

ED COMMITTEE #2
November 18, 2013
Briefing

MEMORANDUM

November 14, 2013

TO: Education Committee

FROM: Vivian Yao, Legislative Analyst *VY*

SUBJECT: Briefing: Montgomery Coalition for Adult English Literacy (MCAEL)

The purpose of the meeting is for MCAEL to provide their annual update to the Education Committee. The following MCAEL representatives are expected to participate in the briefing:

- Kathy Stevens, Executive Director, MCAEL
- Heather Ritchie, Program Manager, MCAEL
- Josh Jeffries, Chair, Board of Directors, MCAEL
- Monica Martin, Manager, Linkages to Learning, Department of Health and Human Services

BACKGROUND

In 2004-2005, the Council and Montgomery College worked together to create a nonprofit organization to promote the teaching of English to adults whose native language is not English. That organization was named the Montgomery Coalition for Adult English Literacy (MCAEL), acknowledging "the critical need to advance literacy alongside English-language learning in the community."

In addition to helping strengthen the capacity of adult English literacy providers to deliver high quality programs and serving as a community resource for information on adult English literacy, MCAEL also allocates funding to organizations seeking grant funding from the County. Starting in FY09, the Council decided to appropriate to MCAEL County funding for adult literacy programs, including ESOL (Resolution 16-354, approved on October 30, 2007). Organizations seeking grants for such programs must apply to MCAEL, and the Council forwards to MCAEL, without review or comment, any grant applications it receives. The County expects MCAEL to monitor its grantees to ensure that the County grants are well-used.

The Committee has previously expressed appreciation for the work that MCAEL has performed and thanked MCAEL for taking on the additional responsibility of administering the entire grants program for adult literacy. The Committee has noted the improved accountability and oversight and the development of improved performance measurements provided by the organization. The Committee receives periodic status reports from MCAEL, usually in the fall, and reviews the budget the following spring.

For FY14, the Council approved \$927,058 for MCAEL an increase of \$211,000 over the approved FY13 funding level. The increase was to provide infrastructure supports to the organization and increase access to adult literacy services.

REPORT UPDATES

The FY13 Annual Report for MCAEL is attached at ©1-12. Its objectives and activities/accomplishments in meeting those objectives are summarized on pages 2-8. FY13 grants awards are reported on ©9-11. The FY13 Community Grant Outcomes Report is attached at ©13. MCAEL has also provided MCAEL ESOL class location maps for Germantown (©14), Bethesda (©15), Rockville (©16), Silver Spring (©17), and Midcounty (©18).

MCAEL has also submitted a data book (©19-25) that provides information about limited English proficient adults; the number, types and locations of English Literacy programs; achievements of the organization; demographic information about adults served; and other service and outcomes data for MCAEL programs.

Some highlights of the information submitted by MCAEL include the following:

- County Grants:** In FY13, MCAEL awarded \$525,000 in County grants supporting 13 organizations and 16 programs and serving approximately 1,500 learners in fall programs and 1,550 learners in spring/winter programs. Grants included 4 pilot micro-grants for smaller/emerging programs. 100% of grantees participated and are working toward improving the quality of their programs. The following table provides comparative data for grants awarded in FY12 and FY13 including amounts awarded, spring enrollment, and the total hours attended.

| Organization | FY12 Grant | FY13 Grant | Enroll. Spring FY12 | Enroll. Spring FY13 | Total Hours Attended FY12 | Total Hours Attended FY13 |
|--|------------|------------|---------------------|---------------------|---------------------------|---------------------------|
| CASA de Maryland-Evening ESOL | \$122,770 | \$131,900 | 683 | 722 | 43,456 | 41,977 |
| CASA de Maryland-Workers Center | \$22,000 | \$22,000 | 94 | 171 | 13,328 | 4,840 |
| Community Ministries of Rockville | \$55,700 | \$68,101 | 210 | 200 | 6,304 | 7,027 |
| Korean-American Senior Citizen's Association | \$5,056 | \$9,480 | 34 | 27 | 1,676 | 1,454 |
| Literacy Council of MC - ESOL Class | \$42,500 | \$60,867 | 194 | 313 | 10,611 | 17,182 |
| Mental Health Association-Families Foremost | \$22,379 | \$22,500 | 24 | 21 | 993 | 1,148 |

| | | | | | | |
|---|----------|----------|-----|-----|--------|--------|
| MC Muslim Foundation | \$9,000 | \$3,150 | 22 | 6 | 329 | 30 |
| MCPS Foundation-Linkages to Learning | \$21,013 | \$59,100 | 200 | 228 | 3,654 | 4,962 |
| Rockville Seniors | \$15,860 | \$19,564 | 112 | 84 | 1,322 | 1,260 |
| Seneca Creek Community Church | \$2,000 | \$3,700 | 53 | 93 | 610 | 656 |
| Spanish Catholic Center | \$51,740 | \$70,000 | 498 | 457 | 12,937 | 11,678 |
| Workforce Solutions Group-English for Employment | \$18,525 | \$24,408 | 12 | 15 | 857 | 309 |
| Literacy Council of MC-Family Literacy | -- | \$1,500 | -- | 14 | -- | 244 |
| Impact Silver Spring | -- | \$9,480 | -- | 138 | -- | 1,134 |
| Workforce Solutions Group - Workplace English for Hospitality | -- | \$19,050 | -- | -- | -- | -- |
| YMCA-Nob Hill English Class | -- | \$200 | -- | -- | -- | -- |
| Thomas Shortman Training Fund | \$82,853 | -- | 410 | -- | 17,109 | -- |
| Silver Spring Team for Children and Families | \$27,678 | -- | 111 | -- | 3,769 | -- |
| Boat People SOS | \$6,151 | -- | 34 | -- | 773 | -- |
| Caribbean Help Center | \$2,000 | -- | 60 | -- | 1,460 | -- |
| Korean Community Service Center | \$1,000 | -- | 7 | -- | 168 | -- |

