

Report to the Governing Board of the Tennessee Foreign Language Institute



Presented
September 21, 2009

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

AGENDA

Meeting of the TFLI Governing Board

September 21, 2009 – 2:00 pm CDT

Offices of the TN Foreign Language Institute in Metro Center

Nashville, TN

- I. Welcome and Introduction of Participants
- II. Adoption of Agenda
- III. Approval of Minutes from February 3, 2009 Meeting
- IV. Executive Director's General Report
 - a. Introduction of New Staff Member, Brenda Bess
 - b. Follow-up from Previous Meeting:
 - i. Transition of Contract Teachers to Employee Status
 - ii. TFLI Grant Making, Pro-Bono Activities & Scholarship Awards
 - c. Overview of Executive and Administrative Activities & Issues
- V. Departmental Reports
 - a. English as a Second Language
 - b. Foreign Languages
 - c. Interpretation and Translation Services
 - d. Cultural Awareness and Diversity
- VI. Financial and Administrative Issues
 - a. Financial Status Overview
 - b. Additional Space in Metro Center Location
 - c. Presentation of 2009/2010 Budgetary Working Plan
- VII. Additional items presented by or to Governing Board for consideration
- VIII. Next Board Meeting: Proposed for Monday, February 8, 2010
- IX. Adjournment

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MINUTES

Governing Board of the Tennessee Foreign Language Institute

February, 3 2009

Meeting was called to order at 9:25am by Dr. Kay Clark. Present at the meeting:

Board Members:

Kay Clark
Jeanette Crosswhite
Gloria Bishop
Paul Vandermeer
Chanto Sourinho
Jeanine De La Torre Ugarte (via telephone)

Others in attendance:

Terry Murray
Becky Harrell
Steve Cobb
Jason Cavender
Hope Collins
Sidney Clein
Angie Harris
Aaron Lovett

Representing TFLI, Janice Rodríguez

I. Meeting was called to order by **Dr. Kay Clark**.

- a. The agenda was adopted, and the meeting proceeded with an introduction of participants.
- b. **Chantho Sourinho** made the motion to approve minutes; **Paul Vandermeer** offered a second to the motion.

II. Executive Director's Report

- a. **Janice Rodríguez** began with a follow-up on the transition of independent contractors to part-time employees
 - i. The transition has taken place under the advisement of TBR.
 - ii. The transition began January 1st 2009.
 - iii. Transition was made in order to comply with IRS regulations.
 - iv. Thirty instructors will be added as employees with a monthly expenditure increase of \$2,500.00-\$3000.00
- b. Cultural Awareness and Diversity
 - i. Requests have increased, for example, from Meharry Medical College, as well as several nursing homes and child advocacy.

- ii. Due to the increase in requests we have asked Aaron Lovett, a long time English instructor with TFLI, to further develop the program. **Aaron Lovett** noted that there have been many recent requests for support concerning cross-cultural communication in the workplace and in the schools.
 - iii. **Mrs. Rodríguez** noted that TFLI received a scholarship to attend a Diversity in Health Care conference in Minnesota, which she attended with Hope Collins (September 22 - 24, 2008).
- c. Inter-agency and Collaboration
- i. **Mrs. Rodríguez** mentioned that TFLI has been working with El Protector program, an initiative of the Metro Nashville Police Department with the mission to foster better relations with the Hispanic communities of Nashville. She was asked to participate in an advisory committee.
 - ii. TFLI has become Pencil Partners with Glendale Spanish Immersion Elementary School, located in Nashville. TFLI collects school supplies, and periodically volunteers to read to first graders in Spanish
 - iii. TFLI continues to participate in the Celebration of Cultures, an annual festival coordinated by the Metro Nashville Parks and the Scarritt-Bennett Center.
- d. Enrollment
- i. **Mrs. Rodríguez** stated that group classes for individuals have seen a slight decline in enrollment, but custom classes and business classes have continued at previous levels.
 - ii. Mrs. Rodríguez explained that although the current enrollment has decreased somewhat, other revenue-generating programs have shown increases, which offset the declines.
- e. Financial Status of TFLI
- i. **Mrs. Rodríguez** presented the fiscal status of TFLI, noting balance of funds at the beginning of the fiscal year of 2007-2008 at approximately \$470,000.00. After netting approximately \$55,000.00, the final account balance for the year-end is \$525,000.00.
 - ii. Some notable sources of funding include the appropriation from the State of Tennessee, fees collected for services provided to the TN Department of Human Services and grants from the Nissan Foundation, the Frist Foundation, and the Dollar General Literacy Foundation.
 - iii. Expenditures.
 - 1. Salaries, as a line item and actual expense, are expected to increase due to increased benefits and the transition of independent contractors to part-time employees.
 - 2. **Dr. Clark** noted that even though TFLI has seen financial stability, many state agencies are facing cuts. He asked how TFLI is preparing for any possible future cuts. **Mrs. Rodríguez** responded that we are in a much better spot financially than previous years and feel confident that we are not solely dependent on state funding. We have made adjustments to handle the 15% cut made by the State. **Dr. Clark** commended TFLI for the financial state of TFLI in such difficult economic times. Mrs. Rodríguez thanked Dr. Clark for his comments.
 - 3. **Mrs. Rodríguez** also noted that administrative fees charged by the TN Board of Regents TBR's yearly payment has increased from \$14,400.00 to \$30,000.00
 - 4. **Mrs. Rodríguez** concluded this report by asking for questions; no questions were asked at this time.

III. Departmental Reports

a. **English as a Second Language**

- i. **Angie Harris**, director of the ESL department, noted the growth in corporate ESL classes as well as mentioning the slight downturn in enrollment in group ESL classes.
- ii. **Ms. Harris** explained that the TESL (Teaching English as a Second Language) program has received recognition from the British Council.
- iii. **Ms. Harris** said that the ESL department is working toward achieving the standard of coursework required to become accredited through Trinity College in England. Potential obstacles to this accreditation include the costs for observation and evaluation by trainers sent from England, which approximate \$4,000.00 each visit.
- iv. The department has begun training observers for their TESL program.
- v. The TESL program serves the community by providing certified ESL instructors at many community centers as well as Nashville State Community College.
- vi. The ESL department has partnered with the Frist Center to create Project Access which brings art awareness to the community where they might not have access.
- vii. The Dollar General grant will continue through May. Funding from this grant has allowed the number of class offerings to increase from 2 levels to 6 levels of English classes at the Progresso Community Center.
- viii. The ESL department continues to economize and innovate by making all forms available electronically on our website.
- ix. **Ms. Harris** also mentioned the decrease in numbers of scholarships made available since the passing of Mr. Rasmussen, principle benefactor for the program.
- x. **Paul Vandermeer** asked why TFLI is pursuing foreign accreditation for the TESL program? **Ms. Harris** responds that most accreditation programs for TESL in the U.S. would require all trainers to have master's degree, and the accreditation from England does not make this requirement. Further, the internationally recognized accreditation is beneficial to the recipients of the certification. **Janice Rodríguez** explained that TFLI has looked at other agencies for accreditation including one in Washington, and the cost is the major factor. **Mr. Vandermeer** asked the cost, to which **Mrs. Rodríguez** responded about \$24,000.00. **Dr. Clark** commented that all accreditation is expensive. **Ms. Harris** noted that the TESL course meets the standards of the British Council, and that they are confident in their program. **Steve Cobb**, member of the TFLI Fund Inc. (501c3 fundraising organization in support of TFLI) and meeting attendee, suggested that TFLI itself become an accrediting organization. **Aaron Lovett** commented that having an accreditation program would help increase enrollment.

b. **Foreign Language Department Report**

- i. **Sidney Clein, director of the Foreign Language department**, begins by mentioning that the FL department has been updating that department's web pages by adding electronic forms. Additionally, they have been analyzing options for a new registration site with fewer problems.
- ii. The FL department has also focused heavily on hiring new teachers as well as evaluating the current teachers to continue to maintain the highest standards. They have evaluated and observed their instructors using the methods of the TESL program, resulting in improvements in the classrooms.
- iii. In December of 2008, the FL department held a Professional Development class for their instructors, which is also based on the TESL program. All instructors are encouraged to take the "Pro D" Course, and it is offered free of charge to TFLI instructors.

- iv. Enrollment increased during the Summer and Fall terms, but has decreased in the Winter.
- v. Custom classes have seen a large increase with hours totaling 1,460 for the fiscal year at \$50 per hour.
- vi. Medical and Corporate Spanish classes are being held at Meharry Medical College and at Square D, respectively.
- vii. Promotional highlights include the Grand Opening of the Nissan Plant in Cool Springs, the Celebration of Cultures, the Glendale Elementary Program, as well as many promotional Gift Certificates given out at the fundraising events of other community organizations.
- viii. **Ms. Clein** noted that the FL department has also been contracted to offer language teacher training to the instructors at Fort Campbell.

c. **Interpretation and Translation Services (ITS) Report**

- i. **Hope Collins, director of ITS**, discussed the grant received by the Nissan Foundation to create a course for community interpreters in languages other than Spanish.
- ii. Promotional activities included a booth at the TN Hospital Association Conference.
- iii. The ITS department also received a grant from the Frist Foundation which has since been used to purchase a video camera, software in order to produce desk top publishing, and also simultaneous interpreting equipment.
- iv. Work continues with the Mental Health Cooperative to provide Spanish interpreters for their 24-hour crisis line. Additionally, assessments of interpreters for TN Health Departments of surrounding counties continue. A new online evaluation tool is being considered for this assessment program.

IV. **The TFLI Fund, Inc.**

- a. **Mrs. Rodríguez** introduced the agenda item by explaining that the TFLI Fund, Inc. is a 501c3 created in support of TFLI, and that one of the events they hold is the Annual Wine Tasting and Silent Auction, which raised \$20,000.00. **Mrs. Rodríguez** thanked Fund Board president Terry Murray, Treasurer Becky Harrell, and board member Steve Cobb for their work with the Fund.
- b. **Terry Murray** explained that the Fund typically hosts two events a year: The Wine Tasting & Silent Auction and the annual dinner recognizing someone for their contributions toward language learning. He also explained how funds are disbursed to TFLI: the Fund seeks to increase the Fund balance 7% every year, and then gives 60% percent of the remaining amount to TFLI in an annual grant. **Mr. Murray** stated that they are extremely proud of TFLI and are happy to present a check for \$10,366.66. **Mrs. Rodríguez** thanks the Fund members. **Dr. Clark** thanks the fund as well.

