistance of Jason Goodrich and Bobby Hopkins for help in coordinating the **"Language Mapping"** project and fulfilling TFLI obligations as a partner agency in the CEMP.

Community Outreach

TFLI staff, including the CAD department, regularly participates in a number of local events. Supporting events such as Celebrate Nashville, Celebration of Nations, The Cherry Blossom Festival, El Protector, and others gives TFLI the opportunity to increase awareness of TFLI programs and services. This participation helps us to be better aware of ways to support other organizations' efforts in the field of culture and diversity. Among others, TFLI participated in...

- **Celebrate Nashville** – Metro Parks
- **Celebration of Nations** – Sister Cities of Williamson County
- **Cherry Blossom Festival** - Japan-America Society of Tennessee in partnership with the Consulate-General of Japan in Nashville and the Mayor's Office, Metro Nashville.
- **El Protector** – Metro Nashville Police Department
- **Leadership Nashville**
 - Provided assistance in content for a presentation on cultural diversity.
- **Vanderbilt Student and Service Resource Fair**
 - Our workshop proposal, Reverse Culture Shock – Advice and Experiences, was selected to be part of the Interdisciplinary Conference on Global Research and Study Abroad. Mr. Lovett moderated a panel discussion with Returned Peace Corps Volunteers and audience members interested in the topic.
 - In addition to the workshop, TFLI participated in the Resource Fair. Mary Morgan organized an information and materials booth, ensuring that Vanderbilt students would have access to our class schedule and other TFLI program offerings.
- **Nashville Task Force on Refugees & Immigrants**
 - ESL/TESL Director Angela Harris is Chair of the Task Force. TFLI staff use the monthly meetings as an opportunity to announce upcoming TFLI events and build relationships with others in the community.



Culture Programs

Diversity in Nursing

Many 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 Université de 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.

- Participants explore the value of diversity through a number of interesting tasks
- Program highlights General Diversity and **Cultural Awareness in Nursing**
- Content includes examples relevant to local minority and immigrant populations
- Material appropriate for nurses, doctors, and other members of the healthcare community

Sensitive Care for Hispanic Patients

The majority of Tennessee's immigrant population shares 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.

- Participants engage each other and the instructor(s) throughout the program
- Material appropriate for doctors, nurses, aides, and anyone interacting with Hispanic patients
- Program may be expanded into a 4-hour skill-building workshop

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

- Participants engage each other and the instructor(s) throughout the program
- Community-specific census data is incorporated into the presentation where available
- Program may be expanded into a 4-hour skill-building workshop

Looking Ahead

In the immediate future we have definite plans for the following:

- Continued development of FL teacher workshops on brain-compatible teaching.
- Continued development of a TESL advanced techniques workshop.
- Continued curriculum development for the TFLI 150-hour TESL Certification Program
- Cultural competency training for the Middle Tennessee Mental Health Institute.

ESL/TESL Department

January 1, 2012 – September 30, 2012

STAFF

- Angela Harris, ESL/TESL Director
- Bobby Hopkins, Acting ESL Assistant Director (for Thuy Nguyen since October 2012)
- Jane Bentz, ESL/TESL Departmental Assistant
- Maegan Young, Taxi Pro Project Manager
- Leah Hashinger, ESL To Go Project Manager (as of 4 2012)
- Ashley Ekers, ESL to Go Curriculum Coordinator (as of April 2012)

I. ESL DEPARTMENT REGISTRATIONS

- Total registrations for group classes = 125
- Total registrations for custom classes = 26
- Total registrations for TESL = 44
 - New corporate clients, organizations, schools:
 - Liberty Mutual
 - Mapco
 - Vanderbilt University Athletic Department
 - Middle Tennessee State University
 - Chipotle



II. TESL CERTIFICATE COURSE

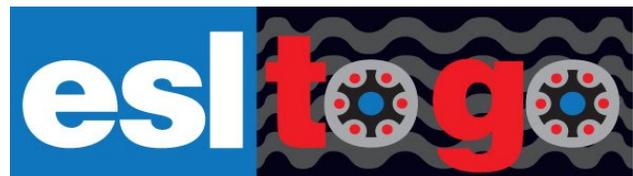
- **New community partners:** Harding Place YMCA, Read-to-Succeed, Legacy Mission Village, Bethel World Outreach
- Completed TESL Courses 32, 33, 34 and 35
- TESL Info Sessions on February 1 (16 attendees), April 13 (8 attendees), July 13 (12 attendees)
- Next Info Session: Friday, December 7
- Placed 12 TESL Scholarship recipients from Nissan grant

III. TAXI PRO

- As of September 2012, we completed the **38th class for Taxi Pro.**
- As of September 2012, 509 new taxi drivers have graduated from the program.
- Billy Fields replaced Brian McQuiston as Director of the Transportation Licensing Commission in July 2012.
- In August 2012, the Nashville Convention and Visitor's Bureau expressed interest in branding the Taxi Pro Hospitality Program as "**Music City Taxi Pro.**" The NCVB is currently working on a logo for the program which will need to be approved by the Taxi Pro Team. Once the program has been branded, the NCVB has said they will supply logoed polo shirts for all new Taxi Pro graduates.