- Coalition Building and Advocacy:** MCAEL promoted literacy by participating in numerous public events (©2); developed partnerships with local, regional and national organizations (©3); presented at conferences and other meetings; and was featured in various print media.
- Information Dissemination:** MCAEL maintained and updated its online, searchable directory of local adult English literacy service provider and programs; disseminated 10,000 copies of the Provider Directory; continued building a social media presence on Facebook and Twitter; and circulated electronics announcements and information to provider staff, instructors and members of the community on a regular basis.
- Professional Development:** MCAEL provided comprehensive supports to community-based ESL providers by hosting meetings and workshops and providing 62 hours of comprehensive professional development, 156 Instructor workshop seats and 175 provider staff workshop seats. MCAEL served 170 unduplicated individuals in 49 organizations and received positive feedback from participants (©6). It also provided funding to allow instructors and program staff to attend local conferences.
- Data and Outcomes Collection:** MCAEL has continued to develop its evaluation/data tracking system. It has collected provider satisfaction survey data; worked with grantees to collect demographic and enrollments data; and worked with providers to build evaluation and data tracking systems. The organization has continued to help learners transition from community-based programs to Montgomery College, workforce programs, and/or the workforce. MCAEL has also held Instructor Advisory Group meetings to support quality programming and professional development and Provider Advisory Group meetings to identify programming needs and support implementation of outcome and indicator processes.

- **Leveraging Additional Resources:** MCAEL and its board have continued to build the organizations fundraising capacity by hosting its Leaders for Literacy fundraiser, pursuing grant and foundation opportunities with awards from the Morris and Gwendolyn Cafritz Foundation and the Community Foundation of Montgomery County, and pursuing other donors and funding opportunities. See ©7-8.

FOLLOW UP QUESTIONS

The Committee may be interested in exploring the following questions with participants:

- The MCAEL Data Book quantifies leveraged resources at ©22. It states that "other funding leveraged" from the County's investment in adult English literacy amounts to \$1,050,757 and in-kind donations are valued at \$458,208. However, there is another statement that MCAEL leveraged "additional resources" totaling \$73,301 and \$43,541 worth of in-kind resources. The Committee may want to clarify whether the amounts listed as "additional resources" are distinct from the "other funding leveraged" and why the amounts are accounted for differently. How did MCAEL calculate "other funding leveraged" and "in kind donations"?
- The FY13 Data Book at ©20 includes some general statistics that inform the demand for ESOL services, e.g., the number of County residents who are Limited English Proficient from Census 2010 and the number of MCPS students who received ESOL services. Is the organization developing more specific data that show the actual demand for services, which may help to guide expansion efforts and funding decisions? Is it possible to collect provider information on waitlist numbers, wait time for accessing ESOL services, unfulfilled requests for service, or inquiries regarding available services? Are there other kinds of data that could show actual demand for particular services? What trends has MCAEL observed in the demand for specific programs recently?
- To what extent does MCAEL use service and outcomes trend data to determine grants awards to providers? The table on page 2 and 3 shows that for some programs, although the amount of the award increased for FY13, enrollment or total hours attended remained level or decreased. Taking in account normal fluctuations in enrollment and attendance as well as the time that it takes to build programs, at what point would stagnant/lower service or outcome improvement rates impact grant awards?
- Since FY12, MCAEL has piloted a Micro Literacy Access Grant program to support a class or conversation club in (1) accessing and leveraging new partnerships and new resources; (2) creating access to English classes for underserved populations; and (3) developing access points to link individuals to the larger ESOL system. Some of the programs supported in FY12 received funding in FY13 while others did not. What is MCAEL's assessment on how the program is progressing? What have the micro grant program recipients been able to achieve? What are plans or goals for the program in the future?

MCAEL

Montgomery Coalition for

Adult English Literacy

Montgomery Coalition for Adult English Literacy

Contract #9711000042-AA

July 8, 2013

INTRODUCTION

MCAEL is a community coalition of public, nonprofit, and business partners that support more than 70 adult ESOL (English for Speakers of Other Languages) and literacy service programs, 1,500 instructors and staff, and over 20,000 adult learners. Together, the coalition works to strengthen the community by helping adults gain the English literacy skills needed to reach their potential as parents, workers and community members.

In July 2012, the Montgomery Coalition for Adult English Literacy (MCAEL) was awarded an extension of Contract #9711000042 “to continue to promote English literacy, leverage private and public dollars 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 is dedicated to strengthening the county-wide adult English literacy network with resources, training, collaborations and advocacy to support a thriving community and an optimal workforce.

MCAEL hired a new full time Executive Director, Kathy Stevens, who began full-time at the end of May 2012. Additionally, MCAEL hired a permanent Administrative Assistant (P/T) in July of 2012. MCAEL continues to maintain the services it provides through the dedication of staff, board members, and volunteers.

MCAEL PROGRAM ACTIVITIES AND ACCOMPLISHMENTS

Throughout FY13, MCAEL undertook the following activities in line with the general purpose of the funding and the specific Scope of Services identified in Section II of the contract, with the following results:

1. **Maintain a database of ESL providers, teachers, advocates and advocacy groups that serve the residents in Montgomery County or could be of benefit to ESL providers that serve Montgomery County residents.**

- Conducted annual revision of provider programs database via survey, emails and individual follow-up calls - **contacted over 80 ESOL programs/sent emails to 300 provider staff. Collected information through 34 data points** (e.g. name, location, # of volunteer instructors, assessment tools). Several programs closed over the past year. Current program number totals 70.
- Staff and board continued to build a network of advocates, providers and instructors by promoting literacy through various public fora, individual meetings and local media appearances. **Attended 25+ events around Montgomery County and Greater DC area** including:
 - Comcast Newsmakers Appearance
 - MCPL Snapshot Day (Guest Reader),
 - Montgomery Week in Review Appearance
 - County Executive’s Ball,
 - Committee for Montgomery Legislative Breakfast,
 - 9th Annual Immigration Law & Policy Conference,
 - WATESOL Fall Conference,
 - 2012 Help Wanted Conference: Addressing the Skills Gap,
 - 13th Annual Schools & Community United in Partnership Conf. Resource Fair,
 - Leadership Montgomery Celebration of Leadership,
 - Montgomery County Chamber of Commerce,
 - State of the County Address,
 - Minority Legislative Briefing and Breakfast,
 - Committee for Montgomery monthly meetings,
 - DACA Event with Don Moores,
 - Interfaith Works Annual Breakfast,
 - MAACCE Spring Conference,
 - Down County Network Meeting (Topic: African Community),
 - Hunger Amid Abundance (Manna) Meeting,
 - Immigrant Integration Meetings (OCP),
 - Community Foundation Funders Roundtable,
 - Montgomery College AELP InfoSession.
 - MCPS Back to School Fair,
 - Montgomery College AELG fair,
 - Montgomery College AELG fair,

