

ED COMMITTEE #4
April 24, 2009

Worksession

M E M O R A N D U M

April 17, 2009

TO: Education Committee
FROM: *CHS*
Charles H. Sherer, Legislative Analyst
SUBJECT: FY10 NDA for the Montgomery Coalition for Adult English Literacy (MCAEL)

Those expected to attend this worksession include:

Rachel Glass, Executive Director
Deborah Bhattacharyya, Program Manager
Aryani Ong, Board President
Briana Gowing, Board President-Elect
Rich Thometz, Board member

The Executive's recommendation for this NDA is \$745,000, the same as in FY09, as shown on ©1.

Overview

Before FY09, the Council reviewed and decided which specific grants to approve for adult literacy programs. Starting in FY09, the Council instead appropriates to MCAEL all County funding for adult literacy programs, including ESOL (resolution 16-354, approved on October 30, 2007). MCAEL will then decide how much to allocate to each of the various entities requesting County funding for such programs. In a memorandum dated February 5, 2008, the Council President asked the Executive to establishing a separate non-departmental account for MCAEL (as there is for the Arts and Humanities Council) or place these funds in the base of a departmental budget.

In a reply dated March 6, 2008, the Executive stated that he would include a NDA in his Recommended FY09 Operating Budget, which he did.

As Mr. Knapp stated in his memorandum, MCAEL will use its administrative expenses to do **more** than administer the 15-20 grants on behalf of the Council: the budget will **also** "...allow MCAEL to move forward with its overall effort to work with the more than 50 organizations in the county that have already been identified as providing ESOL and to reach out to additional organizations in an effort to ensure that those attending classes are being taught with a quality curriculum."

The Committee has been meeting with MCAEL in the fall to review their progress. The most recent review was on November 3, 2008.

FY10 budget MCAEL's proposed budget for this grant is on ©5. The Executive's recommended budget for FY10 is the same as FY09, \$745,000. As the budget states on ©1, "The County's appropriation is implemented by a contract between the Department of Public Libraries and MCAEL." Council staff recommends approval.

Transfer of appropriation The Department of Health and Human Services has \$43,000 in its FY10 recommended budget for two ESOL programs, one up-county and one with the Silver Spring Team. The Council's HHS Committee agrees with this funding but also agreed that the funding should go to MCAEL rather than stay in separate contracts with DHHS. MCAEL agreed that "MCAEL agrees that the transfer would facilitate the ability to report on and account for the full value of the County's investments in adult English literacy."

Council staff recommends that this \$43,000 be transferred from DHHS to the NDA for MCAEL. MCAEL will decide how to allocate this additional appropriation.

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2	Letter from MCAEL to the Executive
4	Detail of MCAEL's budget
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FY10 Recommended Changes	Expenditures	WYs
FY09 Approved	18,455,210	0.0
Add: Build-out cost for new location of Outpatient Addiction Services (OAS)	2,281,250	0.0
Increase Cost: Lease increases	889,030	0.0
Add: MC311 Constituent Resource Management Call Center Lease at 51 Monroe Street	255,260	0.0
Add: Prorated six month cost of new location for Sixth District Police Station	208,160	0.0
Decrease Cost: Close Piney Branch Road Police Satellite Facility	-75,000	0.0
Decrease Cost: Adjustment for a 2% inflation factor	-290,860	0.0
FY10 CE Recommended	21,723,050	0.0

Montgomery Coalition for Adult English Literacy (MCAEL)

This NDA provides funding for the Montgomery Coalition for Adult English Literacy (MCAEL). MCAEL's mission is to strengthen the countywide adult English literacy community of providers' network with resources, training, collaborations, and advocacy to support a thriving community and an optimal workforce. Funding for MCAEL supports program grants to organizations that provide adult English literacy services; technical assistance, training, and networking opportunities that improve program quality and coordination; information resources for the community; and operating expenses to administer the grants and provide the support services. The County's contribution is implemented by a contract between the Department of Public Libraries and MCAEL.

FY10 Recommended Changes	Expenditures	WYs
FY09 Approved	745,000	0.0
FY10 CE Recommended	745,000	0.0

Motor Pool Fund Contribution

This NDA funds the acquisition of new, additional Motor Pool fleet vehicles, as opposed to replacement vehicles, which are financed through an established chargeback mechanism.

FY10 Recommended Changes	Expenditures	WYs
FY09 Approved	1,332,650	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY09	-1,332,650	0.0
FY10 CE Recommended	0	0.0

Notes: No new vehicle purchases are proposed for FY10

Municipal Tax Duplication

The Montgomery County Tax Duplication Program, authorized by Chapter 30A of the Montgomery County Code, reimburses municipalities for those public services they provide that would otherwise be provided by the County. County Council Resolution No. 9-1752, enacted April 27, 1982, increased the scope of program coverage from street-related expenditures to include other public services, such as police supplemental aid; animal control; elderly transportation; parks maintenance; Board of Appeals; and Human Rights.

This program was reviewed in FY96 and technical formula amendments proposed. The changes were approved, and payment calculations since then are prepared in accordance with County Council Resolution No. 13-650, adopted September 10, 1996. Specifically, as the exact payment amount for the current year cannot be determined until both municipal and County books are closed, reimbursements are based on the final audited cost of performing eligible services during the fiscal year two years prior to the budget year. Also, reimbursements are now made at the County's cost and not at "the lesser of County or Municipal costs" of eligible service provision.