VI. ESL to Go

- Fundraising for operations and truck
- Creation of Advisory Board



- Collaboration with Nashville’s three Refugee Resettlement Agencies: Catholic Charities, World Relief and Nashville International Center for Empowerment
- Hired one full time project manager and one full time curriculum coordinator
- **Placement of seven certified ESL teachers in four apartment complexes** (Mission Madison, Audubon, Highlands, and Edmondson Manor)
- 80 students served
- **Ordered mobile classroom -- expected date of delivery Spring 2012**

Leah Hashinger, ESL to Go Program Manager, and Angie Harris, ESL to Go Director, pose with WPLN reporter, Blake Farmer, who did a report on **ESL to Go** for *NASHVILLE PUBLIC RADIO*. Transcript of the report is included in the Appendix of this report.



IV. GRANTS & FUNDRAISING

AWARDED

- **Tennessee Office of Refugees** - \$73,000 for the operational expenses of the ESL to Go project (April 2012)
- **Martin Foundation** - \$50,000 for the purchase of mobile classroom, ESL to Go (September 2012)
- **Frist Foundation** - \$50,000 for the purchase of mobile classroom, ESL to Go (October 2012)
- **Memorial Foundation** - \$50,000 for the purchase of mobile classroom, ESL to Go (October 2012)
- **Crowdrise** – raised \$14,000 (out of \$25,000) from April 2012 to present and still welcoming donations in any amount: <http://www.crowdrise.com/esl-to-go>

IN PROGRESS

- **Fat Bottom Brewery Fundraiser**, December 6, 6:00-9:00 pm, East Nashville
- **Tennessee Office of Refugees** - \$57,333 for ESL to Go operations (Jan – Sept)
- **Cal Turner Foundation** \$28,000 for ESL to Go instructors (Jan – Dec)

V. COMMUNITY MEETINGS & EVENTS: January 2012 to September 2012

- | | |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Jan to Sept | Completed two Spanish Advanced courses at TFLI (Angie) |
| Jan to Sept | Chair monthly meetings for Nashville Task Force on Refugees and Immigrants Meetings (Angie) |
| Feb | Coordinator for “ <u>Reverse Culture Shock – Advice and Experiences</u> ” panel discussion Vanderbilt Global Education Event (Angie) |
| March | Mayor’s New Americans Advisory Council monthly Meetings & inaugural My City Academy class (Angie) |
| March | Cherry Blossom Festival (Angie, Leah, Thuy) |
| April | Somali Food Extravaganza (Angie, Ashley, Leah) |
| April | Interview with Channel 4 WSMV (Angie, Ashley, Leah) |
| April | Conexion Americas Groundbreaking Event (Janice, Angie) |

- May ESL to Go Interview WPLN (Angie, Leah)
- June World Refugee Day (Angie, Ashley, Leah)
- July - Feb Nashville International Center for Empowerment (NICE) bi-monthly Board Meetings (Angie)
- Aug Presentation to Master's Program for Belmont
- Aug TIRCC American Dream Banquet (Angie, Ashley, Maegan)
- Sept El Protector Event (Angie, Ashley, Bobby, Jane Maegan, Thuy)
- Sept Sister Cities of Franklin Dinner (Maegan)
- Sept Celebration of Nations (Jane, Maegan)
- Sept NACC YP Networking Event
- Oct Celebrate Nashville Event (Angie, Ashley, Jane, Leah, Bobby, Maegan)
- Oct Farmers Market and Library Field Trip ESL to Go (Leah)
- Oct Interview and video for Peabody's Alumni magazine The Reflector (Angie)
- Oct Presenter and Coordinator for Refugee Resettlement 101 (Leah)
- Oct & Nov ESL to Go Strategic Planning Workshops
- Oct & Nov Meeting for Office of Emergency Management - Language Map (Angie)
- Nov TFLI Fund, Inc. International Food and Wine-tasting event (Angie, Ashley, Bobby, Jane, Leah, Maegan)
- Nov Presenters for Master's Program at Lipscomb University on Taxi Pro (Angie & Maegan)
- Nov Coordinator for Presentation Specific language Impairment in ELLs and The American Graduate Documentary for WNPT (Angie)
- Nov ESL to Go and Refugee Resettlement Providers ESL Meeting (Angie, Ashley, Leah)

January 2012-September 2012

Miranda Runcie, Director

Maya Ilieva Campbell, Program Administrator and Spanish Instructor

Judit Pap, Program Administrator and French Instructor

OVERVIEW

This year has been an exciting one for the Foreign Language Department, and just like the rest of TFLI, we have experienced many changes and growth. In March, **Judit Pap** joined us as a part-time Administrative Assistant. She has been working on a variety of projects to promote our classes through **photography**, graphic design and social media, including a Foreign Language **blog** with posts about languages, learning activities, and information about our classes.

We continue to have customized private and group language classes that meet in various locations in the area. Our offsite Spanish classes at **Meharry Medical Center**, **Schneider Electric**, and the **Tennessee Bureau of Investigation** have continued all year and will continue into next year. For the second summer in a row, TFLI has

provided Japanese teachers for beginning and intermediate level Japanese classes held at the **Japanese Consulate**.

Our children's language program had a successful spring at Crockett Elementary and fall at **Montessori Academy** with several afterschool classes in **Spanish, French, and Mandarin Chinese**. In June and July we had full enrollment in both sessions of our children's **Spanish Summer Camp**—the largest group since we began in 2010.