- Met with and continue to partner with other nonprofit organizations locally, regionally and nationally including:
 - Montgomery County Public Libraries,
 - Regional Services Centers: Up County, Silver Spring & East County,
 - Gilchrist Center/Office of Community Partnerships,
 - Montgomery County Public Schools (Warner)
 - Collaboration Council for Children, Youth and Families,
 - Mont. County Health and Human Services,
 - Maryland Association of Nonprofit Organizations
 - COABE (Commission on Adult Basic Education)
 - MAACCE (Maryland Association for Adult Community and Continuing Education)
 - Manna,
 - ProLiteracy, and
 - The National Coalition for Literacy.
 - Interfaith Works,
 - Montgomery College Foundation,
 - Hispanic Chamber of Commerce,
 - A Wider Circle
 - LAYC/MMYC
 - and the Pre-Release Center, Montgomery County Department of Corrections and Rehabilitation.
- **Total individuals touched by e-mail equal approximately 2,000 individuals** on a monthly basis.
- Executive Director selected to be on Leadership Committee for Montgomery Moving Forward.
- **MCAEL featured in Beyond Charity – Non-Profit Business in Montgomery County Report** and featured in Business Article in Washington Post about the report.
- MCAEL staff presented at the **Potomac Rotary and Rockville Kiwanis** as well as at **The National Immigrant Integration Conference** on Advocacy Strategies in Immigrant Adult Education with literacy coalitions around the nation (9/2012). Presented at **MAACCE Spring Conference** on What is collaboration in Adult ESOL? Building Coalitions with representatives from three provider programs (CASA, LCMC, and Montgomery College).

2. Provide notice of funding and grants opportunities, national and state policy issues, best practices and professional development by e-mail alerts to County ESL providers. The contractor must provide at least one such notice per week.

- **Circulated 85 electronic announcements** (July-June) to 300+ provider staff and 500+ instructors and community. Communicated with an additional 1,000+ individuals through the MCAEL community e-list.
- Announcements contained information on resources & opportunities including but not limited to:
 - local, regional & national professional development trainings/conferences;
 - MCAEL meetings and workshops
 - community meetings (e.g. Down County Providers, OneStop Meetings)
 - awards and stipends;
 - additional funding opportunities;
 - donated supplies/books
 - membership organizations (local & national);
 - current research, ESOL best practices/teaching tools; and
 - information on current issues – DACA, Immigration Reform, Workforce Investment Act (WIA).
- Supported grantees and other providers with access to information/data to use in their fundraising grants. Created dashboards for MCAEL and providers to utilize for advocacy and fundraising purposes.
- Engaged providers and community members in national and statewide campaigns: (1) NCL campaign at the federal and state level and (2) MAACCE postcard campaign to governor.

existing activities, expanding activities, and improving the capacity of providers to deliver high-quality services.

- For FY13, MCAEL received applications from 16 organizations for 19 programs totaling \$600,000 in requests. **MCAEL awarded \$525,000 in County grants.** The funding supported **13 organizations and 16 programs** – 4 are pilot micro grants for smaller/emerging programs (expanding activities). (Note: two organizations declined funding at start of year and funds were reallocated; one declined due to national office changing priorities; other declined due to partial allocation of funds vs. being fully funded.) *A revised list of awards is at the end of the report.*
- Grants Management FY13: MCAEL publicized County support for literacy; worked with grantees to develop Letters of Agreement; collected and collated reports and data from grantees at midyear; provided technical assistance to grantees on a one-on-one basis; submitted invoices and reports to County; collected and collated reports and data at the end of the year. *See Attachment: Grantee Program Highlights.*
- **Approximately 1,500 learners were enrolled ESOL instruction through in the fall via grantee programs and just over 1,550 learners were enrolled in the spring/winter sessions.** Thousands of additional learners were supported in non-funded programs through the larger coalition network & supported by MCAEL's services (trainings and technical assistance etc.).
- Capacity Building//Quality FY13: 19 grantee program staff participated in a half-day orientation that centered on networking and improving program quality and quantity. Also, MCAEL staff created binders developed from the TESOL standards for grantees to use in managing and sharing information on best practices and tools (Note: Table of Contents.). **100% of grantees are working toward improving the quality of the programs.**
- MCAEL staff **provided individual capacity building technical assistance** by meeting (in person/by phone) with program managers for Linkages to Learning, Spanish Catholic Center, Literacy Council of Montgomery County, CASA de Maryland, KASCA, Seneca Creek Community Church, IMPACT Silver Spring, and Rockville Senior Center.
- MCAEL's Executive Director served as a guest speaker and attended several ESOL graduations in the fall including those for Spanish Catholic, IMPACT Silver Spring, and CASA de Maryland.
- Facilitated FY14 grants process (January – June 2013) which included recruitment of new panel members, panel orientation, optional draft review of applications by MCAEL staff, collection of grant applications, distribution of grant applications to panel, coordination of interviews of applicants, one-to-one support for panel members, facilitation of full-day grants panel meeting, coordination of MCAEL board approval, grant award notification, and publicity for grants distributed by MCAEL and funded through Montgomery County Government.

4. Conduct an Outcomes Project that measures the quality and effectiveness of ESL service delivery. Grantees/Providers receiving funds from MCAEL must submit demographic and performance data to MCAEL as a condition of their funding. MCAEL must ensure that grantees/providers comply with the established reporting requirements and all reporting deadlines.