Finally, payments to municipalities are also made from other sources, including Cable TV Franchise Fees, Grants in Lieu of Shares Tax, Non-Departmental Accounts, and as part of the County's Community Development Block Grant.

FY10 Recommended Changes	Expenditures	WYs
FY09 Approved	7,488,240	0.0
FY10 CE Recommended	7,488,240	0.0

Prisoner Medical Services

This NDA provides reimbursements to physicians and hospitals for medical care provided to individuals in the custody of any Montgomery County law enforcement agency, with the exception that offenders committed to the custody of the Department of Correction and Rehabilitation (DOCR) receive medical treatment paid for by the budget of that department (to the degree not paid for

The Montgomery Coalition for Adult English Literacy

December 1, 2008

The Honorable Isiah Leggett
Montgomery County Executive
Executive Office Building
101 Monroe Street
Rockville, MD 20850

Dear Mr. Leggett,

I am writing to share my appreciation for your past support for the work of the Montgomery Coalition for Adult English Literacy (MCAEL) and our partners, and to respectfully request continued funding in your FY10 budget for Adult English Literacy programs.

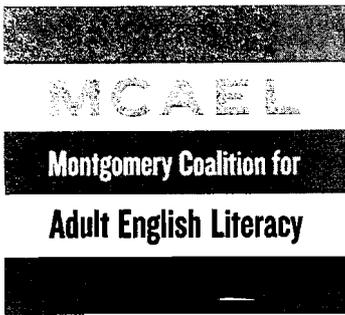
We understand that the county faces challenging fiscal times – for this reason, we have elected to contract our programming to the greatest extent possible, while still maintaining a high level of accountability and effective stewardship of public resources. We are committed to ensuring that MCAEL and our providers continue to meet and exceed the outcomes expected of us, including ongoing efforts to better serve learners; improve the quality of programming; continually diversify our resources; and collaborate to the greatest extent possible to reduce costs and work more effectively in partnership.

For our many struggling families in crisis, education and access to the resources of the community provides a pathway to stability. Today in Montgomery County, close to 14% of the population is identified as limited English proficient. These individuals face isolation – from their families, from their neighbors, and from the opportunities of the community in which they live and work. In turn, our county is limited when the potential of these individuals to contribute to a wealthier, healthier and more just community is limited by their English language and literacy skills. According to the Urban Institute, *a fluent English-speaking immigrant earns nearly double that of a non-English speaking worker.*

With more than 1,300 individuals still on waiting lists, access to services is not a question of motivation, but of opportunity. No single agency stands to meet this demand. For this reason, MCAEL continues to invest in a diversity of faith and community-based providers, building their capacity to deliver more effective services, while providing a shared infrastructure that reduces costs and leverages the community resources and knowledge that these diverse organizations bring.

In FY08 alone, more than 4,000 learners were served and more than 300,000 seats provided, by just 12 competitively-awarded grantees from the more than 50 organizations with which MCAEL partners and which are estimated to serve more than 20,000 learners annually.

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www.mcael.org



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Interim Vice President,
Academic Initiatives & Partnerships
Montgomery College

Rich Thometz
Manager
Hailey Development

The Montgomery Coalition for Adult English Literacy

In addition, MCAEL has provided technical assistance and training to over 200 instructors and program staff and reached out to more than 50 organizations through our network and Provider Directory of services, which the League of Women Voters has used as a model for the state. In FY09, MCAEL launched a TESOL Standards program, through which all MCAEL grantees are required to conduct a self-assessment based on national program standards and, through a series of workshops, develop a strategic action plan to identify goals and objectives to improve their programs according to these standards. MCAEL has also taken steps to strengthen its oversight role, including engaging diverse community members in our grant and site visit process as community reviewers.

An independent survey recently conducted for MCAEL by students at the George Washington University identified that *“providers view their participation in the Coalition as having significantly reinforced their organizations, the quality of their ESOL instruction, and the coordination among the organizations. Without the existence of the Coalition, providers feel that their performance would be negatively affected, since their collaboration with other providers would not be possible, their access to technical assistance for curriculum development and training opportunities would decrease and access to information on funding would be limited.”*

Collaboration continues to be a strong emphasis of our work, as is building the necessary relationships that are a precondition for partnership. Examples of recent collaborations include providers partnering to combine programs; share space; collaborate on training costs; and conduct cross-referral. MCAEL is also partnering with InfoMontgomery to reduce costs and offer online access to class information, and recently partnered with the county to support pedestrian safety efforts by distributing educational videos through our network. We are also pleased to share news of a successful partnership with the Housing Opportunities Commission, which recently resulted in our leveraging \$40,000 in new federal grant funding to support on-site ESOL programming at the Seneca Ridge facility. MCAEL has also been an active voice for adult English literacy, both locally and at the state level, where we are participating in the process of transitioning adult education to the Department of Labor to ensure greater alignment with the workforce development system.

MCAEL has also looked inward to conduct strategic planning, build internal capacity, and improve our systems to ensure effective stewardship and sustainability. We are pleased to share that MCAEL recently received an unqualified opinion in its first audit, recognizing a clean bill of fiscal health.