V. **New Business**

- a. **TFLI Grantmaking.**
 - i. **Mrs. Rodríguez** suggested that TFLI consider developing a grant-making program. TFLI has sustained its growth and currently holds a balance that could be used to extend the reach of TFLI throughout the state, through small grants to public or private entities. These grants would be to those organizations whose work would further the legislative mandate of TFLI.
 - ii. Discussion: **Dr. Clark** asks if the management of the grant would be handled by the staff. **Mrs. Rodríguez** suggested that the accounting would be handled by TBR, but the grant would be administered internally. **Dr. Clark** noted that it could be a great deal of work. **Jeanette Crosswhite** asked if it would be an outright grant program or a matching program. **Mrs.**

Rodríguez had thought an outright grant. **Mrs. Crosswhite** suggested that a matching program would create buy-in. **Steve Cobb** added there should be commitment from the grantee agency to continue the program beyond the grant period. **Dr. Clark** responded that the grantee should show sustainability. **Mrs. Crosswhite** asked whether it would be for a school or other organization, to which **Mrs. Rodríguez** replied that the funds could be granted to any organization which met the criteria. **Paul Vandermeer** stated that all objectives would need to be clearly defined, noting the priorities and goals. **Ms. Harris** mentions the option of early childhood development. **Dr. Clark** advised researching any legal or legislative issues and providing adequate time for Requests for Proposals. **Mrs. Crosswhite** suggested taking applications next spring for a summer program. **Mrs. Rodríguez** asked whether the Governing Board would like TFLI to look further into the idea. **Jeanine De la Torre Ugarte** says she thinks it is an excellent proposal and wants to know how she can support it. **Mrs. Rodríguez** thanks her for her support and stated that when we are ready to implement that her connections in East TN will help us locate applicants. **Dr. Clark** suggested a motion to approve a feasibility study and update next meeting. **Gloria Bishop** made the motion, and **Mr. Sourinho** seconded it. Motion was passed.

b. **Pro Bono Policy and Scholarships**

- i. **Mrs. Rodríguez** explained that periodically TFLI donates services or extended discounts to non-profits and individuals on a case-by-case basis. **Paul Vandermeer** suggested that TFLI continue to document all pro-bono activity and identify specific areas to serve, in order not to make arbitrary decisions. **Gloria Bishop** stated that it is good to evaluate each case individually. **Steve Cobb** added that it would be smart to include in the budget. **Jeanette Crosswhite** concurred by stating that budget limitations can help define limits. **Paul Vandermeer** stated that certain amounts should be allocated geographically throughout the state.
- ii. With regard to the scholarship program, **Mrs. Rodríguez** restated that the previous scholarship fund is dwindling and asked whether to continue the scholarship program using finances from the budget. **Jeanine De La Torre Ugarte** believes the scholarship should be continued. **Gloria Bishop** agreed. **Dr. Clark** suggested that it be considered in the next budget approval.

VI. **Conclusion**

- a. **Dr. Clark** opens the floor to any additional discussion.
 - b. **Gloria Bishop** complimented the staff of TFLI for the work they continue to do. **Mr. Sourinho** thanked them as well.
 - c. **Dr. Clark** adjourns the meeting at 10:35am.
- 

EXECUTIVE DIRECTOR'S REPORT

Prepared by Janice S. Rodríguez, Ph.D.

FOLLOW-UP FROM FEBRUARY 2009 MEETING

TRANSITION OF CONTRACT INSTRUCTORS TO EMPLOYEE STATUS

Effective with the current tax year, approximately 30 instructors have become temporary part-time employees. Working with TBR, we have devised systems to collect required paperwork and report hours to be processed in the payroll system.

Payroll taxes are now being paid by TFLI for these instructors. For the few days of work scheduled during the January pay period, we paid approximately \$600 in taxes in addition to compensation. We estimate approximately \$2500 - \$3000 a month in subsequent months. We have budgeted approximately \$50,000. [Check monthly increase in personnel costs!]

TFLI GRANT-MAKING

- i. **Mrs. Rodríguez** suggested that TFLI consider developing a grant-making program. TFLI has sustained its growth and currently holds a balance that could be used to extend the reach of TFLI throughout the state, through small grants to public or private entities. These grants would be to those organizations whose work would further the legislative mandate of TFLI.
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PRO BONO POLICY AND SCHOLARSHIPS

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De La Torre Ugarte believes the scholarship should be continued. **Gloria Bishop** agreed. **Dr. Clark** suggested that it be considered in the next budget approval.

EXECUTIVE AND ADMINISTRATIVE DEPARTMENT REPORT

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

INTER-AGENCY COLLABORATION

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

EL PROTECTOR

The Executive Director was asked to participate in the advisory committee to the Metro Nashville Police Department's **El Protector** program. Meetings continue to be held at the South Precinct in Nashville with the goal of improving the program by soliciting interagency and community involvement. TFLI also participated in a city-wide event at Cedar Hill Park in Madison, sponsored by the El Protector Program.

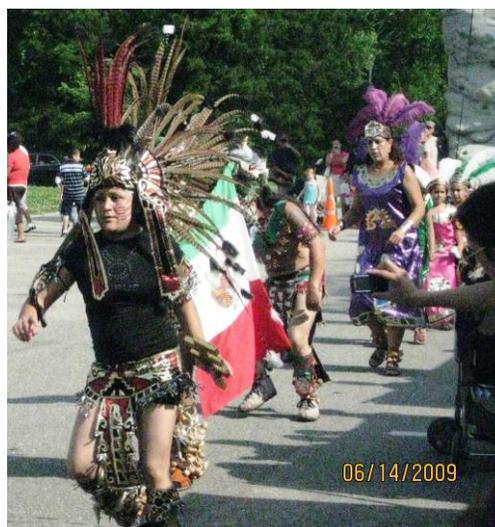
The event featured performances from multicultural artists, along with outreach from community organizations and businesses. TFLI staff members made contact with numerous individuals interested in the Spanish and English programs at TFLI, primarily.



1 TFLI staff members Janice Rodriguez, Maria Simpson and Hope Collins with Nashville Mayor Karl Dean at the El Protector event in Madison.



Angela Harris, ESL director, with some of the younger visitors to the festival.



ACCESS TO JUSTICE

In June 2009, the TFLI Executive Director was invited to participate as a member of the Disability & Language Barriers Advisory Committee in the Tennessee Supreme Court's Access to Justice Commission. Each Advisory Committee is responsible for studying the issues identified within the jurisdiction of the Committee and for developing part of the Commission's first Strategic Plan, due April 3, 2010. Each Committee will prepare a recommended draft section for the Strategic Plan by January 2010 which includes a suggested timetable for implementation and recommendations with references to the suggested entity to carry out the recommendations. In addition, the recommendations shall address the following directives of **Rule 50**:

- Identification of priorities within the specified area to improve access to justice;
- How to educate the public and policymakers about the specific issues and priorities;
- Specific recommendations of projects or programs to further the identified priorities and the necessary education; and
- Specific recommendations of strategies to increase funding and the use of technology to further the identified priorities and the necessary education.

Rule 50, 204 (f) (2) & (3): Develop and recommend initiatives and systemic changes to reduce barriers to access to justice and to meet the legal needs of:

- (2) Persons with disabilities who do not qualify for existing assistance programs by reason of their incomes;
- (3) Persons in language minorities;

ADDITIONAL COMMUNITY PRESENCE

TFLI staff once again participated in the annual **Celebration of Cultures** held in Centennial Park in Nashville in October. This event helps to promote the programs of TFLI and solidify TFLI's presence in the community. Additional cultural festivals will be highlighted in the Culture Awareness and Diversity departmental report.

TFLI intends to assist **Glendale Spanish Immersion Elementary School**, our Pencil Partner again this school year.

TFLI staff members have continued to have a presence at **Nashville Refugee Task Force** meetings, as well as the functions held by the various chambers of commerce in the community.

Sister Cities affiliations were established with the organizations in Davidson and Williamson counties. Sponsorship of two events are planned for September 2009.



MARKETING AND ADVERTISING

DIGITAL OUTDOOR ADVERTISING

TFLI took advantage of a promotional offer to try digital, outdoor advertising in a billboard located off Interstate 65, visible going south from Nashville toward Brentwood. Six different images promoting the services of TFLI were rotated throughout the day, creating 1800 messages a day, for a period of three weeks. The costs for this advertising was \$500 per week. Although we had a call to action, we were unable to determine what impact this advertising had for us.



NASHVILLE INTERNATIONAL AIRPORT INSTALLATION

The lighted rotating advertisement pictured below is on display in all three airport concourses, for one year. Cost is \$995 per month.

The advertisement features a background image of the Earth from space, showing the curvature of the planet and blue oceans. The text is overlaid on this image. At the top, the phrase "CREATING A DIALOGUE WITH THE WORLD" is written in a large, white, serif font. Below this, the logo for TFLi.org is displayed, consisting of a small globe icon with three white stars above the text "TFLi.org" in a large, black, serif font. Underneath the logo, the full name "TENNESSEE FOREIGN LANGUAGE INSTITUTE" is written in a smaller, black, sans-serif font, followed by the phone number "615.741.7579" in a larger, black, sans-serif font. On the left side of the advertisement, a list of services is provided in a white, sans-serif font.

**CREATING A DIALOGUE WITH
THE WORLD**

TFLi.org
TENNESSEE FOREIGN LANGUAGE INSTITUTE
615.741.7579

Cultural Awareness and Diversity Training
English as a Second Language
Foreign Language Group, Private and Workplace Classes
Interpretation and Translation Services
TESL Certification Program

BETTER BUSINESS BUREAU ACCREDITATION

TFLI applied for and received accreditation from the Better Business Bureau in August 2009. Below is the reliability report published online for TFLI

BBB Reliability Report for

Tennessee Foreign Language Institute

A BBB ACCREDITED business since 08/14/2009.

BBB Rating A+

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this report.

BBB Accreditation

Tennessee Foreign Language Institute has been a [BBB Accredited business](#) since August 2009. This means it supports BBB's services to the public and meets our BBB Accreditation standards.

BBB Rating for Tennessee Foreign Language Institute

Based on BBB files, Tennessee Foreign Language Institute has a BBB Rating of A+.