Spanish Summer Camp 2012, "El Día del Agua" games

In July, Janice Rodriguez and Miranda Runcie were honored to accept a **grant** from the **Nissan Foundation** to help fund foreign language teacher training courses at TFLI. Our department has been planning and preparing for a **series of workshops** that will happen throughout the next several months. The sessions commenced with a pre-training teachers' meeting in August in which over **30 foreign language teachers** collaborated and brainstormed effective activities to use in language lessons. The teachers also participated in a survey to help our department prepare training sessions that will best meet the needs of our teachers.

September was a busy month of planning, not only for TFLI teacher training sessions, but also for a **West African Language and Culture** training for members of the **Civil Affairs Unit at Fort Bragg** in North Carolina.

Also in September, Miranda Runcie became the **Director of the Foreign Language Department**, after serving as the Assistant Director for almost five years. Maya Campbell and Judit Pap both became full-time department administrators and continue to teach Spanish and French (respectively) as well.

FOREIGN LANGUAGE STUDENTS SERVED

State of TN Employee-Total Enrollment: 297

- State Employees in Group Classes: 200
 - Spring 2012: 66
 - Summer 2012: 55
 - Fall 2012: 79
- TBI Memphis: 13
- TBI Knoxville: 15
- TBI Nashville: 69

Group Class Total Enrollment: 760

- Spring 2012: 268
- Summer 2012: 224
- Fall 2012: 268

Scholarships Awarded: 15

- Spring 2012: 6
- Summer 2012: 4
- Fall 2012: 5

Children's Class Total Enrollment: 198

- Spring 2012, Crockett Elementary: 132
- Summer 2012 Camps: 31
- Fall 2012, Montessori Academy: 35

Custom Group Class Total Enrollment: 100

- Meharry Medical Center: 64
- Schneider Electric: 12
- Japanese Consulate: 24



Intermediate level Spanish students work on an activity in pairs.

Custom Class Total Enrollment: 78

- Arabic: 5
- Chinese: 5
- Farsi: 4
- French: 11
- German: 3
- Italian: 7
- Japanese: 4
- Portuguese: 5
- Russian: 4
- Spanish: 26
- Swedish: 2
- Turkish: 1
- Vietnamese: 1

Language Proficiency Tests*: 17

- Mandarin Chinese: 6
- Gujarati: 5
- Lao: 4
- Spanish: 2

* Both spoken and written tests given to high school students, Vanderbilt students, and NES interviewees

Advanced level German students create travel brochures and discuss travel itineraries in German.



OVERVIEW AND HIGHLIGHTS

January-September: Group classes
January-September: Custom Classes
January-February: Meharry Medical Center Spanish classes
January-March: Kids classes at Crockett Elementary
January-September Spanish Classes at TBI continue
January-September: Schneider Electric Spanish classes
April: Language Blog on TFLI website
August: Teacher Meeting before Fall Term

September: Planning for October and November Teacher training workshop(s)
September: Planning for October Fort Bragg Training
September: FL Dept. Staff Changes
June and July: Spanish Summer Camps at BUMC
July: Nissan Grant for teacher training
July: Japanese Classes at Japanese Consulate
July and August: Interviewed and hired new kids class teachers
September-December: Kids classes at Montessori Academy

Activities and Partnerships

- April 19 Maya Campbell and Miranda Runcie attended “Latin American History” workshop through **Center for Latin American Studies (CLAS)** at Vanderbilt
- May 5 TFLI Spanish Class and Hike at Percy Warner Park with Team Green Adventures
- July 16-20 Miranda Runcie attended Summer Language Institute at MTSU through **Center for Accelerated Language Acquisition**
- July 16-20 Maya Campbell attended “Teaching Latin America through Film” workshop through CLAS
- August 20 Vanderbilt ELL grant support/partnership
- September 15 Donated a gift certificate for a foreign language group class to Sister Cities of Nashville fundraiser
- September 30 MNPS Proficiency Testing grant (“Reach for the Top” federal program) support/partnership



Spanish Summer Camp 2012, group photo



Spanish Summer Camp 2012, snack and story time en español

Beginning level Spanish students
“go shopping” to practice clothing
and number vocabulary



INTERPRETATION AND TRANSLATION SERVICES

July 2011- December 2011

Staff: **Jennifer Foley**, Director

Brenda Bess, Interpretation Coordinator

Marilyn Adams, Program Assistant

Lisa Montes, Interpretation Coordinator (new FT employee)

Jason Goodrich, Translation Project Manager (new FT employee)

Cesar Muedas, Translation Project Manager (new FT employee)

Jonathan Beam, Translation Project Manager (new PT employee)

Trends and Statistics

Overall, our business continues to grow, especially in the volume of requests for Interpretation services (Figure 1). During the period of January through September 2012 we received a total of **4,164 requests** for Interpretation and Translation services, which breaks down to 293 Interpretation requests per month and 169 Translation requests per month. So far in 2012 we have enjoyed a 14% (approximately) increase in Interpretation requests over the entire year of 2011. This increase in volume is largely attributed to one client - **Amerigroup Community Care**.