In a year of constrained resources, MCAEL and its providers are focused on greater leverage, not greater resources. While demand for services will no doubt increase, our aim is to work more efficiently and in partnership to achieve our goals. To sustain our efforts, we are respectfully requesting a total of \$771,523. Alongside this request, we have taken a number of steps to better leverage low and no-cost resources, and are highlighting these efficiencies in the attached budget proposal. And for our front-line providers, the support of our network provides a resource for managing, together, in a time of scarcity.

MCAEL appreciates your continued support and recognition of the valuable role that nonprofits play in supporting the County’s efforts to serve the most vulnerable residents of our community. In these challenging times, we are fortunate for your leadership and grateful for your partnership.

Sincerely,



Aryani Ong
Chair, Board of Directors



Rachel Glass
Executive Director

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www.mcael.org

MCAEL Budget - FY10 Montgomery County Adult English Literacy Grant

BUDGET	Proposed FY10	Notes	How we are making efficiencies	Leverage Value
Total Personnel Expenses	180,778			
Program Operating Expenses				
<i>Facilities and Equipment</i>				
Rent, Utilities, and Parking	25,200	Annual cost of rent, utilities, and parking for three offices	Exploring move to Nonprofit Village to reduce rental costs	\$4,000
Phone, Fax, Email and Web	3,180	Includes monthly long distance, web and email service, computer support		
<i>Operations</i>				
Bank Fees	120	Annual banking fee based on \$10/month	Bank provides discounted fees	\$120
Postage and Delivery	1,050	Includes costs related to mailing of provider directory and bookmark, grant documents, and advocacy materials		
Printing/Copying, Incl. Provider Directory publication	5,420	For general copying and materials for provider trainings, outreach materials, and publication of provider directory/bookmark	Will be partnering with InfoMontgomery to publish directory electronically; partnering with Clarksburg Correctional Print Shop for publication of limited hard copies; and, where possible, copying large volume publications at low cost through MANO	\$7,100
Supplies	3,500	Includes general office supplies and professional materials for staff and providers	Subsidized by donated equipment and supplies	\$1,850
<i>Contract Services</i>				
Professional Services	3,240	For bookkeeping, financial oversight	In FY08, received over \$10,000 in donated professional services	\$12,000
Audit	8,000	Organizational audit and 990		
<i>Travel and Meetings</i>				
Professional Development	1,940	Incl. professional memberships and attendance at local and national professional conferences		
Meeting Expenses	510	For materials and refreshments at trainings and network meetings - 17 mtgs at \$30/mtg	Will be seeking donations to support this line item	\$500
Local travel	675	For local travel costs (incl. site visits, provider meetings, professional conferences)		
<i>Other Expenses</i>				
Liability Insurance	1,250	Annual premiums for property insurance and liability insurance for officers and directors		
Provider Capacity Building	6,260	For provider and instructor capacity building activities	Receiving significant donated support for free use of all meeting space and AVV equipment; discounted instructor fees and materials; and leveraged funding from COMCAST for teacher training	\$2,760
Total Program Operating Expenses	80,345		<i>MCAEL In-Kind Leverage</i>	\$56,248 23%
Program Grants				
Grants	530,400	For 15-20 grants to provide Adult ESOL programs in Montgomery County	Providers utilize volunteer classroom instructors and aides, leverage free space, equipment, and materials	\$132,600
Total Program Grants	530,400		TOTAL IN-KIND LEVERAGE	\$245,096
TOTAL BUDGET	771,523			

MCAEL Budget - FY10 Montgomery County Adult English Literacy Grant Request
initial request to County Executive - board has not yet approved final FY10 budget

Exp.

COUNTY GRANT BUDGET REQUEST TO CE	Proposed FY10	Notes	How we are making efficiencies	Leverage Value
Total Personnel Expenses	180,778			
Program Operating Expenses				
Facilities and Equipment				
Rent, Utilities, and Parking	25,200	Annual cost of rent, utilities, and parking for three offices	Exploring move to Nonprofit Village to reduce rental costs	\$4,000
Phone, Fax, Email and Web	3,180	Includes monthly long distance, web and email service, computer support		
Operations				
Bank Fees	120	Annual banking fee based on \$10/month	Bank provides discounted fees	\$120
Postage and Delivery	1,050	Includes costs related to mailing of provider directory and bookmark, grant documents, and advocacy materials		
Printing/Copying, incl. Provider Directory publication	5,420	For general copying and materials for provider trainings, outreach materials, and publication of provider directory/bookmark	Will be partnering with InfoMontgomery to publish directory electronically; partnering with Clarksburg Correctional Print Shop for publication of limited hard copies; and, where possible, copying large volume publications at low cost through MANO	\$7,100
Supplies	3,500	Includes general office supplies and professional materials for staff and providers	Subsidized by donated equipment and supplies	\$1,850
Contract Services				
Professional Services	3,240	For bookkeeping, financial oversight	In FY08, received over \$10,000 in donated professional services	\$12,000
Audit	8,000	Organizational audit and 990		
Travel and Meetings				
Professional Development	1,840	Incl. professional memberships and attendance at local and national professional conferences		
Meeting Expenses	510	For materials and refreshments at trainings and network meetings - 17 mtgs at \$30/mtg	Will be seeking donations to support this line item	\$500
Local travel	675	For local travel costs (incl. site visits, provider meetings, professional conferences)		
Other Expenses				
Liability Insurance	1,250	Annual premiums for property insurance and liability insurance for officers and directors		
Provider Capacity Building	6,280	For provider and instructor capacity building activities	Receiving significant donated support for free use of all meeting space and A/V equipment; discounted instructor fees and materials; and leveraged funding from COMCAST for teacher training	\$2,760
Total Program Operating Expenses	60,348		MCAEL In-Kind Leverage	\$56,248 23%
Program Grants				
Grants	530,400	For 15-20 grants to provide Adult ESOL programs in Montgomery County	Providers utilize volunteer classroom instructors and aides, leverage free space, equipment, and materials	\$132,600
Total Program Grants	530,400		TOTAL IN-KIND LEVERAGE	\$245,096
TOTAL BUDGET	771,523			