Business Contact and Profile for Tennessee Foreign Language Institute

Name: Tennessee Foreign Language Institute

Phone: (615) 741-7579

Address: 227 French Landing Dr Ste 100

Nashville, TN 37228-1613

[Google Map](#)

Website: www.tfli.org

Original Business Start Date: July 1986

Principal: Ms. Janice Rodriguez, Executive Director

Customer Contact: Ms. Janice Rodriguez, Executive Director - (615) 741-7579

Entity: Non Profit Corporation

Type of Business: Language Schools

BBB Accreditation: Tennessee Foreign Language Institute is a BBB Accredited business.

Additional DBA Names: TFLI

BBB ASSIGNS RATINGS BY EVALUATING THE FOLLOWING CATEGORIES:

- BBB experience with the industry in which the business operates
- The business' length of time in operation
- Whether BBB has information that the business does not have required competency license(s)
- Any known government actions against the business that are related to marketplace activities
- Any advertising issues found by BBB
- The number of complaints processed by BBB from the business' customers
- The number of complaints processed by BBB from the business' customers that are of a serious nature
- Whether the business has responded to complaints received by BBB
- Whether complaints have been resolved in a timely manner or the business has demonstrated it made a good faith effort to resolve them
- Business' overall complaint history with BBB
- Whether the business has honored any commitments to BBB to arbitrate or mediate disputes and comply with arbitrator decisions or mediated settlements
- Whether BBB has sufficient background information and clear understanding of business
- Whether BBB Accreditation was revoked because the business failed to comply with agreed BBB standards.

From www.bbb.org

Products and Services of Tennessee Foreign Language Institute

According to information supplied by the company, it offers foreign language instruction, both scheduled and customized, with classes in Arabic, Chinese, French, German, Italian, Portuguese, Russian, Spanish and others; English (ESL), Professional development and career advancement, with training for teachers of ESL, foreign language instructors, and interpreters, translation and interpretation services for global commerce, the legal community, healthcare providers and individuals.

Business Management

Additional company management personnel include: Ms. April Ruiz - Office Manager

Customer Complaint History for Tennessee Foreign Language Institute

BBB processed a total of 0 complaints about Tennessee Foreign Language Institute in the last 36 months, our standard reporting period.

BBB Program Participation

This company has agreed to use special procedures including arbitration, if necessary, to resolve disputes through their participation in the following programs: BBB Identification, BBBOnLine.

Government Actions

BBB has no information regarding government actions at this time.

Advertising Review

BBB has no information regarding advertising review at this time.

PROMOTIONAL MATERIALS

New TFLI T-Shirt, designed by TFLI Executive Director, features hello in over 20 languages.



CONTINUED EFFORTS

TFLI continues to use paid announcements on Nashville Public Radio and to purchase display advertising in various trade publications.

TRENDS & STATISTICS

ENROLLMENT

The programs at TFLI have managed to weather an uncertain economic climate by maintaining enrollment at nearly the same levels throughout the past year. We continue to experience the greatest demand for Spanish and English language classes, while other languages maintain a steady base of students. Also, several of the classes that are offered by our Interpretation Services Department have experienced growth.

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

TRANSLATION AND INTERPRETATION CLIENTS AND REQUESTS

Approximately 1700 interpretation and translation assignments were completed in the past fiscal year,

WEBSITE

TFLI.org: Visitors per month January 2009 - August 2009

Month	Unique visitors	New visitors	Repeat visitors	Visits
January, 2009	3714	3468	246	5347
February, 2009	2870	2689	181	3855
March, 2009	3351	3139	212	5024
April, 2009	3474	3218	256	4815
May, 2009	3043	2807	236	4247
June, 2009	3580	3301	279	5406
July, 2009	3403	3127	276	5128
August, 2009	3448	3207	241	5103
Average per month	3360.375	3119.5	240.875	4865.625

DEPARTMENTAL REPORTS

ENGLISH AS A SECOND LANGUAGE / TESL

SEPTEMBER 2009

- Angela Harris, ESL/TESL Director, Taxi Pro Project Director
- Thuy Nguyen, ESL/TESL Assistant Director
- Jane Bentz, ESL/TESL Departmental Assistant, TESL Registrar
- Maegan Young, ESL/Taxi Test Proctor, Administrative Assistant, Taxi Pro Project Manager



Group Classes

From February 2009 -- 77 ESL Registrations, 48 TESL registrations = 125 total registrations

Custom Classes

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

- ⇒ Design Works
- ⇒ Cornerstone Bakery
- ⇒ Aegis Sciences
- ⇒ New Visions Youth Development Center
- ⇒

TESL Course & Teacher Training Programs

- ⇒ The TESL Department just completed its 23rd course.
- ⇒ The TESL department has new community partners for its Field teaching Component: Nations Ministry, Newcomer's Academy, *Estoy Aprendiendo* in addition to existing partners with NALC, Woodbine Community Organization, Sudanese Community Center and Progreso Hispanic Community Center.
- ⇒ Thuy is working with a volunteer computer programmer and software developer in order to create a TESL on-line course. We hope to use this model for other language programs at TFLI.

Taxi Pro

- ⇒ The ESL is won \$17,000 from the Nissan Foundation to sponsor a training and professional development program for new taxi drivers in Nashville. The program boasts partnerships with the Transportation & Licensing Commission and the Nashville Convention & Visitor's Bureau.
- ⇒ All new drivers must participate in the Taxi Pro Hospitality Training Program.



⇒ Program Details:

- ⇒ The cost is \$100. The price of PASSING the English Test (\$25) will be put towards the cost of Taxi Pro. Upon passing the English Language Test the applicant will register for Taxi Pro. (Angela created a new English Language Proficiency Test for Nashville Taxi Drivers. This test will replace the old version on October 13, 2009.)
- ⇒ The new Taxi Pro Hospitality Training Program is a 27 hour course held over 3 days. Classes are from 9 AM – 5 PM with a 1 hour break for lunch on Wednesdays, Thursdays, and Mondays beginning on November 11, 2009.

Day 1: Introduction to Nashville major landmarks and developing an awareness of Nashville's hospitality industry customer service practices; passengers with disabilities (Trainer, Shannon Largent, NCVB)

Day 2: Courtesy in the Service Industry and Map Reading (Trainer, Aaron Lovett, TFLI)

Day 3: Nashville Taxi Driver's Rules & Procedures, defensive driving, and driver safety, tricks of the trade (Trainer, Khalid K. Worin, Checker Cab Taxi Driver)

Scholarships

- ⇒ The ESL/TESL department plans to donate \$1800 to the Progreso Community Center in order to fulfill its demand for ESL classes.

FOREIGN LANGUAGE DEPARTMENT

Staff Sidney Clein, Director

Miranda Runcie, Assistant Director

Maria Simpson, Senior Spanish Instructor/Curriculum Development

3 February 2009

For: July 2008 - December 2008

A. Administrative Policy and Procedure:

Participated in scheduled monthly director's, staff and interdepartmental meetings, TFLI Fund and Governor's Board meetings as well as scheduled monthly meetings with Meharry Medical Center for IBBFC grant program review.

1. August 2008: Updated and revised all department forms and class information for accuracy and efficiency including; registration, scholarship, fee waiver, FAQs, FL instructor Handbook, vouchers and gift certificates. Upon approval from the board, The FL Dept slightly raised prices for group classes and accompanying materials during this quarter to cover increased expenses.

2. OPI Tests

The FL Department continues to administer the OPI Test regularly and in accordance with the ACTFL Guidelines. The test costs \$165. 14 OPI tests were proctored by the FL Department in this quarter.

3. Website and Registration Site maintenance (ongoing): The FL Dept continues to monitor and update our information online to provide a more concise, accurate and easily navigated resource for our clients and to streamline our registration process to more precisely track enrollment numbers, expenses and financial status. We are also in the process of revamping our internal records and time keeping to identify problems in organization and increase productivity and efficiency. The FL Department experienced a steady increase in enrollment and income over the last year.

B. Hiring and Teacher Training:

Due to the steady increase in custom class requests and expansion of group classes, The FL Department continued actively recruiting instructors; advertising, interviewing and ultimately hiring and training **14 new teachers in 6 different languages** (Arabic, Chinese, French, Japanese, Russian and Spanish) this quarter.

- 1. Observations and Evaluations:** In the **Fall 2008** term, the FL Department developed and implemented a more structured schedule of class observations and teacher meetings to provide more consistent guidance to instructors. **New Observation forms** were created to more effectively monitor teachers' lesson planning, classroom management and attention to methodology. **Self evaluation forms** were created and implemented as well to involve teachers more directly in the training process. A letter regarding observation procedures along with a mid-term motivational message with suggestions to enhance classroom activities and improve student participation was sent with these forms to all FL teachers. Observations were done throughout the term for all group classes with immediate (within the week) **1 hour feedback sessions with each teacher** to review. This course of action seemed to enhance our relationship with instructors which resulted in significantly **improved performance in the classroom**. Excellent evaluations from students also confirmed that the desired improvements were being made.

2. After visiting the **DLC (Deeks Language Center) 5th SFG (A) at the Ft. Campbell, KY** military facility, and observing their present program, The FL Department prepared a **5 day intensive professional development course** for teachers at Fort Campbell to be held there on Fridays beginning in November, 2008 and sent a proposal to Chief Shakeenab. While he accepted our terms and was enthusiastic to begin, due to Ft. Campbell's funding schedule, he asked that we postpone the workshop until 2009. We are still planning to hold this Pro-D course sometime in the next 2 months.

C. Foreign Language Classes:

1. Group Classes:

- August 2008: Summer 2008 term of group classes ends / Fall 2008 schedule of group classes posted online - registration begins
- 15 September, 2008: Fall 2008 term (Sept 15 - Nov 22) of group classes in session.
- 14 November, 2008: Winter 2009 schedule of group classes posted online - registration begins

Short term scheduling of classes, posting department information and scheduling on website, arranging schedules with current foreign language teachers, recruitment/advertising, interviewing, hiring and training of new instructors, PR , marketing and advertising for group classes (designing, printing and distributing press releases and promo,) customer service and correspondence with students (inquiries, placement, enrollment, confirmations, cancellations, re-assigning participants, collecting payments, issuing credits and refunds) arranging classrooms and signage for new terms, ordering, keeping inventory and distributing teaching resources and materials for all on and off site classes, reserving offsite space for classes, distributing and collecting information, updates, rosters, contracts, lesson summaries and evaluations to and from instructors/students throughout term, observing classes and providing feedback to instructors, problem solving and responding to issues from instructors and students. Record keeping and reports.