A point of concern is the decrease in Translation requests during the first three quarters of 2012 compared to the total number of requests from 2011. This decrease is largely due to the lower number of requests we have received from the Department of Human Services (DHS) this year. We have long anticipated that our business from DHS would decrease as they implemented procedures for completing translation work in-house. The decrease in volume of Translation work has been off-set slightly by the variety of clients we now serve and the large, labor-intensive projects we have completed for Caterpillar Financial Services. Our Translation Project Managers have certainly been kept busy!

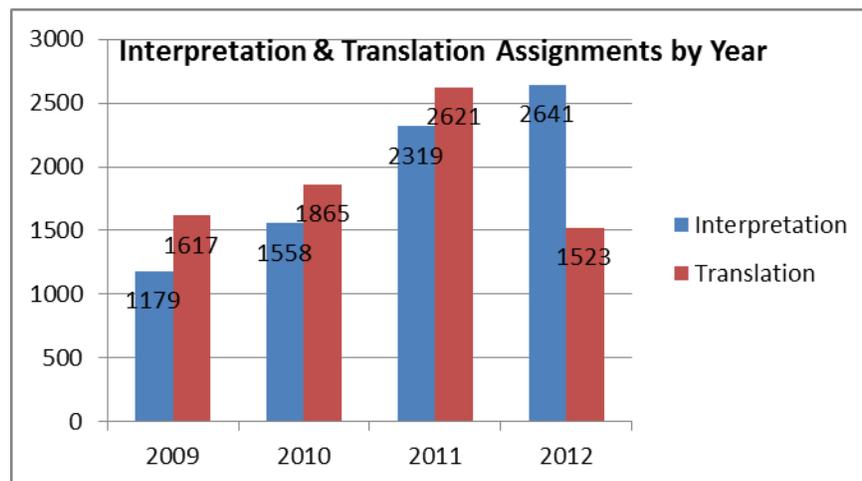


Figure 1. Comparison of Interpretation and Translation requests over the past four years

As in years past, Spanish remains the most commonly-requested language for both Interpretation and Translation projects (Figures 2 and 3). The most common languages are fairly consistent between Interpretation and Translation requests and the slight differences are reflections of the clients that we serve. For instance, **Farsi** and **Nepali** are frequently requested for Interpretation assignments because medical and social service providers need to communicate with refugees who have recently arrived in middle Tennessee. **French** is frequently requested for Translation assignments because corporations based in middle Tennessee are reaching out to European and Canadian French-speaking markets.

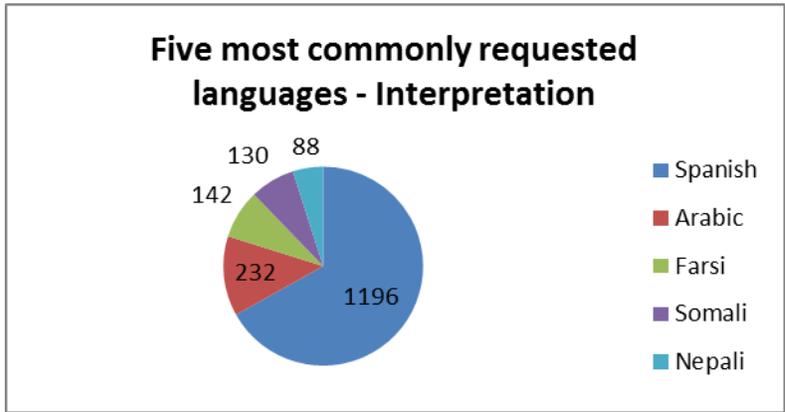


Figure 2. Comparison of the number of Interpretation requests per top 5 languages

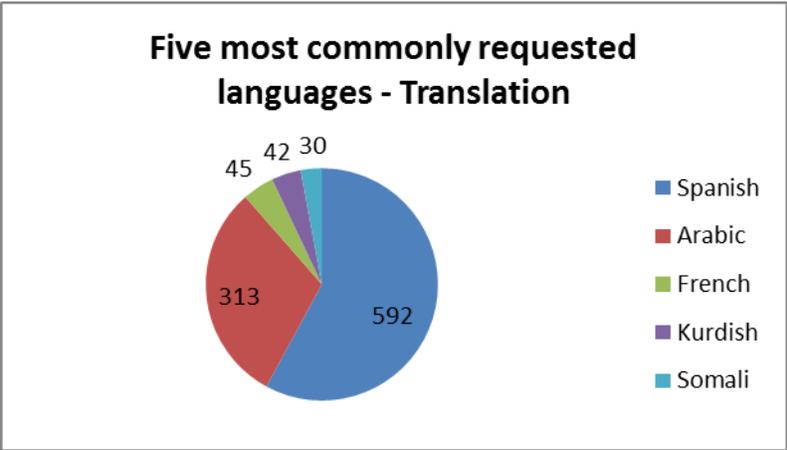


Figure 3. Comparison of the number of Translation requests per top 5 languages

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. An interesting point of fact is that while many of our clients have means for providing in-house interpretation and translation in some languages, namely Spanish, they depend on TFLI to provide professional, high-quality services in many other languages. 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).