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MCAEL FY10 Revenue Projections	FY10 Projected Revenue	Notes
Direct Public Grants		
Foundation	20,000	Unconfirmed - is target; eddttl requests to be submitted
Total - Direct Public Grants	20,000	
Direct Public Support		
Donated Prof Fees, Facilities	12,000	Anticipated based on '09
Individ, Business Contributions	12,000	Anticipated based on business breakfast and new indiv donor campaigns planned
Board Donations	2,400	Anticipated based on past record of 100% participation
Total - Direct Public Support	26,400	
Government Grants		
HUD/HOC Grant - MCAEL program oversight	1,300	confirmed
Mo. Co. Oper. Support Gr	225,000	requested (revised)
Mo. Co. Cap. Bldg Grant	520,000	requested (revised)
Total - Government Grants	746,300	
Total Projected Income	792,700	

Montgomery Coalition for Adult English Literacy

FY09 – Mid-Year Report

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GRANTEE ENROLLMENT DATA – FALL 2008	

INTRODUCTION

In July 2008, the Montgomery Coalition for Adult English Literacy (MCAEL) was awarded Contract #9711000142-AA to continue to promote English literacy, leverage private and public monies for Adult English as a Second Language (ESL) services, and assist ESL providers in building their capacity to increase the quality of ESL services they provide. Under this contract, MCAEL allocates and manages grant funding to support direct services, through special authorization by the Montgomery County Council. In addition to providing direct financial resources, MCAEL works to strengthen the County's adult English literacy system as a whole, through resources, training, collaboration and advocacy.

MCAEL PROGRAM ACTIVITIES AND ACCOMPLISHMENTS

Throughout the first half of FY09, MCAEL continued to build on the following core activities:

Community Grantmaking	
<p>Objective: Increase the availability of high-quality adult ESOL and literacy services through program grants that support programs that address identified community needs and improve the quality of services offered to diverse populations.</p>	<p>Activities/Accomplishments: Administered 15 grants totaling \$520,000 to 14 organizations to support Adult ESL programs and capacity building. In fall 2008, over 3,000 learners were enrolled in programs funded under these grants.</p> <p>Established a mentoring program, pairing new grantee programs with more experienced programs to benefit from additional support and guidance.</p> <p>Issued a grant for a pilot program to serve adults who are not literate in any language.</p> <p>Expanded services through a federal grant partnership with the Housing Opportunities Commission.</p>
Capacity Building	
<p>Objective: Strengthen the capacity of adult English literacy service providers to deliver high quality, effective programs that meet the needs of learners.</p>	<p>Activities/Accomplishments: Launched a TESOL Program Standards project, through which all MCAEL grantees are required to conduct a self-assessment based on national program standards and, through a series of workshops, develop a strategic action plan to identify goals and objectives to improve their programs according to these standards.</p> <p>Professional Development Institute Helped 40 instructors to advance their professional skills through three training workshops, which provided 66 seats and 12 hours of instruction.</p> <p>Based on recommendations made by MCAEL's Professional Development workgroup - which identifies needs and offers expert resources - introduced four newly developed courses as part of MCAEL's annual curriculum. They include: Spoken English, ESOL 100-Basics; ESOL for Seniors; and Meeting Student Goals.</p> <p>90% of attendees rated professional opportunities as very good or outstanding and 100% of those surveyed agreed that material would have direct application in classes they teach.</p> <p>Supported professional development by circulating information on local, state and national professional development conferences and training opportunities, offering</p>

	<p>stipends for 10 instructors to attend local conferences and courses offered in partnership with Montgomery College.</p> <p>Provider and Instructor Networks Helped instructors and providers to network, collaborate and share resources and best practices by hosting four provider meetings and two instructor network meetings, with a total of approximately 100 attendees.</p> <p>Established a learning circle and provided training to five programs focused on meeting the unique needs of senior learners.</p> <p>Circulated over 70 electronic announcements to over 130 provider program contacts and over 200 instructors on resources and opportunities such as professional development, ESOL best practices, advocacy and grant funding.</p> <p>Outcomes Project Collected and analyzed demographic and enrollment data from 100% of grantees (as detailed below), some creating tracking systems for the first time with support from MCAEL. In Spring 2009, programs will be required to meet higher standards for student progress data.</p> <p>Contracted with a consultant to develop a database for MCAEL to collect, manage and analyze this data.</p> <p>Conducted site visits to assess the student record-keeping and data collection process of each grantee. Based on identified needs, began development of a simple but effective system for programs with limited capacity to track student progress.</p> <p>Convened an Outcomes workgroup to inform the development of standard metrics and tools for collecting standardized data.</p>
Public Awareness	
<p>Objectives:</p> <p>Serve as a community resource for information on adult English literacy in Montgomery County, including publication of a Provider Directory of Services and Learner Bookmark, which offer the County's primary resources for information on available programs.</p> <p>Promote adult English literacy as a key investment opportunity that is central to family, community, and economic prosperity in Montgomery County.</p>	<p>Activities/Accomplishments:</p> <p>Conducted an expanded survey of over 60 existing providers, identifying 8 new providers and establishing a data baseline that will be used to inform MCAEL, its providers, policy makers, and the broader community. Summary data is provided below, and an updated provider directory will be published in spring 2009.</p> <p>Maintained community resource website increasing monthly visitors by more than 76% since spring of 2008, averaging 1,200 visits and 72,000 hits per month.</p> <p>Leveraged over \$40,000 through partnership with the Housing Opportunities Commission to provide on-site classes administered by MCAEL and provided by a partner nonprofit grantee. Leveraged resources from Comcast and other private donors to support professional development and other activities.</p> <p>Participated in and engaged provider participation in national and statewide advocacy, professional development, planning, and nonprofit sector collaboration, such as through Funders Roundtable of Montgomery County and Nonprofit Montgomery! convenings.</p> <p>Continued partnership with Crossway Community to leverage free space for provider meetings and trainings.</p>