2. Custom classes (blocks of 10 hours purchased) added this quarter:

5 Arabic, 10 French, 4 German, 5 Italian, 5 Japanese, 1 Portuguese, 3 Russian, 23 Spanish

3. Business Classes

a. The FL Department added more workplace classes at:

- Meharry Medical School: August/September, 08 - 20 Hours Med Spanish/32 students ;
October/November, 08 - 20 Hours Med Spanish/32 students
- Schneider Electric: November, 08 - 40 Hour Spanish - 10 students

b. New Business:

- Nissan Headquarters-Franklin: - 60 Hours Spanish / 20 Hours Japanese projected for October/November, 08 - *postponed until 2009*
- Nissan -Smyrna: - 80 Hours Spanish projected for November, 08 - *postponed until 2009*
- Alive Hospice: Medical Spanish classes projected for November, 2008 - *postponed until 2009*

D. Marketing and Advertising:

Designed and distributed print ads, flyers, slides, postcards and promotional letters for: Fall 08, Winter 09 terms of group classes

Promotions, Fundraisers and Events

The FL Department continues to be involved in community outreach attending, hosting, sponsoring and exhibiting at local international festivals and cultural events:

22 July, 2008: Nissan Headquarters Grand Opening: FL director assisted ITS department with promotional booth to exhibit TFLI services in Franklin, TN

12 September, 2008: Conexion America's Annual Fundraiser for Hispanic Heritage Month: assistant director of FL Dept, Miranda Runcie, attended with other TFLI staff members

4 October, 2008: Celebration of Cultures in Centennial Park: FL Dept assisted in setup and manning TFLI promotional booth; distributing information, answering questions and promoting identity and services to the public.

14 October, 2008: Pencil Partners announcement at Glendale Elementary Spanish Language Immersion School: FL Asst Director attended along with other TFLI staff volunteering to visit the school and read to the students on a regular basis.

23 October, 2008: Frist Center for the Visual Arts/ 2008 Community Partners Reception: attended event with ESL Director-networking with local arts organizations and their leaders to promote TFLI presence.

1 November, 2008: Arabic Cultural Class: FL Director and Assistant Director attended gathering of students at Instructor's home to experience Iraqi foods, family background and traditions.

9 November, 2008: Return peace Corp Volunteers Fundraiser at the Rutledge: FL Dept donated 20 hour class to silent auction.

13 November, 2008: TFLI Fund Annual Wine tasting and Silent Auction at the University Club at Vanderbilt: FL Dept. assisted in coordinating auction donors, promoting, set up and working at the event as well as designing presentation materials and donating 4 20 hour language classes to the silent auction. Participated in "Friends of TFLI" benefits package with discounts on foreign language classes.

E. Grants, Projects and Initiatives:

1. Meharry Hospital's OB/GYN Department 3 year grant for language and cultural programs to be provided by TFLI: assisted in the collection and submission of necessary paperwork for application, subsequent planning meetings, development, revision and maintenance of the on-going language program -hiring the instructor, attending monthly meetings, arranging for video taping of classes, DVD production, submission of progress reports, etc.

- 6 August 08: Medical Spanish 1.2 language classes at Meharry Hospital start

- 7 August 08: new 1.1 level of Medical Spanish language classes at Meharry Hospital

- 3 September 08: progress report for IBBFC Grant Medical Spanish program at Meharry Hospital submitted for year one- promising data recorded on success of program so far

2. "Friends of TFLI": TFLI Fund establishes new membership offer to encourage donor interest. Benefits package includes 1 \$50 discount on FL classes for annual membership fee of \$25 indiv. / \$35 couple. New initiative

announced in a press release and the TFLI-er Newsletter and launched November 2008 at TFLI Fund Wine-tasting and Silent Auction.

F. Partnerships:

- **Center for Non-Profit Management:** as of Spring 08, the FL dept is offering a **20% discount** on group class tuition to members of **CNM** to increase the accessibility to this audience of our much needed language training and increase enrollment numbers for TFLI classes.

- **University School of Nashville, Vanderbilt Campus:** 16 July, 2008: FL Director and Asst Director met with USN Director, Vince Durnan, to tour campus at USN and discuss partnership ideas - invited to participate in several student body enrichment programs there in exchange, for free classroom space at their facility. We hope to announce this new location for foreign language classes in 2009.

- **Ft. Campbell; Command Language Program:** met with Chief Joe Shakeenab, Director of the **Deeks Language Center** at Ft Campbell military base to review their program, interview and assess the needs of their instructors and discuss options for ongoing teacher training; beginning with a 5 week intensive professional development workshop for foreign language instructors scheduled for October 3rd, 08. Also in discussions regarding an exchange of translation/interpretation services for this in the future and other ways in which we might combine efforts.

1 August, 2008: Ft. Campbell Command Language Program Director, Chief Joe Shakeenab, visits TFLI and meets with FL Director to exchange ideas, discuss mutual interests and partnership possibilities and observe classes.

8 August, 2008: FL Director and teacher trainer, Helia Rethmann, met with Chief Joe Shakeenab at Ft Campbell military base to review their language program, interview instructors and do needs assessment for potential Professional Development workshop

14 August, 2008: met with TESL trainer/instructor Helia Rethman, to review notes and plan Pro-D for 12 Ft. Campbell CLP Instructors

22 September, 2008: submitted proposal of costs for Pro-Development workshop at Ft. Campbell scheduled for November, 2008.

October, 2008: *Ft Campbell asks to postpone Pro-D workshop until next fiscal year – 2009*

INTERPRETATION AND TRANSLATION SERVICES

Staff: T. Hope Collins, Director
Jennifer Foley, Interpretation Coordinator
Tanja August, Senior Translation Project Manager
Sarah Fowler, Translation Project Manager

Students served:

Court interpreter workshops: 40 interpreters trained

Interpretation technique courses: 10 interpreters trained (Spanish)

Nissan Community Interpreter course: 47 interpreters trained (languages other than Spanish)

ITS continues to assess interpreter skills for the TN Department of Health. This fiscal year to date, approximately 20 interpreters have been assessed.

Highlights

Nissan Headquarters Grand Opening – The Interpretation Division of ITS was invited to participate in grand opening festivities by hosting a booth for Nissan employees to learn more about TFLI. TFLI was a community partner to the Nissan Foundation through the grant we received from the Foundation for Community Interpreter Training.

Quality Healthcare for Culturally Diverse Populations Conference – The ITS Director along with Executive Director Janice Rodriguez, received a scholarship for the conference and travel expenses to attend this conference in Minneapolis, MN in September 2008. With over 250 presenters from the United States and 13 other countries, the 2008 conference was exciting, inspiring and applicable to the direction TFLI is taking regarding interpretation in healthcare. The conference proved to be an opportunity to compare TFLI to agencies providing similar services across the nation, share information among agencies regarding diversity in the populations for which we provide services and cultivate relationships with potential interpreter trainers and future clients.

TN Hospital Association Conference Exhibit – TFLI was invited to exhibit at the annual conference of the TN Hospital Association in October 2008. Attendees learned about TFLI services and how TFLI can assist in various hospitals across the state with interpretation, written translation and language classes in ESL and foreign languages.

Updates

Frist Technology Grant – Funds from this grant were used to purchase desktop publishing software for translation projects, a video camera for producing our own TFLI marketing and teaching materials and simultaneous interpretation equipment for conference interpretation.

Nissan Foundation Grant – Funds from this grant helped TFLI train 47 new community interpreters in 22 languages other than Spanish. The languages include Amharic, Arabic, Chuj, Kinyarwanda, Kurdish, Italian, Portuguese, French, Vietnamese, Cambodian, Burmese, Bosnian, German, Farsi, Somali, Mixteco, Oromo, Swahili, Dinka, Haitian-Creole, Russian & Thai. The last class was held in January 2009.

After-hours and Weekend Interpretation Initiative – ITS will expand and advertise this service in the coming year. We are working with the Mental Health Cooperative to determine the best and easiest way to add languages and begin advertising to increase the volume of requests.

Interpreter Training Programs

The Interpretation Division will host four court interpreter workshops during the calendar year 2009. In addition, the Interpretation Division continues to coordinate medical and legal interpretation technique courses mainly designed for interpreters of Spanish.

The healthcare interpreter assessment and rating process will be revised this year. We may also incorporate a new test, the MITI test, into our assessment process. <http://www.mititest.com/>. This test is the first one of its kind to be a strictly web-based assessment of interpreter skills.

ITS activities

ITS staff members continue to attend community meetings including the Taskforce on Refugees and Immigrants and planning committee meetings for the South Nashville Immigrant Women's Wellness Center. In addition, our interpreters provided services at the annual conference of the TN Immigrant and Refugee Rights Coalition in November 2008.

FINANCIAL AND ADMINISTRATIVE ISSUES

FINANCIAL STATUS REPORTS

In the period July 2008 through December 2008, TFLI reports a positive revenue flow, meeting approximately 46% of its targeted revenue objective for the year. With regard to expenditures, TFLI has expended 50% of the amount projected in the budget plan. Details by category are included in the table to follow, with comparisons to the budget of the previous year.