- Collected demographic and enrollment data from 100% of FY13 grantees. Class and Learner Data in process of being analyzed – to be published in fall 2013.
- **Sent out Provider Satisfaction Survey (conducted every other year) to over 300 program staff. Tracking 34 data points and analyzed results.** (e.g. how staff have participated in coalition, benefits of coalition, how programs have used knowledge or skills gained in the programs, suggestions for future of coalition). *See Attachment: Provider Survey.*

- MCAEL staff continues to work with new and previous providers to build evaluation/data tracking systems. Grantees and other providers finalized a list of indicators of success for learners and have begun implementation. *See Attachment: Indicators.*
- Hosted two workgroups to assist programs with identifying outcomes/providing quality programming:
 - BEST Assessment Workshop/Certification – contracted with a certified trainer to train 13 attendees. All attendees passed and received certification.
 - Drop In Classes – What Works? – facilitated a workgroup of provider staff and instructors to discuss and share experiences/what works with drop in programs; MCAEL staff also shared information on research-based practices for drop in programs.
- **Continued to support strategies to help programs and learners in transitioning from community-based programs to Montgomery College, workforce programs and/or the workforce.** (See section 5 – meetings and workshops)
- Held Instructor Advisory Group and Provider Advisory Group meetings – two for each in August/September and January. Advisory groups assist MCAEL staff with reviewing compiled data to ensure programming remains useful, relevant, and a productive use of time for attendees. Groups also work to determine how to best support programs in achieving quality programming and measurable outcomes utilizing research-based practices.
 - **The Instructor Advisory Group** - includes instructor trainers from Montgomery College and LCMC, along with instructors who have attended MCAEL trainings (novice and experienced) - focused on providing better quality classes for the learners & ROI indicators for professional development.
 - **The Provider Advisory Group** - comprised of a diverse group of provider representatives, including large and small nonprofits and a Montgomery College representative - focused on the most strategic approaches for MCAEL to support staff within organizations and identify results of programs. **In FY13, the group continued to focus on (1) identifying programming needs that will best assist programs with providing quality outcomes (example: professional development); (2) how to help programs with implementation of measuring indicators/outcomes (3) working on a process with the MCAEL board for having provider staff continue to sit on the MCAEL board.**

5. Offer 10 meetings per year for the 50 active ESL providers (non-profit and for-profit, large and small, secular and faith-based) already in the Coalition and others as they are identified. These meetings are required for grantees/providers receiving funds from MCAEL. Meetings will offer all MCAEL grantees/providers the opportunity to share information; work collectively on issues facing the teaching and funding of ESL; leverage their combined resources for increased funding and more effective delivery of ESL services, as well as better purchasing power.

- **Hosted 7 daytime meetings/workshops and 6 evening/weekend workshops** (open to all program staff and instructors) in order to help instructors and providers to network, collaborate and share resources and research-based practices. MCAEL provided a total of **62 hours of comprehensive professional development** (facilitated space for provider staff and instructors to learn from one another and experts in the field). **Offered 156 Instructor Workshop Seats (157 filled) and 175 Provider Staff Workshop/Meeting Seats (176 filled).**
- **Provider Workshop** Topics included:

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| <ul style="list-style-type: none"> ○ Indicators, Goals, and Learning Gains; ○ Leveling the field & defining Pathways 1; ○ Leveling the field & defining Pathways 2; ○ Working as a Coalition Check In and Resource Sharing; | <ul style="list-style-type: none"> ○ Request for Proposals for FY14 and Creating Amazing Budgets ○ Conditions, Staffing & Prof. Development; ○ Nonprofit Meet, Greet and Partnership Building; |
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- **Instructor Workshop Topics included:**
 - More Learning, Less Teaching x 2 ;
 - Ready, Set...Read! Utilizing Reading Strategies to Enhance the ESOL Classroom;
 - Working in Pairs and Groups: Modeling Success in the ESOL classroom;
 - Pronunciation: Teaching the Sound of English;
 - Using Realia and Textbooks Together - is it possible?;
 - Working with Basic Literacy Learners.
- Through these workshops and meetings, **MCAEL served/connected 170 unique individuals (109 instructor workshops/80 provider staff mtgs) instructors within 49 organizations.**
- Provider mtgs/workshops scored **91%** for “This meeting helped me to gain new information”, **90%** for “this meeting helped me to network with colleagues” and **92.5%** for “the workshop was helpful to me & a good use of my time”; 33 staff/instructors attended a MCAEL meeting for the first time.
- Leveraged connections to course instructors including national and local teaching staff and experts from Montgomery College, University of Maryland, Literacy Council of Montgomery College, Anne Arundel Community College, AIR, and the Center for Applied Linguistics in order to conduct relevant, timely and quality professional development. **Instructor rating from workshops was 91% (Outstanding/Very Good).** Workshops scored an **overall 93%** rating for “I will use material from this training in the Adult ESOL classes I teach.”

6. Provide information to the community and students seeking ESL and information resources through an electronically available Provider Directory listing ESL Providers in Montgomery County and their services, available on MCAEL's website. This website must also contain MCAEL's grant Requests for Proposals (RFPs) and links to other adult ESOL resources, such as advocacy, training, and other professional development and capacity building resources.

- **Published revised searchable online version of Provider Directory**, listing local adult English literacy service providers and enabling searches by organization, level and location.
- Continued to update website. From July 1 – June 27, 2013, **6,150 unique individuals visited the website with 52% new and 48% returning.** The “directory”, “find a job/volunteer” and the “training & events” pages were the most visited. Followed up by the home page and grants page.
- **Served as a “hotline” for ESOL questions in the County.** Answered calls/emails from individuals interested in literacy services for themselves or acquaintances as well as calls from volunteers interested in the field of ESOL (avg. 1 per week). Additionally, continued to **connect individuals to services** through partnerships with the PTAs, employers, and other civic organizations.

7. Additional programs and support services offered through funding leveraged by MCAEL:

- **MCAEL printed 5,000 copies of the Provider Directory in the fall and distributed all of them by the start of 2013. MCAEL printed an additional 5,000 and distributed them** across the County through ESOL providers, other nonprofit organizations, businesses and MCAEL’s community list. (Total of 10,000 printed.) Print directories continue to assist individuals with finding initial classes and transitioning to other programs.
- Staff provided mentoring to the Gilchrist Center and assisted in developing a syllabus for the ESOL program, which incorporates real-life material from Montgomery County into the classes.