Ongoing Evaluation of Needs

MCAEL is also working to identify barriers to service delivery that may require additional intervention. In fall 2008, site visits conducted by MCAEL staff identified the following challenges:

- Limited capacity for student record-keeping, creating a challenging barrier to implementing assessment and evaluation.
- On-going need for instructor training
- Continuing high demand for services and waitlists, particularly at larger providers
- Concerns regarding the potential impact of the recent economic downturn.

OVERVIEW OF PROGRAMS FUNDED: GOALS AND PROGRESS ON KEY MEASURES

Under this grant, MCAEL provides funding to support program services and capacity building activities. **Details of grantee activities are provided below.** An overview of MCAEL's awards process is provided in earlier reports.

In September 2008, MCAEL launched a **Program Standards Project** for grantees. With guidance from MCAEL and additional technical assistance from Montgomery College, each funded organization was required to develop a self-evaluation and strategic action plan based on national TESOL (Teachers of English to Speakers of Other Languages) Program Standards. Over the course of the year, and with support from MCAEL, grantees will move forward with identified program improvements aligned with the standards and will report on progress to MCAEL at the end of FY09. This process ensures that each funded program is continually making progress in improving the quality of services offered, based on nationally established practices.

OVERVIEW OF PROGRAMS FUNDED

Provider	Program Funded	Program Accomplishments
<p>African Immigrant and Refugee Center</p> <p>(\$24,785)</p>	<p>Promote integration of Montgomery County's African immigrant community through appropriate language, literacy, and adult education activities</p>	<ul style="list-style-type: none"> • 90% of learners completed at least 8 hours of class. • Due to irregular attendance, AIRF held a focus group with students to identify causes and potential remedies. Absences were determined to be caused primarily by work, family responsibilities, family emergencies, sickness, and weather. • Program is currently working on designing and implementing an assessment process for the first time. • See page 11 for further student outcomes data
<p>CASA de Maryland</p> <p>(\$99,000)</p>	<p>Provide ESOL instruction to low-income immigrants from francophone Africa and Central/South America</p>	<ul style="list-style-type: none"> • 91% of students attending at least 2 of the first three classes completed the fall session. This improvement in retention is partially attributed to a stricter attendance policy. • Successfully initiated new measures to improve the quality of instructors: <ul style="list-style-type: none"> ○ non-renewal of the contracts of poor performing instructors, ○ for the first time, teachers are required to attend a pre-session orientation workshop, both for familiarizing them with the curriculum and for enabling dialogue on effectively meeting students' needs and ○ increased accountability through the requirement that weekly lesson plans must be submitted to the ESOL Coordinator.
<p>Chinese Culture and Community Services Center (CCACC)</p> <p>(\$20,000)</p>	<p>Provide adult ESOL program at seven locations</p>	<ul style="list-style-type: none"> • 78% of registered students continued on, as measured by their attendance at least two of the first three classes. • Offered students the option to take additional classes to supplement base two-hour sessions. • Achieved student/teacher ratio of 7.5 and an average class size of 12. • In the process of establishing a student assessment process. • Implemented new student record-keeping system developed in prior year