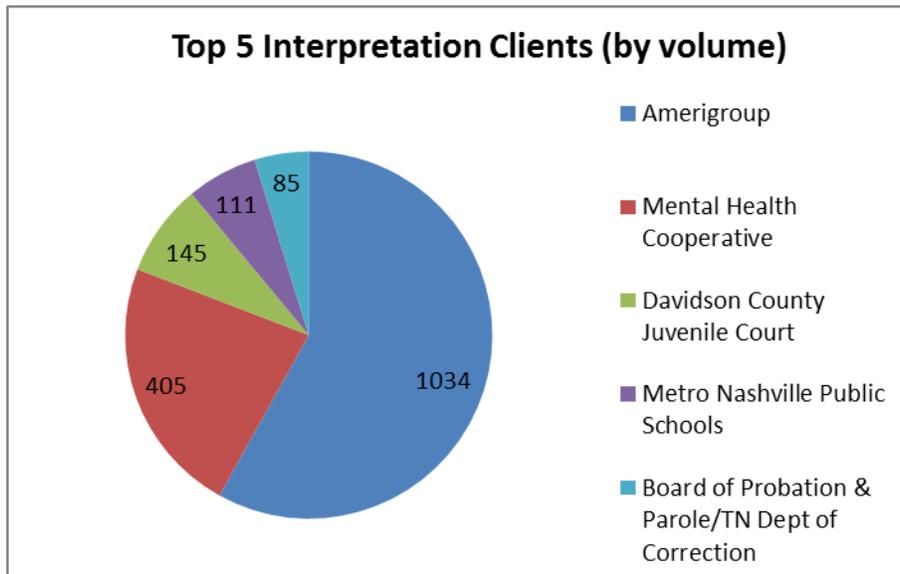


Figure 4. Comparison of the top 5 Interpretation clients based on volume of requests.

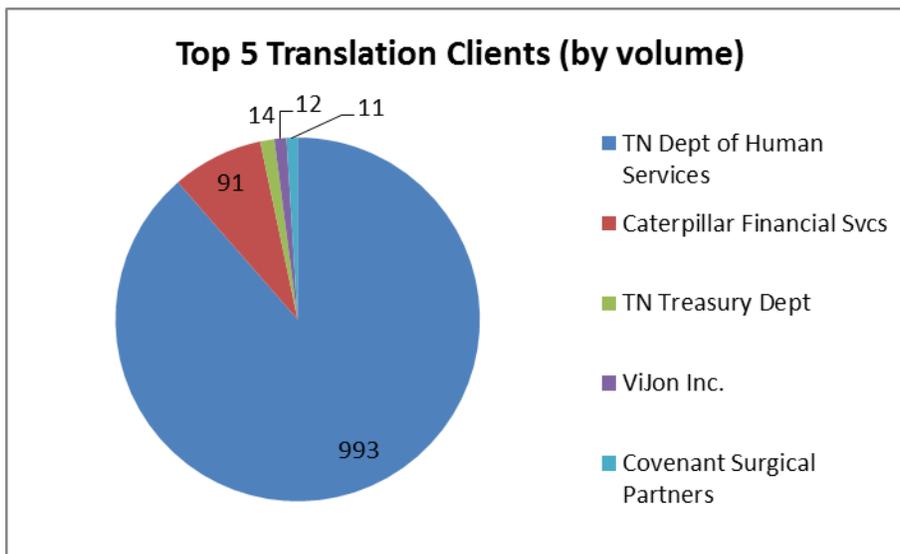


Figure 5. Comparison of the top 5 Translation clients based on volume of requests.

Our telephonic interpretation services continue to be a convenient and cost-effective option for many of our clients, including Amerigroup and St. Thomas Hospital, with an average number of 53 assignments per month.

New Business

We are pleased to announce several new partnerships that have been initiated in 2012. ITS and TFLI are now the preferred interpretation and translation vendor for Caterpillar Financial Services. We have been working with Caterpillar to translate and implement employee training programs that will be used world-wide. We are also providing on-going interpretation services to Youth Villages for in-home family interventions and counseling sessions and Embassy Suites Hotels in Murfreesboro and Franklin for employee meetings. Our business in the public education sector has also expanded to include interpretation and translation services for **Murfreesboro City Schools** and two new charter schools in Davidson County -**STEM Preparatory Academy** and **Intrepid College Prep**.

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 2012, which introduced 59 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 7 interpreters of a variety of languages in the professional ethics and standards of practice in legal, medical and social service settings.

Two **Medical Interpretation Technique** workshops for Spanish speakers provided 5 students with the opportunity to refine their professional interpretation skills and a Translation Technique workshop trained four students in professional translation standards of practice and helped them refine their translation skills.

We offered several new workshops aimed to help interpreters prepare for professional Medical and Legal Interpreter certification exams, but we did not receive sufficient interest to hold the workshops.

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. Thus far we have conducted 15 assessments for 8 counties across Tennessee.

Since 2011 TFLI has been the only testing center in TN and several surrounding states for the **Certification Commission for Healthcare Interpreters** CHI (Certified Healthcare Interpreter) Exam. The test is available for interpreters of Spanish, Arabic and Mandarin Chinese. In 2012 we have proctored 8 exams (4 Arabic, 3 Spanish and 1 Mandarin), and several people have traveled from Alabama to take the exam. TFLI is paid \$25 per exam, so while this initiative is not a source of revenue generation, it provides an important service to the professional community. We expect to see this initiative become more lucrative for TFLI as more hospitals and medical providers require their interpreters to hold this credential.