- Served as a consultant for organizations interested in starting new ESOL programs including HOC, Wheaton High School and George B. Thomas Learning Academy.
- MCAEL staff visited the Montgomery County Refugee Training Program at Montgomery College and at Christ Episcopal Church.
- **Provided funds for 7 instructors/program staff to attend local conferences** via the Dr. Deborah Bhattacharya Fund, (launched in memory of MCAEL's former Program Manager).
- Distributed **MCAEL's Teacher Toolkit**, which was released in FY11 through support from the County. MCAEL continues to work on developing a **Program Management Toolkit**.
- MCAEL continues to populate its **in-house library with ESOL books – books are donated by instructors/organizations and the publishers**. The library enables instructors and providers to access books and other multimedia materials that can be used in their classes. MCAEL is also working on building an online library for instructors and provider staff.
- **Expanded MCAEL's role as a communication hub by utilizing Facebook and Twitter** to disseminate information & connect community. Increased Facebook likes from 111 at the mid-year to 184 at the end of FY13; 128 posts that reached over 200 people per post on average. Increased Twitter followers from 110 at the mid-year to 164; over 300 tweets on MCAEL's profile page.

MCAEL's Impact on the Community and Literacy Activities

- Hosted "Leaders for Literacy: Transforming People, Families and Communities" in fall of 2012. The event was a fundraiser for MCAEL and also a process by which to build the fundraising capacity of the entire literacy community. Collaboration was key for this event, held November 2012. Approximately 15 stakeholder volunteers served on the Event Task Force. The goals of the event were: (1) to build the capacity of providers to fundraise; (2) to raise awareness and educate the broader community about English literacy and the needs, challenges and opportunities facing our community; and (3) to raise the sustainability of MCAEL, specifically. One of MCAEL's early champions and founders Thomas E. Perez gave a keynote address and a learner from the literacy council spoke too. Involvement and connection has grown. Three providers chose to participate actively in the event – inviting their own guests and working with MCAEL to do their own fundraising via the event- while many others (over 20) attended as well as community leaders, government officials, businesses and other non-profit partners. Through publicity for the event many people re-connected and/or connected for the first time to MCAEL and the need for English literacy in Montgomery County. 147 people registered for the event. Funds raised went to MCAEL operating, MCAEL grants and directly to some providers. A dedicated team of MCAEL staff, provider staff and instructors and community volunteers made the event happen. Additionally, because of the event being connected to the Benevon model, the Literacy Council of Montgomery County became aware of the model and adopted it.
- Continued to explore a number of grant and foundation opportunities. Submitted several grants for operating and program support and were awarded two: **the Morris and Gwendolyn Cafritz Foundation and the Community Foundation of Montgomery County**. Also, awarded gift through **Slavin Foundation**.
- As of FY13, **MCAEL has been leveraging funds through the Montgomery College Foundation (MCF)** (The DPS of MCAEL and a provider member attended Nonprofit Bootcamp through generosity of MCF; MCF also supported MCAEL via Leaders for Literacy), **corporate donors (Darcars, M and T Bank, and Adventist)** and an increasing base of individual donors.
- Held an annual fundraising campaign in December. 100% of the board donated to MCAEL in 2012.
- MCAEL participated in Do More 24 with the United Way and received over 30 gifts. MCAEL leveraged opportunity for publicity, matching gifts and bringing in new donors.

- Participated in wrapping for literacy at 3 Montgomery County **Barnes and Nobles** – recruited 48 volunteers and connected with 200+ community members (12/2012);
- MCAEL was one of the nonprofits highlighted through the **Bethesda Big Train Baseball Game**; MCAEL set up a table at the event/greeted the attendees (Povitch field seats 606 in grandstand), a board member announced MCAEL's participation & threw out the first pitch; 32 supporters attended.
- **Sent out press releases to 55 media contacts** and all constituents to promote the new Executive Director at MCAEL; the Leaders for Literacy Event and the FY14 grant awards.
- MCAEL transitioned two new staff members: the Executive Director and the Program/Administrative Assistant throughout FY13.
- Hired new Accountant (CFO and bookkeeper). Executive Director and Director of Programs and Services attended 2-day FIRM workshop, sponsored by Nonprofit Montgomery, as well as follow up sessions on creating dashboards, conducting audits etc.
- Continued to build a donor database: Salesforce for nonprofits.
- **Six new board members joined MCAEL throughout FY13:**
 - **Four new** board members per identification of needs and solidified committees.
 - Additionally, board determined to reserve **three seats on the MCAEL board for individuals working in provider programs** (providers will be recused during discussions of allocation of grant funding). Board, in collaboration with provider advisory group, created a process for nomination/selection and brought **on two additional new members at the end of FY13.**
- Staff and Board at MCAEL have been utilizing new evaluation tools to review MCAEL's work as the organization moves into the process of creating MCAEL's 2nd strategic plan.
- Executive Director in collaboration with MCAEL staff and board connected with several key people at the Montgomery County Government. Meetings conducted with County Council Education Committee (2 Presentations), County Council (Presentation at Public Hearing), and meetings with County Executive Leggett, Chuck Short, and several County Council members.
- Continued to leverage resources and expand partnerships with local, regional and national nonprofits and businesses including:

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| <ul style="list-style-type: none"> ○ BB & T Bank ○ Non Profit Village, ○ M&T Bank, ○ Montgomery Community Media (interviewed a class from CASA at State of the County), | <ul style="list-style-type: none"> ○ Hughes Network Systems, ○ Marriott Foundation, ○ FDA White Oak for United Way Campaign, ○ Washington Gas, ○ PEPCO ○ Rosetta Stone |
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MCAEL FY13 Adult English Literacy & Micro Literacy Grant Awards

Revised

PURPOSE

In partnership with Montgomery County Government, MCAEL offers grant resources to support adult English literacy programs. The objective of MCAEL's grants program is to increase the availability of adult English literacy services offered to diverse populations, and to improve the quality of those services. MCAEL thanks the Montgomery County Government for supporting literacy.

For FY2013, funding was made available to support Adult English Literacy Programs in Montgomery County in order to increase the availability of adult ESOL and literacy services that support identified community needs and diverse populations while also supporting the improvement of quality of services. In addition, MCAEL offered Micro Literacy Access Grants to support a class or conversation club in order to: (1) access and leverage new partnerships and new resources; (2) create access to English classes for underserved populations; and (3) develop access points to link individuals to the larger ESOL system that exists in Montgomery County. Eligible organizations must be or partner with a non-profit, 501(c) (3) or have a similar designation from the U.S. Internal Revenue Service organization.