Community Ministries of Rockville (\$62,500)	Provide a program of ESL classes to Hispanic adults, with tutoring available for their children	<ul style="list-style-type: none"> • 68% of enrolled students completed the course • A new curriculum was designed and implemented in fall 08, integrating oral and written skills and adjusting instruction to normed levels. • Implemented a standardized assessment throughout the program
Families Foremost Center (\$25,000)	ESL services to low-income families with children under the age of 4	<ul style="list-style-type: none"> • Expanded program to offer an additional ESOL class in Fall 08 • 75% of students completed the fall session. • 90% attended at least 20 of 40 hours of instruction. • The nationally-normed CASAS post-test is not given until January, so student progress is not available.
Hughes United Methodist Church (\$1,746)	Strengthen program capacity and conduct outreach for existing adult ESOL program	<ul style="list-style-type: none"> • Scaled up program to offer six weeks of instruction at five levels. • Attendance posed a significant challenge; in Fall08, 75 students registered, 13 of whom never attended even one class. A total of 31 students completed 8 or more hours of instruction. • Purchased new classroom materials to assist in student learning. • Post-tests indicated that 9% of the students showed an increase in English skills, with 42% of the beginning level students demonstrating improved scores.
Korean-American Senior Citizens Association (\$10,000)	Teach Korean adults basic English, with an emphasis on services to seniors	<ul style="list-style-type: none"> • 85% of learners completed the session • Leveraged donated space, thereby freeing up funds to add a third class • Two of three instructors attended 8 hours of MCAEL instructor training, for the first time • The Basic Class worked on the English alphabet and learning the most basic writing tasks; and Intermediate Class focused on pronunciation, to facilitate spoken English competence; and in the Conversation Class, oral fluency was stressed.
Linkages to Learning (\$20,000)	Provide adult ESL program for parents of students from selected MCPS schools	<ul style="list-style-type: none"> • Maintained expansive program in partnership with eight critical need MCPS schools, serving parents in 14 communities. • Have successfully transitioned to a standardized adult ESOL class (both in terms of scheduling and curriculum). • In order to accommodate students who are progressing in their English language competence, the number on intermediate classes has increased from four to six. • Average student gains at each site ranged from 5.3 to 19 points.

Literacy Council of Montgomery County (\$50,000)	Provide beginning-level ESL classes for adult learners	<ul style="list-style-type: none"> • Funds supported new program of adult ESOL classes designed to meet State adult education standards. Classes are offered throughout the county, serving an unmet need for several levels of classroom instruction in those areas. 30% of students were identified as beginning level learners. • 90% of students achieved one or more of their stated goals. • Of the students who were post-tested, 65% increased their literacy scores and 41% moved to the next ESL level.
Montgomery Housing Partnership (\$8,400)	Expand current program and offer multiple level classes	<ul style="list-style-type: none"> • Continued to offer programming to reach residents in their housing communities, including an expansion through partnership with Silver Spring Team. • Hired a new instructor and established a single multi-level class, requiring a flexible curriculum to reflect both learners' varying English skills as well as their diverse goals. • At the end of the class, students reported greater confidence in using English for simple daily life activities.
Rockville Seniors Inc (\$13,000)	Develop a new curriculum and assessment procedures and hire a part-time coordinator	<ul style="list-style-type: none"> • Funding was allocated to revise the structure of the existing ESOL program: <ul style="list-style-type: none"> - Explore and try out texts, ultimately adopting a series of texts that will enable greater coordination of classes in terms of increasing English language skills. - Pilot the use of the nationally-normed BEST literacy Test as part of the Intake assessment for placement purposes. • With this restructuring, student learning will be facilitated by: <ul style="list-style-type: none"> - use of texts with visual material, - use of standardized placement instrument, - classes where all students are at comparable levels of ability, and a coordinated set of classes allowing progression through the levels
Silver Spring Team, Foreign Student Program (\$9,225)	Enable ESL learners to use computer-assisted learning at the Long Branch tech center	<ul style="list-style-type: none"> • Established a Tech Center at Long Branch Community Center, using the software Rosetta Stone to reinforce regular classes. • 40% of the students enrolled in adult ESOL classes have used the Tech Center at least once during the fall session. • Tech Center learners' attendance for the regular classes found to be higher than those who did not use the Tech Center (a sample of users had attendance rates of 81-94%, compared to the overall attendance rate of 56%). It is suspected that the bonds formed between Tech Center learners and the instructors who monitor the Center are significant in maintaining higher attendance rates. • Increased performance cannot be measured until CASAS assessment is given in May.

<p>Spanish Catholic Center ((\$55,258)</p>	<p>Provide linguistically appropriate and culturally competent ESOL instruction to the immigrant community</p>	<ul style="list-style-type: none"> • Expanded options to create a more flexible system where students can attend class from one to five times a week. • 69% of enrolled students completed the fall semester. • Transitioning gradually to use of only paid instructors • Used the nationally-normed CASAS test to evaluate student progress; of the 85 students who completed the semester, 75% progressed to a higher level.
<p>Spanish Catholic Center ((\$9,000)</p>	<p>To provide three classes targeting currently underserved populations in Montgomery County, with one class designed for preliterate adult learners.</p>	<ul style="list-style-type: none"> • This grant was awarded in December 2008; a report will be provided at year's end.
<p>Spanish Education Development (SED) Center ((\$95,000)</p>	<p>Provide adult ESOL to low-income immigrant residents of Montgomery County, including a 15 hour job-readiness program</p>	<ul style="list-style-type: none"> • Improved attendance and completion rates by maintaining class size of 15 and requiring that learners attend a 6 hour Orientation program. • 86% of those who registered completed the fall program. • Using the nationally-normed CASAS test, learners gained an average of 1.2 grade levels. • Students improved job-readiness through a 15 hour program. • Created a corps of volunteer teacher aides to assist learners who fall behind in the classroom

It Takes More Than Letters to Spell C- O-M-M-U-N-I-T-Y:

How Community-Based Programs Collaborate and Add Value to English Language Learning

When adults attend English literacy classes offered by community-based organizations (CBOs), they benefit from more than simple vocabulary and grammar. The knowledge and networks of organizations rooted in the community provide a richer experience that enables students to not only learn English and develop their literacy skills, but to do so in the context of the communities in which they live and work. The chance to apply their English skills in a relevant community setting, and to benefit from other intensive wrap-around services offered by CBOs, ensures that learners leave programs not only with an understanding of how to communicate, but with the skills, knowledge and resources to become more effective parents, workers, life-long learners, and citizens.