PROFIT AND LOSS BY DEPARTMENTS FOR FISCAL YEAR 2008-2009

3:57 PM
 09/14/09
 Cash Basis

Tennessee Foreign Language Institute
Profit & Loss by Department
 July 2008 through June 2009

	<u>Culture</u>	<u>Total ESL</u>	<u>FL</u>	<u>Total ITS</u>	<u>TOTAL</u>
Ordinary Income/Expense					
Income					
50260 · State Appropriation	0.00	104,272.00	122,892.00	145,236.00	372,400.00
50360 · Private Gifts - Contributions	0.00	23,146.52	4,599.00	21,959.22	49,704.74
50700 · Interest Income	0.00	2,720.68	2,701.22	2,793.74	8,215.64
50750 · Miscellaneous Income	0.00	554.17	11.94	610.11	1,176.22
51800 · Other Nonmandatory Fees					
51801 · Fees-ESL	0.00	210,168.24	0.00	0.00	210,168.24
51802 · Fees-FL	0.00	0.00	290,575.01	0.00	290,575.01
51803 · Fees-ITS	0.00	0.00	0.00	613,994.42	613,994.42
51804 · Fees-Culture	2,650.00	0.00	0.00	0.00	2,650.00
51800 · Other Nonmandatory Fees - Other	0.00	0.00	100.00	531.72	631.72
Total 51800 · Other Nonmandatory Fees	<u>2,650.00</u>	<u>210,168.24</u>	<u>290,675.01</u>	<u>614,526.14</u>	<u>1,118,019.39</u>
Total Income	<u>2,650.00</u>	<u>340,861.61</u>	<u>420,879.17</u>	<u>785,125.21</u>	<u>1,549,515.99</u>
Gross Profit	<u>2,650.00</u>	<u>340,861.61</u>	<u>420,879.17</u>	<u>785,125.21</u>	<u>1,549,515.99</u>
Expense					
61100 · Administrative Salaries	0.00	126,247.17	150,126.03	205,759.92	482,133.12
61300 · Clerical & Support Salaries	7,141.54	52,043.22	42,708.18	1,418.32	103,311.26
62100 · Retirement - TCRS	0.00	15,280.70	19,574.37	27,245.59	62,100.66
62300 · FICA	676.40	13,181.12	16,157.76	12,740.36	42,755.64
62400 · Medicare FICA	158.19	2,936.94	2,933.50	2,872.09	8,900.72
62500 · Group Insurance	0.00	16,494.21	22,356.08	43,595.66	82,445.95
62900 · Other Emp. Benefits	0.00	905.87	564.21	734.95	2,205.03
62910 · Def Comp 401K - Matching	0.00	1,450.00	1,412.50	1,927.50	4,790.00
73100 · Individual In-State Travel	0.00	1,663.69	302.27	1,749.29	3,715.25
73200 · Individ. Out-of-State Travel	0.00	406.11	478.63	830.59	1,715.33
74001 · Reconciliation Discrepancies	0.00	2,219.61	10,090.57	17,414.64	29,724.82
74130 · Dup. & Copy. - Inst.	0.00	911.96	1,074.81	1,270.23	3,257.00
74140 · Dup. & Copy. - Outside	344.00	1,750.22	2,219.28	4,455.61	8,769.11
74210 · Telephone - Local	0.00	1,624.09	2,250.18	2,739.49	6,613.76
74230 · Postal Charges	15.00	486.82	1,061.46	1,879.35	3,442.63
74410 · Prof./Admin. Service 4410	0.00	69,787.74	52,002.07	317,278.40	439,068.21
74440 · Consulting Services	0.00	3,943.65	4,619.12	6,552.10	15,114.87
74470 · Advertising Services	0.00	10,710.31	7,655.88	6,447.28	24,813.47
74480 · Dues & Subscriptions	0.00	624.12	676.63	1,744.66	3,045.41
74490 · Other Prof/Admin Ser	0.00	9,335.32	11,142.04	13,132.91	33,610.27
74500 · Supplies	670.00	5,637.79	4,930.74	11,920.58	23,159.11
74610 · Rent/Lease for Real Property	0.00	23,363.23	27,870.55	31,433.29	82,667.07
74630 · Rentals	0.00	149.61	176.32	208.37	534.30
74830 · Train. Costs/Employ.	45.00	9.98	11.76	708.89	775.63
74920 · Bad Debts	0.00	0.00	0.00	901.62	901.62
76100 · Stores for Resale	0.00	12,469.51	24,227.39	2,109.18	38,806.08
77200 · Service Charges	0.00	3,708.84	3,840.37	4,007.06	11,556.27
78110 · Office Equipment	0.00	2,234.87	3,289.32	4,708.83	10,233.02
Total Expense	<u>9,050.13</u>	<u>379,576.70</u>	<u>413,752.02</u>	<u>727,786.76</u>	<u>1,530,165.61</u>
Net Ordinary Income	<u>-6,400.13</u>	<u>-38,715.09</u>	<u>7,127.15</u>	<u>57,338.45</u>	<u>19,350.38</u>
Net Income	<u>-6,400.13</u>	<u>-38,715.09</u>	<u>7,127.15</u>	<u>57,338.45</u>	<u>19,350.38</u>

CURRENT PROFIT AND LOSS & BALANCES BY DEPARTMENT

4:44 PM
09/14/09
Cash Basis

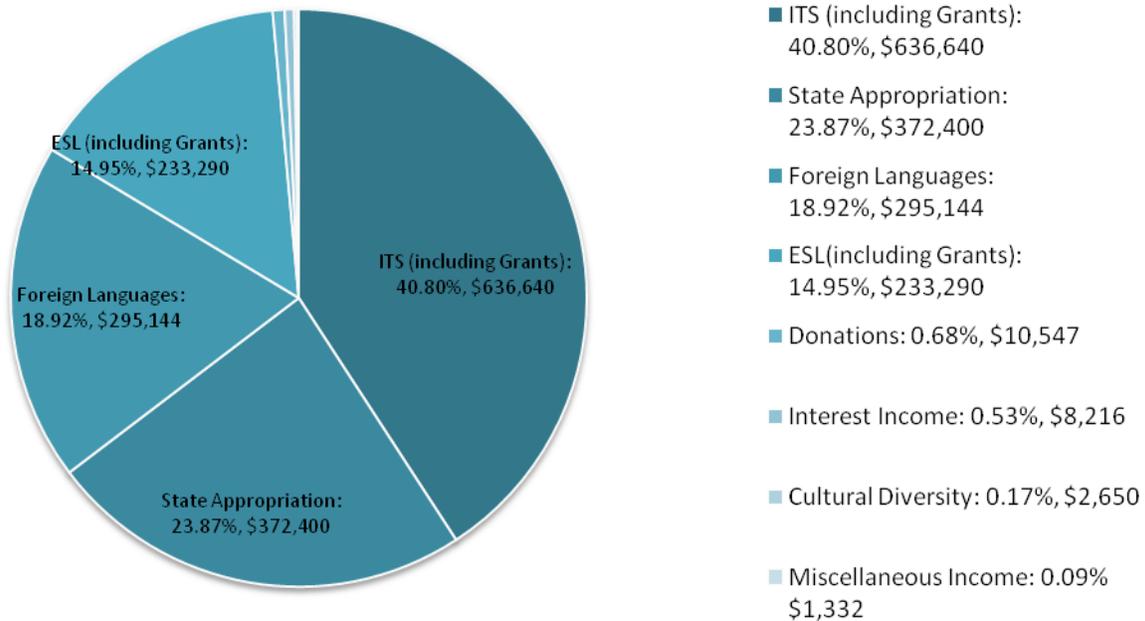
Tennessee Foreign Language Institute
Profit & Loss / Balances by Department
July through August 2009

	<u>Culture</u>	<u>Total ESL</u>	<u>FL</u>	<u>Total ITS</u>	<u>TOTAL</u>
Operating Balance Allocation (Reserves and Endowment=\$120,609)	16,514.29	99,085.71	99,085.71	132,114.29	467,409.22
Ordinary Income/Expense					
Income					
50260 · State Appropriation	2,751.28	16,513.46	16,513.46	22,021.80	57,800.00
50360 · Private Gifts - Contributions	0.00	15,049.50	0.00	0.00	15,049.50
50700 · Interest Income	13.19	79.16	79.16	105.56	277.07
50750 · Miscellaneous Income	0.00	277.45	0.00	314.81	592.26
51800 · Other Nonmandatory Fees					
51801 · Fees-ESL	0.00	37,670.47	0.00	0.00	37,670.47
51802 · Fees-FL	0.00	0.00	53,098.44	0.00	53,098.44
51803 · Fees-ITS	0.00	0.00	0.00	87,840.26	87,840.26
51800 · Other Nonmandatory Fees - Other	0.00	0.00	0.00	70,070.27	70,070.27
Total 51800 · Other Nonmandatory Fees	<u>0.00</u>	<u>37,670.47</u>	<u>53,098.44</u>	<u>157,910.53</u>	<u>248,679.44</u>
Total Income	<u>2,764.47</u>	<u>69,590.04</u>	<u>69,691.06</u>	<u>180,352.70</u>	<u>322,398.27</u>
Gross Profit	2,764.47	69,590.04	69,691.06	180,352.70	322,398.27
Expense					
61100 · Administrative Salaries	1,286.92	27,065.19	27,375.52	40,122.47	95,850.10
61300 · Clerical & Support Salaries	1,394.52	12,007.62	13,313.28	1,102.56	27,817.98
62100 · Retirement - TCRS	154.96	2,863.68	3,488.60	5,123.01	11,630.25
62300 · FICA	161.35	2,366.85	2,452.60	2,391.66	7,372.46
62400 · Medicare FICA	37.74	562.62	573.61	559.28	1,733.25
62500 · Group Insurance	231.70	3,015.22	3,827.44	7,534.78	14,609.14
62900 · Other Emp. Benefits	1.46	26.46	35.34	55.42	118.68
62910 · Def Comp 401K - Matching	9.52	257.16	257.16	366.20	890.04
73100 · Individual In-State Travel	3.15	633.43	18.88	355.65	1,011.11
74140 · Dup. & Copy. - Outside	3.33	75.17	115.31	857.91	1,051.72
74210 · Telephone - Local	0.00	340.32	401.10	474.02	1,215.44
74230 · Postal Charges	14.76	114.99	161.04	118.14	408.93
74410 · Prof./Admin. Service 4410	0.00	672.00	199.00	55,986.81	56,857.81
74440 · Consulting Services	13.56	379.58	432.83	734.92	1,560.89
74470 · Advertising Services	6.28	1,773.67	81.27	621.98	2,483.20
74480 · Dues & Subscriptions	7.61	509.07	591.82	706.43	1,814.93
74490 · Other Prof/Admin Ser	199.85	1,199.49	1,199.49	1,599.59	4,198.42
74500 · Supplies	31.65	463.73	462.78	618.11	1,576.27
74610 · Rent/Lease for Real Property	462.49	4,605.08	5,062.11	6,676.33	16,806.01
74630 · Rentals	154.22	925.67	925.67	1,234.44	3,240.00
74920 · Bad Debts	0.00	0.00	0.00	146.37	146.37
76100 · Stores for Resale	0.00	2,996.01	3,255.40	169.56	6,420.97
77200 · Service Charges	17.98	335.50	376.14	460.92	1,190.54
78110 · Office Equipment	3.80	47.61	52.04	141.46	244.91
Total Expense	<u>4,196.85</u>	<u>63,236.12</u>	<u>64,658.43</u>	<u>128,158.02</u>	<u>260,249.42</u>
Net Ordinary Income	<u>-1,432.38</u>	<u>6,353.92</u>	<u>5,032.63</u>	<u>52,194.68</u>	<u>62,148.85</u>
Net Income	<u>-1,432.38</u>	<u>6,353.92</u>	<u>5,032.63</u>	<u>52,194.68</u>	<u>62,148.85</u>
120609.22	15,081.91	105,439.63	104,118.34	184,308.97	529,558.07

REVENUE AND FUNDING SOURCES

July 2008 – June 2009

Revenue Sources, July 2008-June 2009



REVENUE BY CLIENT OR FUNDING SOURCE

TFLI served over 1400 distinct clients or students during the fiscal year July 1, 2008 through June 30, 2009. Many of these clients also represent hundred of individuals served by TFLI, especially in the interpretation and translation areas. The 50 clients generating the most revenue for TFLI are listed below, showing the total fees collected.