Pro Bono work

Interpretation

- Arabic and Russian interpretation provided to **the Nashville Conflict Resolution Center** for mediations
- Burmese, Arabic and Nepali interpretation for the **Anti-Aging Coalition** during seminars held at the Highland Apartments complex
- Somali interpretation for a local teacher assisting a family with social services

Translation

- Translation of posters for **Celebrate Nashville** festival into Amharic, Arabic, Burmese, Chinese, Dinka, Farsi, French, Hindi, Japanese, Korean, Kurdish (Behdini & Sorani), Lao, Somali, Spanish and Thai (In exchange for TFLI booth at event)
- Translation of **Salvation Army – Nashville Angel Tree** enrollment materials into Arabic, Kurdish (Behdini & Sorani) and Spanish
- Translation of After-School meal program posters for **Second Harvest Food Bank** into Arabic, Kurdish (Behdini & Sorani) and Spanish

Professional development

- Lectures on the field of professional interpretation for **Tennessee State University** and **Smyrna High School**

- **Scholarships** for nine students to attend Court Interpreter or Medical Interpretation Technique workshops at reduced or no cost

Community Activities

- All of the ITS staff members have participated in TFLI promotional events throughout the year
- At the request of ITS, TFLI was a corporate sponsor of the annual **Tennessee Association of Professional Interpreters and Translators (TAPIT)** conference
 - Jennifer Foley delivered a presentation during the conference on formatting translation projects
- Jason Goodrich serves as TFLI's **Emergency Services Coordinator** for the Mayor's Office of Emergency Management and Jennifer Foley provides logistical support as-needed

Initiatives for 2013

Given the reduction in Translation projects, our top priority in 2013 will be generating new business through leveraging our existing contacts with current clients and state agencies as well as reaching out to medical and corporate markets. A new marketing and advertising campaign may be called needed to help us meet these goals.

We would like to promote ITS workshops and the CHI exam more widely, which will also bring in new business. Developing and offering new workshops in Interpretation Technique for languages other than Spanish will meet a large need for professional interpreters throughout Tennessee.

Once our new staff members have settled into their roles, the Director should be able to attend area networking events and professional workshops more frequently.

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 host an annual fundraising event: the International Wine and Food Tasting. The most recent was held November 2, 2012, and official results of which will be shared in the next Governing Board meeting.



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
Terry Murray	Nashville Testing Services
Daniele Fragnière-Nance	DFN Art
Jackie Rippey	Bradley-Rippey Design
Robin Riddell	Community Volunteer
Paul Soper	Drescher Heller Pieper Martin
Vicki Turner	VT Enterprises
Fred Weisbrodt	McGraphics

Mr. and Mrs. John Dwyer, Becky Harrell and Jackie Rippey, at the 2012 “Taste the World” International Wine and Food Tasting.

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 last year was \$10,000.

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

FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

TFLI BUDGET PERFORMANCE, JULY 2011 – JUNE 2012

The following chart presents the unaudited fiscal performance of during the previous fiscal year, in comparison with the spending plan approved by the Board in September 2011.

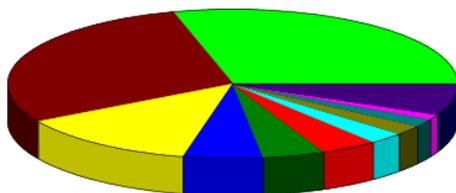
	Budget Goals for 11-12	FY 11/12 Year-End	Percentage +/-	EXPLANATION
Previous Balance	\$ 338,000	\$ 338,000		
FUNDING SOURCES				
STATE APPROPRIATION	\$ 335,400	\$ 353,100	105%	
Fees Collected	\$ 1,590,332	\$ 1,794,316	113%	
FL	\$ 285,185	\$ 352,935	124%	
ESL	\$ 253,503	\$ 234,984	93%	
ITS	\$ 1,049,101	\$ 1,194,854	114%	
CAD	\$ 2,543	\$ 11,542	454%	
Interest/Misc		\$ 859		
Grants & Donations		\$ 32,175		
TOTAL REVENUES	\$ 1,925,732	\$ 2,180,449	113%	
EXPENDITURES				
SALARIES & BENEFITS	\$ 1,050,000	\$ 1,155,767	110%	
TRAVEL	\$ 8,000	\$ 7,049	88%	
SUPPLIES	\$ 60,000	\$ 68,522	114%	
RENT	\$ 135,000	\$ 122,910	91%	
PRINTING	\$ 12,000	\$ 8,668	72%	
PROFESSIONAL SVCS.	\$ 639,500	\$ 743,645	116%	
Postage & Tel.	\$ 6,000	\$ 2,788	46%	
Consulting Services	\$ 10,000	\$ 23,662	237%	Includes training costs of nearly \$7,000
Advertising Services	\$ 35,000	\$ 24,657	70%	
Dues and Subscriptions	\$ 10,000	\$ 8,904	89%	Includes admission to promotional events & festival sponsorships
Other Prof/Admin.	\$ 70,000	\$ 65,923	94%	Includes bank and TBR administrative fees
Contractors	\$ 508,500	\$ 617,711	121%	
Culture	\$ 1,000	\$ 82	8%	
ESL	\$ 5,000	\$ 16,760	335%	Includes ESL to GO staff payments
FL	\$ 2,500	\$ 7,186	287%	
ITS	\$ 500,000	\$ 593,683	119%	
TOTAL Expenditures	\$ 1,904,500	\$ 2,106,562	111%	
REVENUE - EXPENDITURES	\$ 21,232	\$ 73,887	348%	
Cash Assets	\$ 359,232	\$ 411,887	115%	
Outstanding A/R		\$ 120,734		
Total Unrealized Assets		\$ 532,621		

REVENUES & EXPENSES

TFLI served over 1700 distinct clients and students during the fiscal year 2011 - 2012. The top revenue sources for TFLI are depicted in the following graph and charts.