Two examples illustrate the value of a network of CBOs:

PROGRAM ENROLLMENT AND DEMOGRAPHIC DATA

In fall of 2008, MCAEL conducted an intensive survey of all known providers of adult English literacy programming in Montgomery County in order. Preliminary data from this survey of the larger system is provided as Appendix 1.

In addition, during fall of 2008, MCAEL collected and analyzed a subset of more detailed enrollment and demographic data from the 14 programs funded under this contract. Findings are detailed below, with summary tables and figures provided at the end of this report as Appendix 2.

Improving Data Collection Capacity

MCAEL staff met individually with each grantee to review current data collection systems and make recommendations for improvements. In order to meet MCAEL's requirements, several newly-funded programs established student record-keeping systems for the first time. MCAEL is also developing a record keeping system for providers that will enable historical records of learners, including their progress in acquiring English language skills and achieving other language-dependent outcomes. The limited capacity of a number of providers requires that we move incrementally and provide tools and support, particularly as we continue to raise the bar and establish standards on performance reporting.

Enrollment

During summer and fall sessions of 2008, the fourteen providers funded under this contract enrolled 3,020 students, of whom 85% continued beyond the first three class meetings. (Table 1; Figure 1)

Because the mix of grantees and our data collection requirements have changed since previous funding cycles, we cannot fairly present this data in detailed comparison to previous cycles. However, it is noteworthy that total enrollment during the Fall period has increased more than three-fold (from 831 to 3,020) from Fall 2006, the first period in which MCAEL recorded data. However, some providers experienced declines in enrollment, believed to be attributable to the current economic downturn.

Despite increased capacity, providers continue to maintain waitlists, with approximately 693 students waiting to receive instruction.

TABLE 1 – FALL 2008 ENROLLMENT	
Provider Name	Total Enrollment
Literacy Council of Montgomery County	868
CASA of Maryland	517
Community Ministries of Rockville	279
Linkages to Learning: Adult English Literacy Program	253
Chinese Culture and Community Services Center (CCACC)	242
Montgomery Housing Partnership	199
Hughes United Methodist Church	156
Spanish Catholic Center	139
Spanish Education Development (SED) Center	120
Silver Spring Team for Children and Families	80
African Immigrant and Refugee Foundation	54
Korean-American Senior Citizen's Association	48
Rockville Seniors Inc	38
Families Foremost Center	27
TOTAL GRANTEE ENROLLMENT FALL 2008	3,020
<i>Total Grantee Enrollment – Fall 2007</i>	<i>2,047</i>
<i>Total Grantee Enrollment – Fall 2006</i>	<i>831</i>

Hours of Instruction

During the fall instructional period, **157,723 scheduled hours of instruction were provided** by the fourteen MCAEL grantees. Scheduled hours of instruction is calculated by multiplying the number of enrolled students by the number of hours of scheduled class time, and is one measure of the intensity and volume of service provided. (Figure 2)

Student Demographics

In the attached charts, we present information on the age and country of origin of students enrolled in funded programs. As in the past, the diversity of learners served is evidenced by the **more than 80 countries** of origin identified through our enrollment survey. Latin America continues to be the predominant region of origin, followed by Asia. (Figures 3-4)

Learners are also **diverse in their age**. While more than half of all learners are between the ages of 25-45, approximately 18% are senior learners, defined as age 55 and older. Given the special needs of older learners, MCAEL recently brought together program directors for an ongoing technical assistance program and learning circle that will focus on the unique challenges of serving seniors. (Figures 5-6)

For the first time, MCAEL asked providers to track learner gender and home zip code. The attached chart indicates that learners are **majority female** (66%), and live throughout the county. Close to 30% of learners live in the **five zip codes identified as high-risk** by the Montgomery County Department of Health and Human Services. (Figure 7)

MCAEL thanks Don Sasscer for his assistance and pro-bono time in analyzing data for this report, and recognizes the significant efforts of Art Dederick in collecting information for the Provider Directory.

APPENDIX 1

A View of the System:

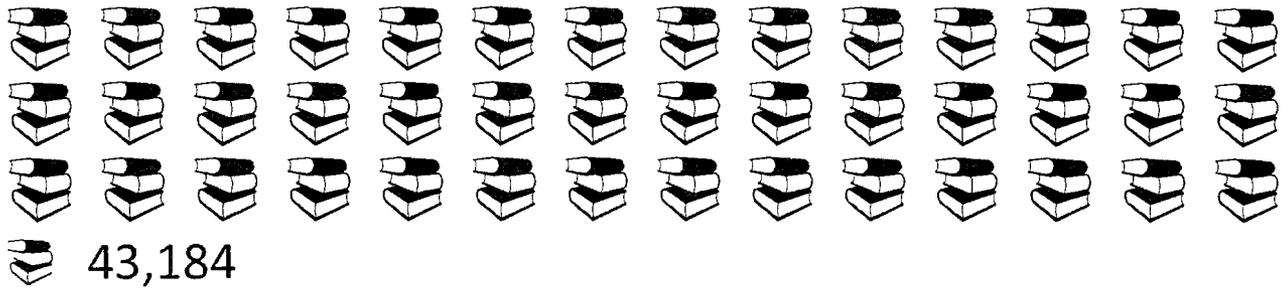
Montgomery County Adult English Literacy Programs