CASA de Maryland, Inc. - Evening ESOL Program

To support an evening ESOL program focused on improving participants' listening, speaking, reading, and writing skills, so the learners may become more financially independent, increase their employability, better integrate into American society, and achieve their personal goals

\$131,900

CASA de Maryland, Inc. - Welcome Center/Workforce ESOL Program

To support the operation of drop-in English classes at the Welcome Centers in Wheaton, Shady Grove and Silver Spring, so adult learners can learn English and improve their employment prospects and increase their earnings

\$22,000

Community Ministries of Rockville - Latino Outreach Program - ESOL Component

To support a family based ESOL and literacy program for adult non-English speaking low-income residents of Rockville and Montgomery County with the goal of helping immigrants assimilate into American culture and improve the quality of their lives

\$68,101

IMPACT Silver Spring – Adult ESL Empowerment Program

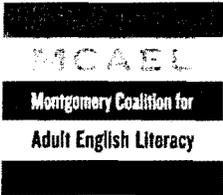
To support access to English literacy classes focused on empowering diverse low-income individuals and families of immigrant background while creating sustainable place-based support networks in order to improve their quality of life

\$9,480

Korean-American Senior Citizens Association, Inc. - Korean Senior ESOL Program

To assist Korean seniors with learning to read, listen, speak, write and understand basic English, so learners can gain confidence & communicate in English in the community

\$9,480



MCAEL FY13 Adult English Literacy & Micro Literacy Grant Awards

Revised

Literacy Council of Montgomery County, Maryland, Inc. - ESL Class Program

To support ESL classes offered throughout the county for adults who live or work in Montgomery County, so that language learners have the opportunity to improve their skills (reading, writing, speaking and listening) and then get/retain jobs, secure better jobs, assist their children's education, become educated consumers, become more active members of their community, and improve overall quality of their lives
\$60,867

Literacy Council of Montgomery County, Maryland, Inc. – Family Literacy

To support a family literacy class that supports parents of children at Montgomery County elementary partner schools by teaching basic fundamental life-skills English.
\$1,500

Mental Health Association (MHA) - Families Foremost – Adult English Literacy Classes

To support ESOL classes for low-income parents with small children (birth-4) to enable parents to learn English, complete their educational goals and strengthen parent-child bonds, so the parents can become more self-sufficient and better support their children
\$22,500

Montgomery County Muslim Foundation - ESOL Program (Micro Literacy Access Grant)

To support an ESOL program that enables seniors and women, Muslim and non-Muslim, to learn English and gain enough US cultural knowledge and confidence so that they can transition to mainstream county services and live more self-sufficiently and independently
\$3,150

Montgomery County Education Foundation/Montgomery County Public Schools Foundation – Linkages to Learning Adult English Literacy Program

To support an ESOL program, offered during school hours at local schools, for parents in order to improve the well-being of children and their families by assisting families to learn English so they can increase their support of their children's academic success
\$59,100

TIMELINE: FY13 GRANT PROCESS

| | |
|---------------------------|--|
| February 22 nd | MCAEL issues RFP |
| March 2 nd | MCAEL grant preparation workshop |
| March | Optional staff reviews available |
| April 8 th | Final submissions due |
| May/June | Panel convenes: Reviews grants and Makes recommendations |
| June | MCAEL Board makes final approval |
| June 11 th | Final decisions announced to grantees; staff available for debriefings |

OUTREACH

MCAEL conducted targeted outreach to ensure a wide circulation to all Montgomery County adult literacy and ESOL providers, through MCAEL's provider list and local non-profit and government networks.

TOTAL REQUESTS RECEIVED

16 organizations, 19 programs and over \$600,000 in requests

TOTAL AWARDS

\$525,000 in grants awarded to support
13 organizations and 16 programs

Rockville Seniors, Inc. - Rockville Senior Center English Program

To support an English program developed to help immigrants over age 60 learn practical speaking, listening, reading, and writing English skills that will enable learners to function more independently in the community

\$19,564

Seneca Creek Community Church – Seneca Creek ESOL Conversation Classes

(Micro Literacy Access Grant)

To support English conversation classes dedicated to improving English literacy and language proficiency as part of the Seneca Creek Community Church community outreach efforts in the Gaithersburg area

\$3,700

Spanish Catholic Center, Inc. - English for Speakers of Other Languages (ESOL) Program and Family Literacy Component

To support an ESOL program with a family literacy component, located in Gaithersburg and Germantown, focused on increasing the language and literacy skills for low-income, limited English proficient members of the growing immigrant and Hispanic communities in Montgomery County

\$70,000

Workforce Solutions Group of Montgomery County, Inc. – English for Employment

To implement an ESOL program that provides English language instruction focusing on employment vocabulary, job searches and resume-building in order to support to Montgomery County language learners in finding employment opportunities and applying to jobs

\$24,408

Workforce Solutions Group of Montgomery County, Inc. - Workplace English for Hospitality

To support an ESL program targeting intermediate level English jobseekers who wish to pursue career opportunities and/or advance in the hotel and lodging industry and want to further develop their English-speaking/comprehension skills in order to find a job or get a better job

\$19,050

YMCA – Nob Hill English Class

To support beginning ESOL classes at Nob Hill Apartments Community Center.

\$200

MCAEL FY13 Grantee
TESOL Binder: Table of Contents

| | |
|---|-------------------|
| Grantee Retreat | Section 1 |
| Worksheets from retreat..... | |
| Program Structure and Administration..... | Section 2 |
| MCAEL Program Guide: How to start a Program..... | |
| What makes a good ESOL program | |
| Group Worksheet for Creating the Mission | |
| Curriculum and Instructional Materials..... | Section 3 |
| Selecting Appropriate and Effective Materials..... | |
| Types of Textbooks | |
| Textbook/Materials Evaluation Checklist | |
| Instruction | Section 4 |
| List of Instructor Trainings | |
| See Instructor Toolkit | |
| Learner Recruitment, Intake, and Orientation | Section 5 |
| SABES Orientation/Persistence Strategies | |
| Learner Retention and Transition | Section 7 |
| World Education: Drivers of Persistence Report..... | |
| Learner Persistence Program Self-Assessment by Driver | |
| Individual Education Plan | |
| Assessment and Learner Gains | Section 8 |
| Glossary: Adult ESOL Assessment | |
| Adult ESOL Assessments Summary | |
| Employment Conditions and Staffing | Section 9 |
| Job Descriptions..... | |
| Professional Development and Staff Evaluation | Section 1B |
| CAELA: Observing Instructors | |
| CAELA: Supporting and Supervising Instructors | |
| Peer Observation Form | |
| Sample Evaluation Forms | |
| Support Services | Section 2B |