Top Revenue Sources	Jul 11- Jun 12	Percentage of Total Revenue
TN Dept. of Human Services	621,230.42	28.45%
State of TN Appropriation	353,100.00	16.17%
Amerigroup Community Care	164,411.14	7.53%
Mental Health Cooperative	53,471.08	2.45%
TFLI FUND, Inc. (via Pass-through Grants)	35,340.00	1.62%
Davidson County Juvenile Court	24,060.42	1.10%
TN Admin Office of the Courts	23,776.67	1.09%
Metro Nashville Public Schools	21,248.92	0.97%
TN Board of Probation & Paroles	21,190.38	0.97%
After School Enrichment Program	20,473.00	0.94%
Middle TN Mental Health Institute	19,495.00	0.89%
Meharry Medical College	18,900.00	0.87%
Caterpillar Financial Services Corp.	13,929.73	0.64%
CRIT(formerly Somali Community Center)	13,623.75	0.62%
Scarab Behavioral Health Services	9,580.00	0.44%
Leader, Bulso & Nolan PLC	9,375.09	0.43%
Square D Company / Schneider Electric	9,194.20	0.42%
Franke	9,012.76	0.41%
Michael D. Ponce & Associates	8,234.43	0.38%
Vanderbilt University Medical Center	6,600.00	0.30%
Bureau of Health Services	6,120.00	0.28%
TN Dept. of Children's Services	6,058.80	0.28%
St Thomas Hospital	5,311.45	0.24%
Tennessee Oncology	5,053.48	0.23%
Lewis, King, Krieg & Waldrop	4,523.00	0.21%
Vanderbilt Medical Center Pediatric Clinic	4,345.36	0.20%
SSA - ODAR Franklin	3,862.32	0.18%
SSA Office of Hearings and Appeals	3,540.00	0.16%
Gaylord Opryland Hotel	3,516.48	0.16%
Smyrna General Sessions	3,403.40	0.16%
TN Treasury Dept, Claims Admin	3,334.53	0.15%
Universal Digital Productions, Inc.	3,288.98	0.15%

Expense Summary
July 2011 through June 2012



74410 · Prof./Admin. Service	29.32
61100 · Administrative Salaries	29.24
61300 · Clerical & Support Salaries	13.12
74610 · Rent/Lease for Real Property	5.81
62500 · Group Insurance	4.46
62100 · Retirement - TCRS	4.23
62300 · FICA	2.69
74490 · Other Prof/Admin Services	2.18
76100 · Stores for Resale	1.82
74470 · Advertising Services	1.17
Other	5.96
Total	\$2,106,955.18

SPENDING PLAN 2012-13

Based on the previous year's revenue and expenditures, TFLI projects its growth and expenditures to incrementally increase, and have therefore created a spending plan which reflects these changes.

ALLOTMENT CODE 332.14			
	FY 11/12 Actual	Budget Goals for FY 12/13	EXPLANATION
Previous Balance	\$ 338,000	\$ 411,887	
POSITIONS:			
FUNDING SOURCES			
STATE APPROPRIATION	\$ 353,100	\$ 378,600	
Fees Collected	\$ 1,794,316	\$ 1,881,913	Projected is 5% Growth
FL	\$ 352,935	\$ 370,582	
ESL	\$ 234,984	\$ 246,734	
ITS	\$ 1,194,854	\$ 1,254,597	
CAD	\$ 11,542	\$ 10,000	
Interest/Misc	\$ 859		
Grants & Donations	\$ 32,175		
TOTAL REVENUES	\$ 2,180,449	\$ 2,260,513	
EXPENDITURES			
SALARIES & BENEFITS	\$ 1,155,767	\$ 1,213,556	
TRAVEL	\$ 7,049	\$ 7,402	
SUPPLIES	\$ 68,522	\$ 71,948	
RENT	\$ 122,910	\$ 129,055	
PRINTING	\$ 8,668	\$ 9,102	
PROFESSIONAL SVCS.	\$ 743,645	\$ 780,827	
Postage & Tel.	\$ 2,788	\$ 2,927	
Consulting Services	\$ 23,662	\$ 24,845	
Advertising Services	\$ 24,657	\$ 25,890	
Dues and Subscriptions	\$ 8,904	\$ 9,349	
Other Prof/Admin.	\$ 65,923	\$ 69,219	
Contractors	\$ 617,711	\$ 648,597	
Culture	\$ 82	\$ 86	
ESL	\$ 16,760	\$ 17,598	
FL	\$ 7,186	\$ 7,545	
ITS	\$ 593,683	\$ 623,367	
TOTAL Expenditures	\$ 2,106,562	\$ 2,211,890	
REVENUE - EXPENDITURES	\$ 73,887	\$ 48,623	
Cash Assets	\$ 411,887	\$ 460,510	
Outstanding A/R	\$ 120,734		
Total Unrealized Combined Assets	\$ 532,621		