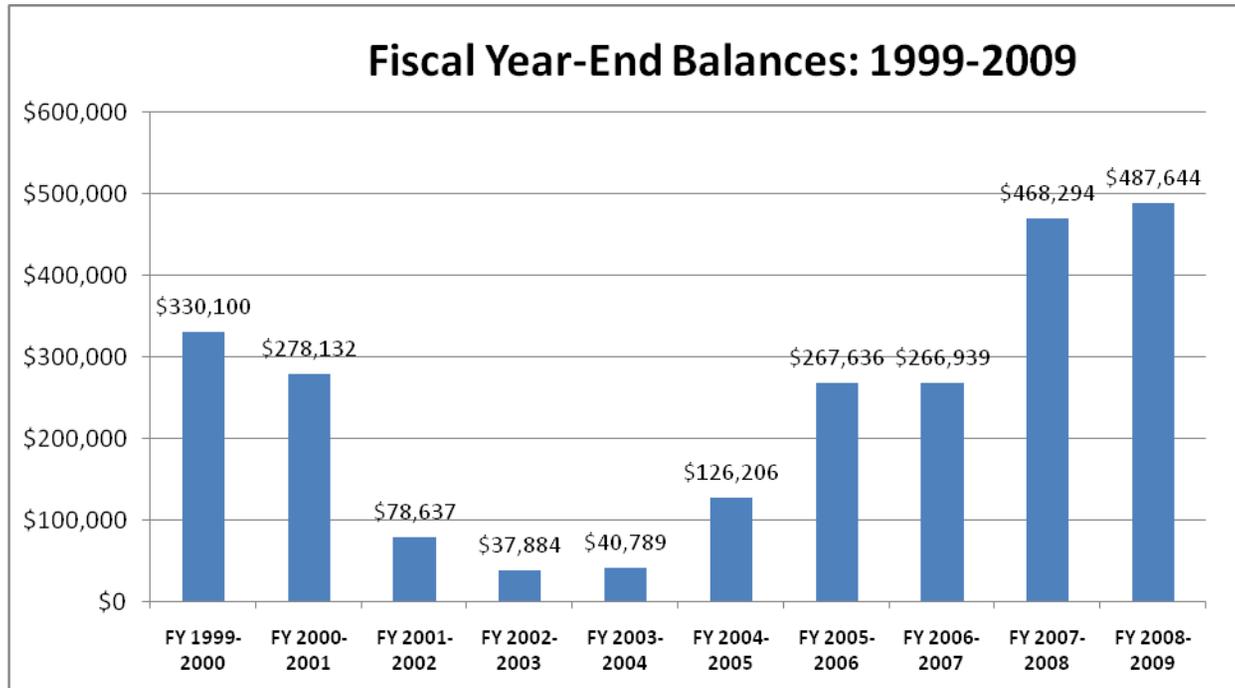
TN Dept. of Human Services	\$	263,268	Charles Bass Correctional Complex	\$	7,848
Caterpillar Financial Services	\$	39,480	Felipe Brentano	\$	5,830
Amerigroup Community Care	\$	36,256	US Dept. of the Army	\$	5,702
Fee Waivers, THEC	\$	23,700	Bureau of Health Services	\$	5,440
Bruno Comoglio	\$	20,730	Frist Foundation	\$	5,224
Meharry Medical College	\$	19,550	Medi-Translations, Inc.	\$	5,165
Dollar General Grant	\$	19,064	Somali Community Center	\$	5,141
Mental Health Cooperative	\$	15,172	VF Imagewear	\$	4,795
Davidson County Juvenile Court	\$	11,661	Coalition for Healthy Aging VUMC	\$	4,629
FRANKE	\$	11,238	KY Admin Office of the Courts	\$	4,408
Nissan Foundation	\$	11,000	TN Dept. of Transportation, Maint. Div.	\$	4,106
Nissan North America, Inc.	\$	10,396	TN Coalition Against Domestic	\$	4,058
TFLI FUND, Inc.	\$	10,367	SSA Office of Hearings and Appeals	\$	4,041
Metro Nashville Public Schools	\$	9,403	Brown-Forman (Jack Daniels)	\$	3,833
People Tech Events	\$	8,780	Junhe Zhang	\$	3,690
Meharry MBC Comp Program	\$	8,750	Internal Revenue Service	\$	3,600
Michael D. Ponce & Associates	\$	8,605	Maribel Jimenez	\$	3,520
TN Dept. of Education Div. of Spec Ed	\$	8,312	Vanderbilt University Medical Center	\$	3,396
FR. Peter Do Quang	\$	8,260	Universal Digital Productions, Inc.	\$	3,393
Catholic Charities of TN	\$	8,139	TN Dept. of Labor - Nashville UI Claims	\$	3,358
Square D Company	\$	8,000	Edith & Esperanza Torres	\$	3,200

Gaylord Opryland Hotel	\$	3,195	Tammy Withers	\$	3,000
Vanderbilt Medical Center	\$	3,140	Karen Christiane Theilade	\$	2,950
New Visions Youth Development	\$	3,118	Lebanon Police Department	\$	2,885
David Blankenship	\$	3,075	Jessica Cowan	\$	2,820

TFLI BUDGET PERFORMANCE: 2008-2009

	FY07-08 Final	FY 08-09 Baseline	Initiatives & Improvements	Budget Goals FY 08-09	FY 08-09 Final	Percentage of Budget	EXPLANATION
Est. Beginning Reserve	\$382,675	\$ 468,294		\$ 468,294	\$ 468,294		
POSITIONS:	16	15		15	15+*		*25+ Contract instructors are now temporary part-time employees.
FUNDING SOURCES							
STATE APPROPRIATION	\$ 369,712	\$ 364,700	\$ 4,300	\$ 369,000	\$ 372,400	100.92%	
REVENUE	\$ 1,263,420	\$ 1,265,000	\$ 99,250	\$ 1,364,250	\$ 1,177,115	86.28%	
FL	\$ 397,041	\$ 390,000	\$ 12,000	\$ 402,000	\$ 290,545	72.27%	
ESL	\$ 252,433	\$ 255,000	\$ 9,000	\$ 264,000	\$ 210,143	79.60%	
ITS	\$ 552,820	\$ 575,000	\$ 63,250	\$ 638,250	\$ 614,681	96.31%	
Interest/Misc/Culture	\$ 28,921	\$ 30,000		\$ 15,000	\$ 12,042	80.28%	
Grants & Donations	\$ 32,205	\$ 15,000	\$ 15,000	\$ 30,000	\$ 49,704	165.68%	
TOTAL REVENUES	\$ 1,633,132	\$ 1,629,700		\$ 1,733,250	\$ 1,549,515	89.40%	
EXPENDITURES							
SALARIES & BENEFITS	\$ 713,121	\$ 675,000	\$ 234,600	\$ 909,600	\$ 788,643	86.70%	
TRAVEL	\$ 3,472	\$ 4,000		\$ 4,000	\$ 5,430	135.75%	Some travel was reimbursed by grant.
SUPPLIES	\$ 62,510	\$ 75,000		\$ 75,000	\$ 72,198	96.26%	
RENT	\$ 109,055	\$ 110,000		\$ 110,000	\$ 83,201	75.64%	
PRINTING	\$ 11,810	\$ 15,000		\$ 15,000	\$ 12,026	80.17%	
PROFESSIONAL SVCS.	\$ 647,543	\$ 423,000	\$ 8,000	\$ 431,000	\$ 538,942	125.04%	
Postage & Telephone	\$ 17,821	\$ 18,000	\$ -	\$ 18,000	\$ 10,056	55.87%	
Consulting Services	\$ 11,000			\$ 8,000	\$ 15,891	198.63%	Website assistance / registration process
Advertising Services	\$ 31,910	\$ 22,000		\$ 22,000	\$ 24,813	112.79%	
Dues and Subscriptions	\$ 6,189	\$ 8,000		\$ 8,000	\$ 3,045	38.07%	Includes training and events attended
Other Prof/Admin. <i>(Including service charges, bad debt)</i>	\$ 49,416	\$ 50,000		\$ 50,000	\$ 46,068	92.14%	TBR administrative fees (\$14,400 increased to \$30,000: FY 08-09)
Contractors	\$ 531,207	\$ 325,000	\$ -	\$ 325,000	\$ 439,068	135.10%	Instructors became employees in 2009.
ESL	\$ 100,915				\$ 69,788		
FL	\$ 108,906				\$ 52,002		
ITS	\$ 321,386	\$ 325,000	\$ -	\$ 325,000	\$ 317,278	97.62%	
TOTAL Expenditures	\$ 1,547,512	\$ 1,302,000		\$ 1,544,600	\$ 1,530,166	99.07%	
REVENUE - EXPENDITURES	\$ 85,620	\$ 327,700		\$ 188,650	\$ 19,349	10.26%	
Cash Assets	\$468,294	\$ 795,994	\$ -	\$ 656,944	\$ 487,644	74.23%	
Outstanding A/R <i>(including fee waivers)</i>	\$ 123,088	\$ -		\$ -	\$ 126,000		
Total Assets	\$ 591,382				\$ 613,644		

FISCAL YEAR-END BALANCES: 1999-2009



TFLI FUND INC.