FY13 Community Grant Outcomes Report

| | |
|------------------------------|---|
| Organization Name | Montgomery Coalition for Adult English Literacy |
| Program/Project Name | Capacity Building Project |
| Program/Project Contact Name | Kathy Stevens, Executive Director |
| Phone number | 301-881-1136 |
| Email Address | execdir@mcael.org |
| Organization Address | 12320 Parklawn Drive, Rockville MD 20852 |
| MCG Administering Department | Montgomery County Public Libraries |
| Community Grant Amount | \$716,058 |
| Project Start Date | 7/1/2012 |

OUTCOMES/RESULTS ACHIEVED HIGHLIGHTS

MCAEL promotes English literacy, leverages private & public monies for Adult English as a Second Language services, and assists ESOL providers in building capacity. These efforts contribute to the broader outcome of *Vital Living for All of Our Residents*, by ensuring that adults in Montgomery County have ready access to high-quality ESOL services. For FY13, MCAEL achieved the following outcomes:

1) Increased/Maintained the availability of adult ESOL services for County residents and workers

MCAEL awarded \$525,000 in County grants to support Adult ESOL programs and capacity building: 13 organizations and 16 programs – 4 are pilot micro grants for smaller/emerging programs. **Approximately 1,500 learners were enrolled in the programs funded by MCAEL in the fall and 1,550 in the spring.** Thousands of additional learners were supported in non-funded programs through the larger coalition network and supported by MCAEL's services including trainings and technical assistance.

2) Strengthened the capacity of adult English literacy service providers to deliver high quality, effective programs that meet the needs of learners.

MCAEL offers the grantees and all provider staff and instructors professional development based on national TESOL (Teachers of English to Speakers of Other Languages) Program Standards as well as nonprofit management best practices. This is done through a series of meetings and workshops, individual technical assistance, and print/online resources. Through this work, MCAEL assists the programs in achieving their objectives and improving the quality of the programs.

Hosted 7 daytime meetings/workshops and 6 evening/weekend meetings/workshops (open to all program staff & instructors) in order to help instructors and providers network, collaborate and share resources and best practices. MCAEL provided a total of 62 hours of comprehensive professional development (facilitated space for all provider staff and instructors to learn from one another and experts in the field) and offered 156 provider seats and 175 instructor seats. Worked on how to transition learners and show indicators/outcomes for learners in classes. **MCAEL served/connected 170 unique individuals within 49 organizations.** Provider mtgs/workshops scored 91% for "This meeting helped me to gain new information", 90% for "this meeting helped me to network with colleagues" and 92.5% for "the workshop was helpful to me & a good use of my time". Instructor ratings: 91% (Outstanding/Very Good). Workshops scored: 93% rating for "I will use material from this training in the Adult ESOL classes I teach."

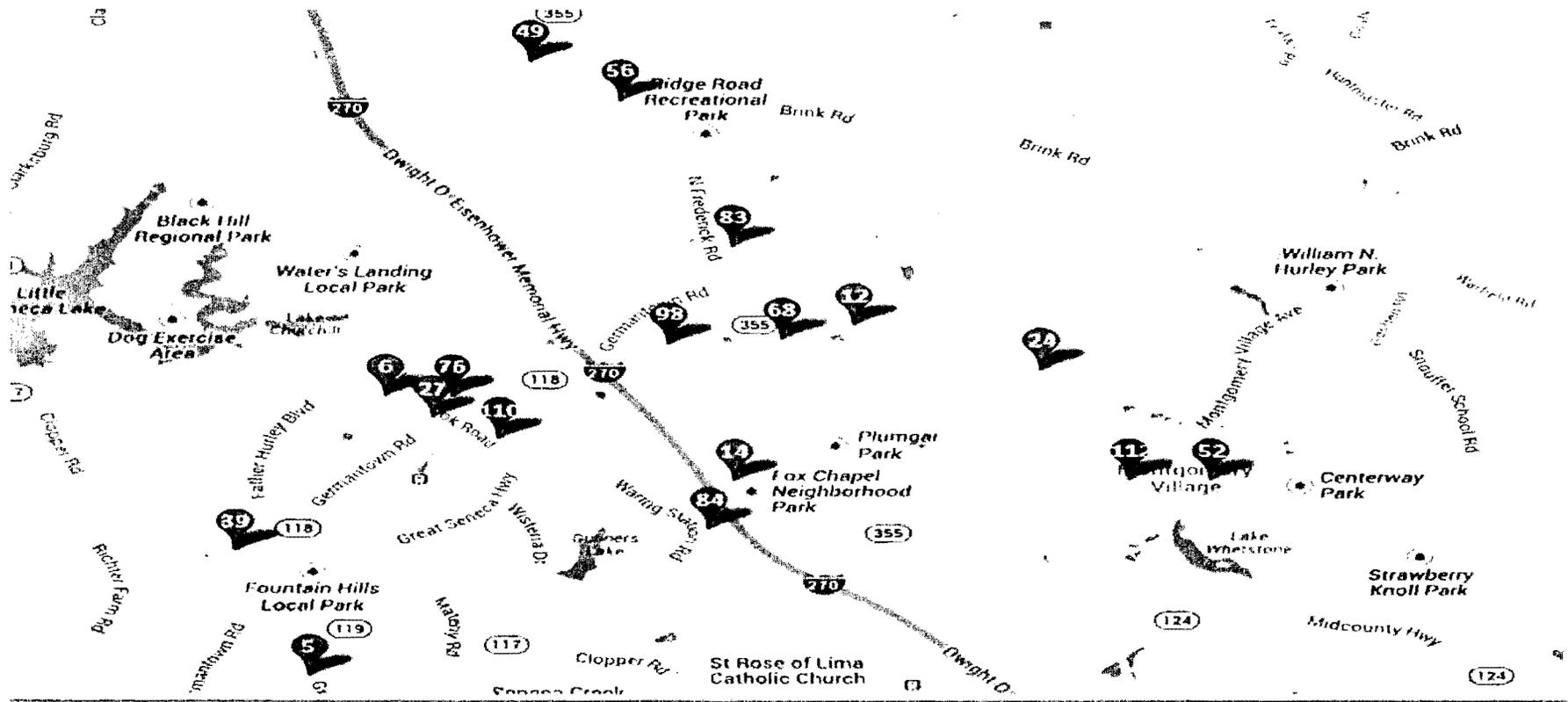
Served as a communication and knowledge hub for literacy in Montgomery County, and circulated **85 electronic announcements** (July-June) to approximately **300+ provider staff and 500+ instructors** on resources and opportunities. Topics included information on trainings/conferences; MCAEL and other community meetings; awards; additional funding opportunities; local and national membership organizations; research/ESOL best practices; online teaching tools; and information on current issues. Also, communicated with an **additional 1,000 general community members via e-list. Continued building social media presence: Facebook - 111 to 184 followers and Twitter - 110 to 164 followers.**

3) Increased public awareness, and served as a community knowledge resource on adult ESOL.