LEASE ASSIGNMENT AND ASSUMPTION

AGENCY: Tennessee Foreign Language Institute	332.14
ALLOTMENT CODE: 501.03	COST CENTER: 10134

This Instrument Prepared By:
 State of Tennessee
 Real Property Asset Management
 William R. Snodgrass Tennessee Tower
 22nd Floor, 312 Rosa L. Parks Avenue
 Nashville, TN 37243-1102

**ASSIGNMENT AND ASSUMPTION OF
 THE LEASE BETWEEN
 THE STATE OF TENNESSEE
 AND
 HERITAGE PLACE PARTNERS, LLC
 L.E. 6335**

THIS ASSIGNMENT AND ASSUMPTION OF THE LEASE BETWEEN THE STATE OF TENNESSEE AND HERITAGE PLACE PARTNERS, LLC (this "Assignment") is entered into this 1st day of October, 2012 (the "Effective Date"), by and between THE STATE OF TENNESSEE ("State"), HERITAGE PLACE PARTNERS, LLC ("Lessor") and THE TENNESSEE FOREIGN LANGUAGE INSTITUTE ("TFLI").

WITNESSETH:

WHEREAS, State and Lessor entered into that certain Lease dated July 7, 2007 (the "Original Lease"), recorded in Book 20040213, Page 0017648, as amended by Amendment No. One to Lease dated November 1, 2007, and as amended by Amendment No. Two dated October 1, 2009 recorded in the Register's Office for Davidson County, Tennessee for 7,412 square feet located at 227 French Landing Drive, Nashville, Tennessee (the "Original Premises"); and

WHEREAS, the State desires to assign its interest in the Original Lease to TFLI as set forth herein.

NOW, THEREFORE, for the covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. Capitalized Terms. All capitalized terms not expressly defined herein shall have the meanings ascribed to them in the Original Lease.
2. Assignment. State hereby sells, transfers, assigns and conveys to TFLI all of State's right, title and interest in, to and under the Original Lease, together with all deposits posted by State pursuant thereto. TFLI hereby accepts the Original Premises and this Assignment from and after the Effective Date, and as of said Effective date, TFLI hereby covenants and agrees to assume and perform all of State's duties and obligations required under the terms, covenants and conditions of the Original Lease, including, but not limited to, the obligation to make all payments of rent, additional rent, and all other sums due under the Original Lease in accordance with the terms of the Original Lease, and shall send the same directly to Lessor, as provided in the Original Lease.
3. Miscellaneous. Except as modified herein, all of the terms, covenants, conditions, representations and warranties set forth in the Original Lease that are not inconsistent herewith are hereby ratified and affirmed and shall continue in full force and effect. This Assignment may be executed in multiple counterparts each of which shall be binding on the party signing the same and which together shall constitute a single document. This Assignment is binding upon and shall inure to the benefit of Lessor, State and TFLI, and their respective successors and assigns.

Signature page follows

REACHING REFUGEES BY GOING MOBILE

Tuesday, July 10th, 2012, by Blake Farmer



Listen Now:

[MP3 Direct Link](#)

Somali Yaseen Adan arrived in Madison after living in a refugee camp in Malta.

The Tennessee Foreign Language Institute recently surveyed dozens of refugees around Nashville and asked if English classes were taught in their apartment complex, would they attend? All of them said yes. Yet free ESL classes are already offered around town, and few were enrolled. The proposed solution is a mobile classroom.

Consider getting across town to an English class if road signs were gibberish and asking for directions meant relying on hand gestures. After being relocated to Madison by the State Department, Yaseen Adan – who is from the war-torn nation of Somalia – spent his first few days cooped up. Then he ventured out of his bare apartment.

“Yes, after five days, I go to town. Towndown,” he says, laughing when asked if he means “downtown.”

Adan – who says he is “50-something” – actually has more English skills than most of the 1,000- 1,600 refugees placed in Tennessee each year. Apparently, he took classes at a refugee camp in Malta. Newcomers from places like Myanmar are learning what could be called “survival English.” Many are illiterate in their native language.



Families from Myanmar and the Kurdistan region of Iraq learn "survival English" from TFLI instructor Ashley Ekers.

In the attic of an apartment complex office, instructor Ashley Ekers holds up images of men and women, like those that label public restrooms.

“Am I a man?” she asks the class, which mumbles a response.

The Tennessee Foreign Language Institute has already begun offering classes where refugees live, calling it “ESL to Go.” But organizers have been dreaming about a mobile classroom, a retrofitted RV that they could park almost anywhere. They’re still in the process of fundraising for it.

Program manager Leah Hashinger says a classroom on wheels is more than the gimmick it might sound like. She believes it could prove that transportation is the primary barrier keeping refugees from learning the language.

“We are trying to change the notion that refugees don’t want to study English,” Hashinger says. “I think that we are out to prove that they do.”

ADDITIONAL ITEMS / NOTES