ADDITIONAL SPACE IN METRO CENTER

The Tennessee Foreign Language Institute would like to acquire additional space for classroom and training needs, plus storage and technology infrastructure. We currently occupy space in Metro Center in the Heritage Place building on the ground floor, and we are aware of an available space, Suite 190, adjacent to our suite that will accommodate our needs.

The square footage for Suite 190 is approximately 1800, which, at the FRF rate of \$18 per square foot, would add an additional \$32,400 to current rent of \$97,686. Incurring this additional expense can be justified when considering several factors:

- **Elimination of fees paid for off-site space.** Currently, the only off-site space TFLI pays for is hotel space for quarterly workshops for court interpreters. The rental cost of this space is approximately \$2,000 per year and would be eliminated by the acquisition and utilization of additional space in our building.
- **Reduction in administrative and logistical demands in acquisition and use of off-site space.** TFLI currently uses some donated off-site space for several language classes. Finding available spaces requires a great deal of administrative effort. While the donation is greatly appreciated, it presents a problem in coordinating our schedules and needs with those of the donor organizations. Conflicts can and do arise, and in those instances, we must defer to the donor. Additionally, no longer transporting classroom materials and equipment between our offices and the off-site locations would save time and thus increase our productivity. Having materials and equipment located in the space will greatly reduce the preparation time, especially for our larger events. Consolidating our resources would be our objective, and unless an organization specifically requests a class at their facility, classes would be taught at TFLI.
- **Greater return on investment through use of larger classroom spaces.** We are in need of rooms that will accommodate larger groups than our current classrooms. Most of our current spaces will accommodate a maximum of six students. While this number is fine for some courses, other courses are in greater demand. For those courses, we would like to accommodate 8 to 10 students. The additional requested space, once minimally reconfigured, will provide two classrooms that will accommodate 8 to 10 students easily, a smaller meeting room for 2 to 4 students, plus the open conference space for up to 30 students, for larger gatherings.

The table below shows what is projected to be the minimum number of occasions that we can expect to use the additional space, based upon previous demand for classes. In actuality, we would probably use the space more than the stated 3 times a week, but we prefer to make a more conservative estimate. The lettered room names correspond to those in the diagram of Suite 190 (Figure 1) attached to this memo. This diagram also shows the requested space in proximity to our currently leased space.

Projected minimum usage to recoup rent and increase revenue	
\$1,950.00	Room A - Class w/6 individuals @ \$325 each
<u>(\$600.00)</u>	Payment to teacher for 20-hour class
\$1,350.00	Net for one Language Class
\$4,050.00	Net for <u>3</u> classes per term (Opportunity for 10+ classes)
\$16,200.00	Net for 4 terms per year
\$1,950.00	Room B - Class w/6 individuals @ \$325 each
<u>(\$600.00)</u>	Payment to teacher for 20-hour class
\$1,350.00	Net for one Language Class
\$4,050.00	Net for <u>3</u> classes per term (Opportunity for 10+ classes)
\$16,200.00	Net for 4 terms per year
\$500.00	Space E - Offsite rent for Court Workshop (weekend)
\$2,000.00	Savings for 4 workshops per year
\$6,250.00	Space E - Revenue/One additional Workshop per year/25 attendees
<u>(\$900.00)</u>	Presenters
<u>(\$625.00)</u>	Materials
\$4,725.00	Net for one additional Workshop per year
<u>Suite 100 classroom</u> reclaimed w/Relocation of Tech Office (F)	
\$1,300.00	Class w/4 individuals @ \$325 each
<u>(\$600.00)</u>	Payment to teacher for 20-hour class
\$700.00	Net for one Language Class
\$2,100.00	Net for <u>3</u> classes per term (Opportunity for 10+ classes)

\$8,400.00	Net for 4 terms per year
\$ 47,525.00	Total Annual Net Revenue
\$(32,400.00)	Annual Rent

\$ 15,125.00 Net after Rent

Acquiring additional space in our Metro Center location will provide for an efficient and expeditious delivery of service, thus resolving many of the current classroom space problems for TFLI. Based upon these calculations, it is reasonable to project that the revenue generated will be sufficient to cover the lease.

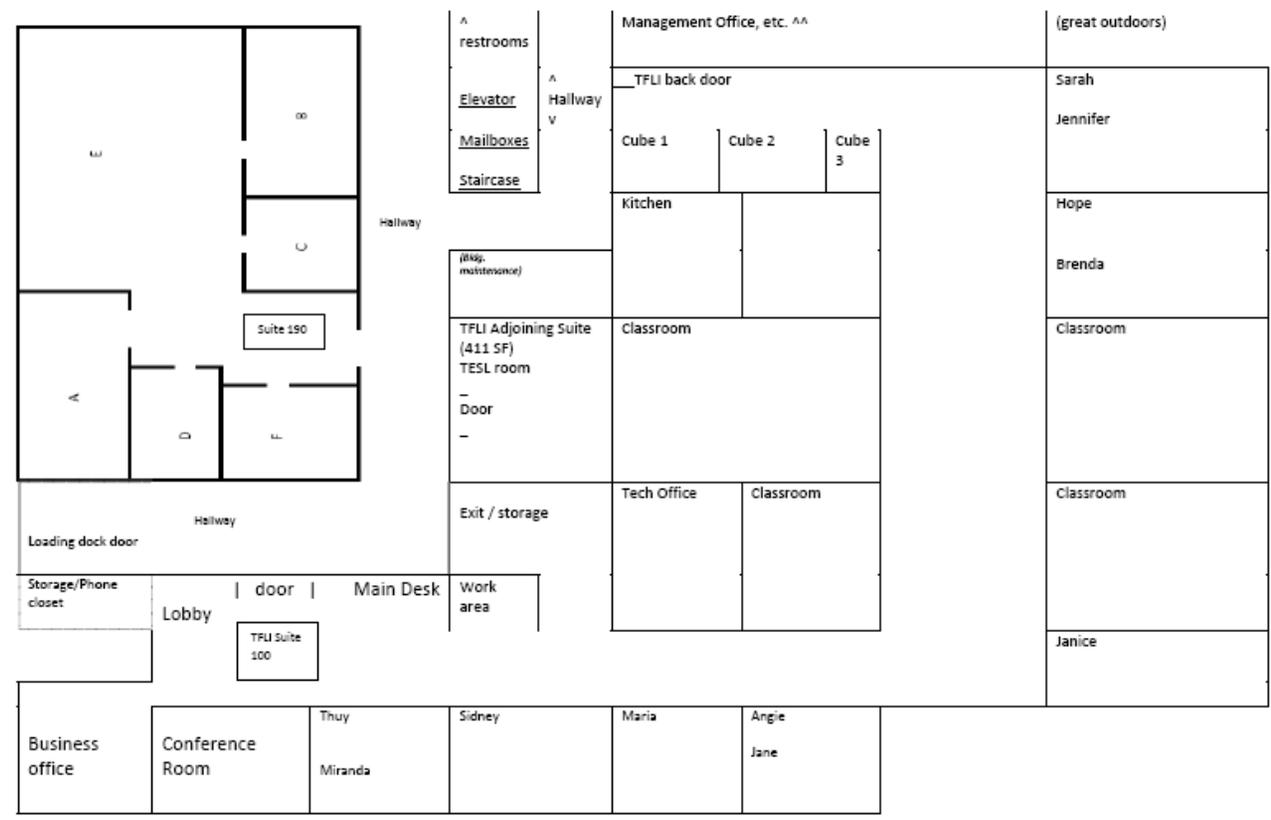


Figure 2- Diagram of currently leased space and Suite 190 (not to scale)

TFLI 2009-2010 BUDGET GOALS AND SPENDING PLAN

Includes scholarship and pro bono line items.

ALLOTMENT CODE 332.14	FY 08-09 Final	Percentage of Budget	Budget Goals FY 09-10	Percentage Change +/- from Actual FY 08-09	EXPLANATION
Est. Beginning Reserve	\$ 468,294		\$ 487,644		
POSITIONS:	15+*		15+*		*Contract instructors now temporary part-time employees.
FUNDING SOURCES					
STATE APPROPRIATION	\$ 372,400	100.92%	\$ 346,800	-7%	
REVENUE	\$ 1,177,115	86.28%	\$ 1,362,500	14%	
FL	\$ 290,545	72.27%	\$ 347,600	16%	Formula: Actual 08-09 Expense - Appropriation Allocation + 10%
ESL	\$ 210,143	79.60%	\$ 309,100	32%	Formula: Actual 08-09 Expense - Appropriation Allocation + 10%
ITS	\$ 614,681	96.31%	\$ 655,600	6%	Formula: Actual 08-09 Expense - Appropriation Allocation + 10%
Cultural Awareness & Diversity			\$ 13,200	100%	Formula: Projected Expense - Appropriation Allocation + 10%
Interest/Misc	\$ 12,042	80.28%	\$ 12,000	0%	
Grants & Donations	\$ 49,704	165.68%	\$ 25,000	-99%	
TOTAL REVENUES	\$ 1,549,515	89.40%	\$ 1,709,300	9%	
EXPENDITURES					
SALARIES & BENEFITS	\$ 788,643	86.70%	\$ 875,000	10%	
TRAVEL	\$ 5,430	135.75%	\$ 5,500	1%	
SUPPLIES	\$ 72,198	96.26%	\$ 90,000	20%	Computer upgrades required
RENT	\$ 83,201	75.64%	\$ 115,200	28%	If additional space is acquired, \$32,400 will be added to rent.
PRINTING	\$ 12,026	80.17%	\$ 15,000	20%	
PROFESSIONAL SVCS.	\$ 538,942	125.04%	\$ 490,500	-10%	
Communication: Postage & Telephone	\$ 10,056	55.87%	\$ 12,000	16%	
Consulting Services	\$ 15,891	198.63%	\$ 17,000	7%	
Advertising Services	\$ 24,813	112.79%	\$ 38,000	35%	Includes year-long 3 concourse airport installation
Dues and Subscriptions	\$ 3,045	38.07%	\$ 3,500	13%	
Other Prof/Admin. (Including TBR Fees, service charges, bad debt)	\$ 46,068	92.14%	\$ 68,000	32%	Includes bank & TBR administrative fees (\$30,000 increased to \$50,000: FY 09-10)
Contractors	\$ 439,068	135.10%	\$ 360,000	-22%	Instructors became employees in January 2009
ESL	\$ 69,788		\$ 5,000	-1296%	
FL	\$ 52,002		\$ 5,000	-940%	
ITS	\$ 317,278	97.62%	\$ 350,000	9%	
Pro-Bono and Scholarship			\$ 25,000	100%	TFLI Fund grant and other donations are to support this initiative.
TOTAL Expenditures	\$ 1,530,166	99.07%	\$ 1,624,200	2%	
REVENUE - EXPENDITURES	\$ 19,349	10.26%	\$ 85,100	77%	
Cash Assets	\$ 487,644	74.23%	\$ 572,744	15%	
Outstanding A/R (including fee waivers)	\$ 126,000		\$ 75,000	-68%	
Total Assets	\$ 613,644		\$ 647,744	5%	