Number of programs offering services to the public 56

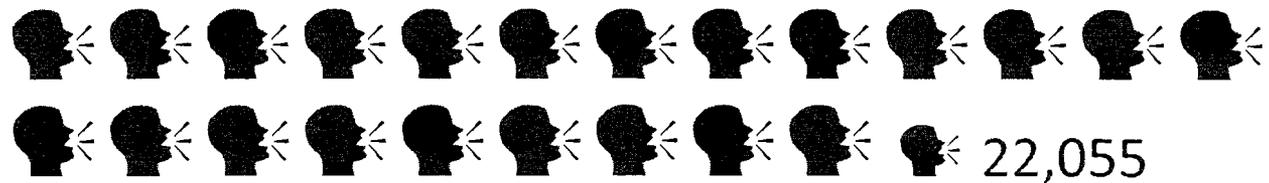
Students enrolled at any given time



Annual total student enrollments



Annual estimated number of unique students served



Number of instructors



👤=1,000 people 📖=1,000 seats 🖍 = 100 instructors

As reported by programs surveyed through MCAEL's fall 2008 Provider Directory update. Total number of students served annually is estimated by assuming an average of 65% persistence rate between semesters.

05

**Testimony before the Montgomery County Council
on the FY 2010 Operating Budget
By Rachel Glass, Executive Director
Montgomery Coalition for Adult English Literacy
Wednesday, April 15, 2009**

President Andrews and Members of the County Council:

Good evening; my name is Rachel Glass, and I am the Executive Director of MCAEL, the Montgomery Coalition for Adult English Literacy.

Our organization has its roots in the work of this Council, and has succeeded because of your championship. On behalf of the Coalition and our Board of Directors, I want to thank you for your continued investment in MCAEL, and in our community's greatest asset: our people.

With resources, training, collaboration, and advocacy, MCAEL strengthens a vibrant, county-wide network of over 60 adult English literacy providers who collectively employ over 1,500 paid and volunteer instructors, and annually help over 20,000 adult learners improve their English literacy, language and workforce skills.

Thanks to your partnership, county-funded programs supported by MCAEL have enrolled more than 11,000 students in classes that build the language and literacy skills that are foundational to overcoming poverty and isolation.

During these times of hardship, as the distance grows ever wider between rich and poor, and between those who are connected and those who are isolated from the resources and opportunities of the community, a bridge is needed. And the building blocks of that bridge are language and literacy, which have the power to give each of us the tools to communicate and connect, and which offer the promise and hope of who we can be, individually, and as a community, when each of us reach our full potential. Literacy and language bridge the aspiration to make better lives for ourselves with the skills to be successful.

More than a single voice, we are the many voices of diverse Montgomery County residents who, with your support, can be employable, engaged, and empowered by literacy to reach their full potential.

And tonight, they share their thanks in a collection of letters that are part of the packet in front of you. You may not hear from these constituents often, but they are the parents, the workers, the future civic leaders of our community. They are grateful, for the opportunity to earn better wages, and communicate with a boss or coworkers on the job. To become more engaged in a child's education, or to read to a grandchild. To communicate their needs to a doctor. To enjoy the simple pleasures of owning a library card, speaking with a neighbor, or participating in civic life. These are the foundations of opportunity, and of a thriving community.

For many adult English language learners, community begins in the classroom. Whether learners come from Cameroon, Cambodia or Costa Rica, whether they are trained doctors in their home countries or stepping into a classroom for the very first time – the social fabric of community is knit through learning, building relationships with each other and with neighbors, and by connecting to the broader community safety net and to civic life– often for the very first time.

As a coalition, MCAEL enables diverse organizations that offer community-based classes to connect to each other, and to improve their capacity and quality by sharing tools, resources, and ideas. In this time of economic hardship, we can all be more efficient and effective when we leverage a combined infrastructure and work together. So, when a church in Germantown; an employer in Silver Spring; or a school in Wheaton recognize a need, a network - and not a silo - is in place to mobilize a stronger response.

This is the basis for a community that is connected.

But we must do more. Today, 1 in 7 residents in the county is limited English proficient.

- Based on national averages, 12,000 MCPS ESOL students are likely to have parents who are limited English proficient. These children are more likely to be “left behind” no matter what we do in the schools if we do not also help parents to develop the skills to become more involved in their children’s education and better advocates for their families.
- According to the American Medical Association, when family members or untrained interpreters are used to assist with communication, an average of 31 translation errors are made in a single health care visit. In the healthcare sector, and throughout the community, addressing linguistic isolation and low literacy can reduce costs and lead to better services and improved health outcomes.
- Our communities must attract businesses by offering a globally competitive workforce. And, local businesses depend on workers who are prepared with the language and literacy skills necessary to safely and effectively perform their duties and to meet today’s workforce needs. In Montgomery County, one in three workers is an immigrant, and we are home to more than 40% of the foreign born workforce in the state. According to the Urban Institute, **a fluent English-speaking immigrant earns nearly double that of a non-English speaking worker. That equates to higher spending and taxes paid.**

The economic and social equation is simple. We all benefit when adults reach their full potential through English literacy. And *your* support is what enables the County to reach *our* full potential, as a connected, vibrant and prosperous community.

Thank you.