DISCUSSION/ACTION ITEMS

TFLI GRANT MAKING PROPOSAL

The Tennessee Foreign Language Institute was created to serve the entire state of Tennessee. Since TFLI has been fortunate to have created and maintained a positive fiscal status for several years consecutively, we are in a position to look more closely at ways in which we can better serve the state. It is the vision and desire of TFLI to fulfill this portion of its legislative mandate, and to that end, TFLI proposes a grant-making program to maximize its reach, in a cost-effective and collaborative way. An announcement and “Request for Proposals” (RFP) have been drafted for consideration and discussion. In reviewing the draft proposal, some of the questions to be considered are:

1. Is such a program feasible?
2. Should it be pursued now?
3. What changes should be made to proposal?
4. Should we solicit private/corporate donations in support of the program?
5. Are there legal / regulatory considerations? Is legislative action required?
6. Is the Governing Board in support of such a program?
7. How are grant decisions to be made?
8. What is the desired level of Board involvement?

DRAFT RFP ANNOUNCEMENT

TFLI FOREIGN LANGUAGE CAPACITY BUILDING GRANT

The Tennessee Foreign Language Institute (TFLI) announces the availability of grant funding to assist public and non-profit entities in their development or support of language learning programs or language service provision.

The grant program encompasses the idea of capacity building in its broadest sense: any intervention that is designed to help start, strengthen or expand programs that are aligned with the purpose and goals of the Tennessee Foreign Language Institute. According to the enabling legislation, TFLI was created to serve the state through the:

- 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

In awarding these grants, the TN Foreign Language Institute seeks projects that

- a. address one or more of the goals outlined in the TFLI legislation,
- b. demonstrate innovation,
- c. will serve as a model for other organizations to replicate, and
- d. plan for sustainability beyond the grant period.

Of special interest to the grant making committee are those applications which include attention toward early childhood or youth language learning. To promote collaboration, applicants are also encouraged to incorporate resources and services available from the Tennessee Foreign Language Institute, such as existing training programs or language services, into proposals where appropriate. To learn more about the programs and services currently offered at TFLI, please visit the Institute's website at www.tfli.org.

Contingent upon receipt of viable grant applications, an award will be granted to at least one applicant from each of the grand divisions of the state (West Tennessee, Middle Tennessee, and East Tennessee). Upon demonstrated achievement of the stated goals of the grant, the grant recipient may be eligible to extend the grant period for up to 2 additional grant cycles (years).

The maximum annual award for any proposal is \$25,000.

These grants reflect the on-going efforts of TFLI to expand its reach throughout the state and to all levels and modes of education. The commitment of TFLI includes using its staff and resources to administer the grant, as well as providing additional services at TFLI regular rates to be incorporated into the grant project, as requested. Note: Incorporating the services of TFLI into the grant proposal is not mandatory. Each application will be reviewed based upon its contribution to the overall mission and mandate of the Tennessee Foreign Language Institute.

Further enhancing the fiscal viability of this grant program is the financial support of several community partners.

- The TFLI Fund, Inc. The TFLI Fund is a 501c3 non-profit organization established in 1994 and directed by a volunteer board, which has worked in support of the programs of the Tennessee Foreign Language Institute since its inception.
- West Tennessee Corporation
- Middle Tennessee Corporation
- East Tennessee Corporation

Application deadline: April 30, 2009

Grant Award: July 2009

TFLI PRO BONO POLICY

TFLI receives numerous requests from community, non-profit and government agencies for assistance in meeting their language needs. Currently, decisions are handled on a case-by-case basis, according to a broad policy statement.

Decisions regarding which Pro Bono activities TFLI will pursue are made by the TFLI Department heads, and are based upon the requesting organization's alignment with the mission and legislative mandate of TFLI.

Since July 2008, we have begun to track these requests and the value of the donations made by TFLI in a spreadsheet. We would be seeking Board feedback and direction on policy and scope.

TFLI Pro Bono Activity

Total
 \$7,788.90 **Total**
 \$1,262.50

Date	Client / Organization	Activity / Service / Product Requested	Dept.	Standard Fee	Amount Paid by Client	Notes
7/10/2008	Tn Immigrant & Refugee Rights Coalition (TIRRC)	Somali interpretation for Imam's speech during American Dreams banquet	ITS	\$105.00	\$90.00	Charged TIRRC for services at-cost
7/11/2008	Ma New	Burmese interpretation services	ITS	\$60.00	\$60.00	Services charged at cost
7/19/2008	Orachon Chintanaphol	Court Interpreter Workshop	ITS	\$225.00	\$25.00	Waived registration fee for Thai interpreter
7/19/2008	Tatiana Kolosnitsyna	Court Interpreter Workshop	ITS	\$225.00	\$25.00	Waived registration fee for Russian interpreter
7/19/2008	Shaneca Mason	Court Interpreter Workshop	ITS	\$225.00	\$25.00	Waived registration fee for TFLI employee
7/19/2008	May Wai	Court Interpreter Workshop	ITS	\$225.00	\$25.00	Registration fee waived for Burmese interpreter
9/20/2008	Belma Ismailovich	Court Interpreter Workshop	ITS	\$250.00	\$25.00	Registration fee waived for Bosnian interpreter
9/20/2008	Mirsad Kulovic	Court Interpreter Workshop	ITS	\$250.00	\$25.00	Registration fee waived for Bosnian interpreter
10/2/2008	Caregivers Conference - East TN	1 hour cultural awareness presentation to nursing home administrators	CAD	\$200.00	\$0.00	Coordinated by Sherri Seay; presenter, Janice Rodriguez
10/23/2008	Caregivers Conference -	1 hour cultural awareness presentation	CAD	\$200.00	\$0.00	Coordinated by Sherri Seay; presenter, Janice Rodriguez

	Middle TN					
11/6/2008	Caregivers Conference - West TN	1 hour cultural awareness presentation	CAD	\$200.00	\$0.00	Coordinated by Sherri Seay; presenter, Janice Rodriguez
11/8/2008	TIRRC	Somali interpretation during interview with Imam	ITS	\$157.50	\$157.50	Charged TIRRC for services at-cost
11/9/2008	TIRRC	Somali interpretation during interview with community Somali community memebers in Shelbyville	ITS	\$245.00	\$245.00	Charged TIRRC for services at-cost
11/15/2008	TIRRC	Spanish interpretation during annual convention	ITS	\$280.00	\$280.00	Charged TIRRC for services at-cost
12/1/2008	TIRRC	Somali interpretation during meeting with Somali community members	ITS	\$80.00	\$70.00	Charged TIRRC for services at-cost
12/15/2008	TIRRC	Somali interpretation during meeting with Imam	ITS	\$70.00	\$70.00	Charged TIRRC for services at-cost
1/14/2009	TIRRC	Somali interpretation during meeting with Imams	ITS	\$70.00	\$70.00	Charged TIRRC for services at-cost
1/17/2009	TIRRC	Somali interpretation	ITS	\$70.00	\$70.00	Charged TIRRC for services at-cost
1/21/2009	All About Women, Inc.	Translation and editing of Health Notebook 2009 for All About Women event	ITS	\$691.40	\$0.00	\$691.40 = value of donation (\$345.70 paid out to contractor, \$345.70 = in-house editing, admin costs)
1/24/2009	All About Women, Inc.	Spanish interpretation during convention (12 hours)	ITS	\$2,160.00	\$0.00	\$2,160.00 = value of donation, \$600.00 paid out to contractors
12/6/08-12/20/08	Ahmad Alsaleh	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Arabic Teacher

12/6/08-12/20/08	Maya Ilieva Campbell	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Spanish Teacher
12/6/08-12/20/08	Nicole Chaurand	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for French Teacher
12/6/08-12/20/08	Gladis Drolick	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Spanish Teacher
12/6/08-12/20/08	Jose Felix Fuenmayor	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Spanish Teacher
12/6/08-12/20/08	Leila Schoepke	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Arabic/French Teacher
12/6/08-12/20/08	Manami Stuppy	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Japanese Teacher
12/6/08-12/20/08	Kaouru Tsunoda	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Japanese Teacher
12/6/08-12/20/08	Elsie Wang	Professional Development Workshop for FL Instructors	FL	\$200.00	\$0.00	Fee Waived for Chinese Teacher

TFLI SCHOLARSHIP PROGRAM

With the demise of our primary benefactor, Mr. Wallace Rasmussen, and the closing of his foundation, TFLI is now at a pivotal point regarding this well-received financial assistance program. As our current scholarship funding is diminished, we are discussing whether to set aside a portion of our revenue each year to continue this program or to terminate it.

Since 2006, with funding totaling over \$42,000 dollars, we have provided over 200 individual students with some form of financial assistance toward a language or other program. Serving the individual with demonstrated needs through this program fills a gap not met by our other proposed or current programs. Further, the majority of these students receive only a partial scholarship, which necessitates their paying a portion of the fee, and thus brings in revenue which we might not have received without our scholarship award. Since 2006, the funds received from the scholarship recipients, excluding fees for materials, totals over \$44,000. As with our other programs, we would like to receive direction and input from the TFLI Governing Board on the scholarship program.

Scholarship Status

	Funds available as of	Scholarship Funds Awarded since 2006	Student Contributions since 2006	Students Served since 2006
	1/30/2009			
ESL	\$4,305.92	\$26,130.50	\$27,019.50	91
FL	\$1,136.38	\$10,825.00	\$16,595.00	80
ITS	<u>\$2,490.06</u>	<u>\$5,110.00</u>	<u>\$1,040.00</u>	<u>30</u>
	\$7,932.36	\$42,065.50	\$44,654.50	201