Hosted website with searchable ESOL directory. Shared over 80+ news, jobs and data postings to the website (July-June). **6,150 unique individuals visited the website with 52% new and 48% returning.** Published revised Provider Directory of over 70+ programs, which provides the county's only comprehensive listing of adult English literacy programs.

Hosted Leaders for Literacy Event (147 registered) that built public awareness of ESOL in Mont. County and served as a fundraiser for MCAEL and providers. Promoted literacy through press releases to media outlets, through a partnership with Barnes & Noble and continued building partnerships.

FY 14 Germantown MCAEL ESOL Class Locations*

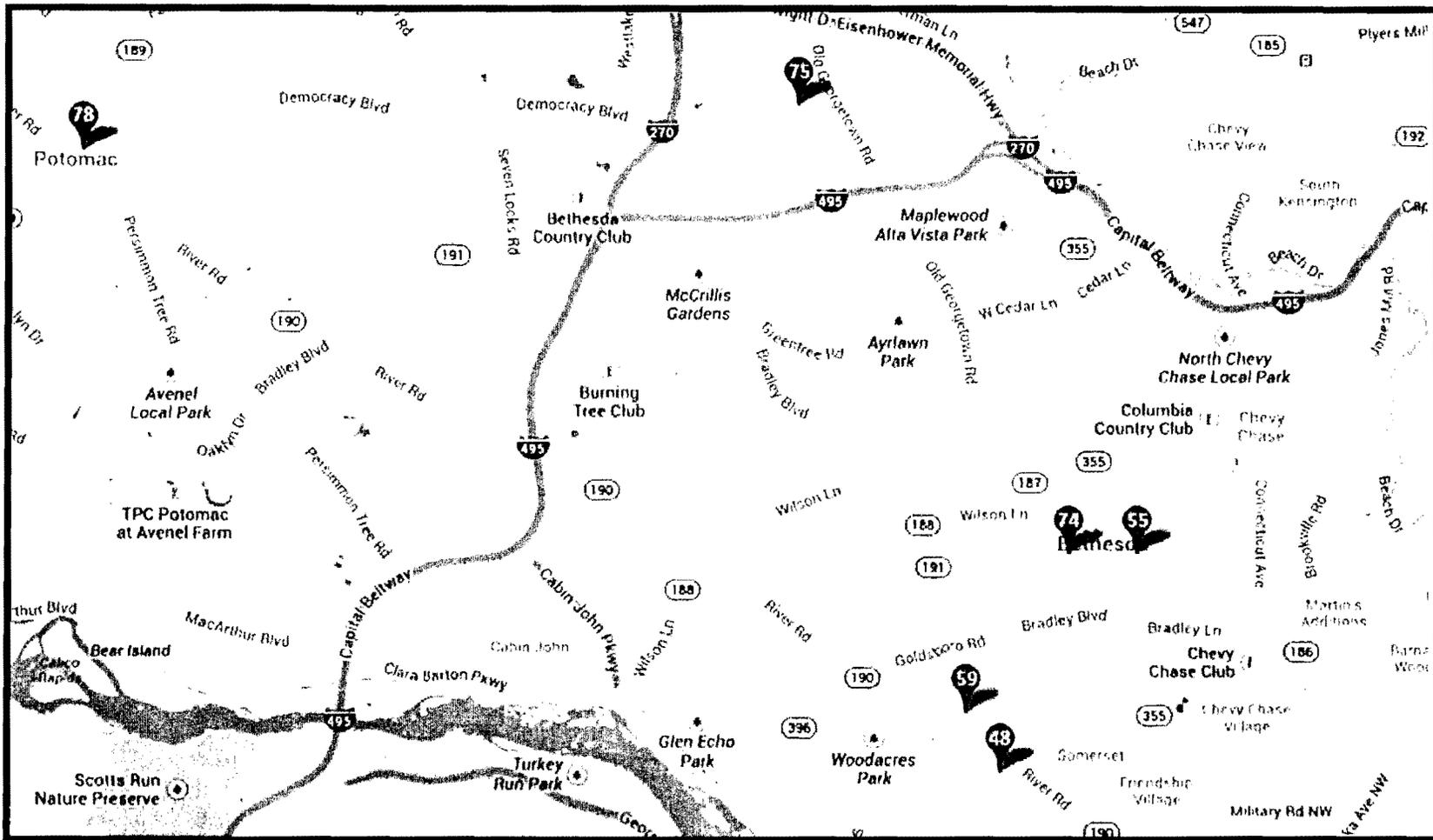


* Red= funded through MCAEL Blue= not funded through MCAEL

- | | |
|---|--|
| <ul style="list-style-type: none"> 5. LCMC: Northwest HS 6. LCMC: Upcounty Regional Services Center 12. LCMC Family Literacy: Daly ES 14. Linkages: Fox Chapel ES 24. Linkages: Watkins Mill HS 27. Workforce Solutions: Upcounty Regional 39. CCACC: Germantown Community Center 49. Cedarbrook Community Church English 52. Christ the Servant Lutheran Church | <ul style="list-style-type: none"> 56. Greenridge Baptist Church 68. LCMC- EFDL: Captain James Daly ES 76. MCPL Conversation Club: Germantown Library 83. Neelsville Presbyterian Church 84. New Covenant Fellowship Church 98. Mont. College AELP: Germantown Campus 110. Mont. College AELG: Seneca Valley HS 112. Mont. College AELG: Montgomery Village MS |
|---|--|



FY 14 Bethesda MCAEL ESOL Class Locations*

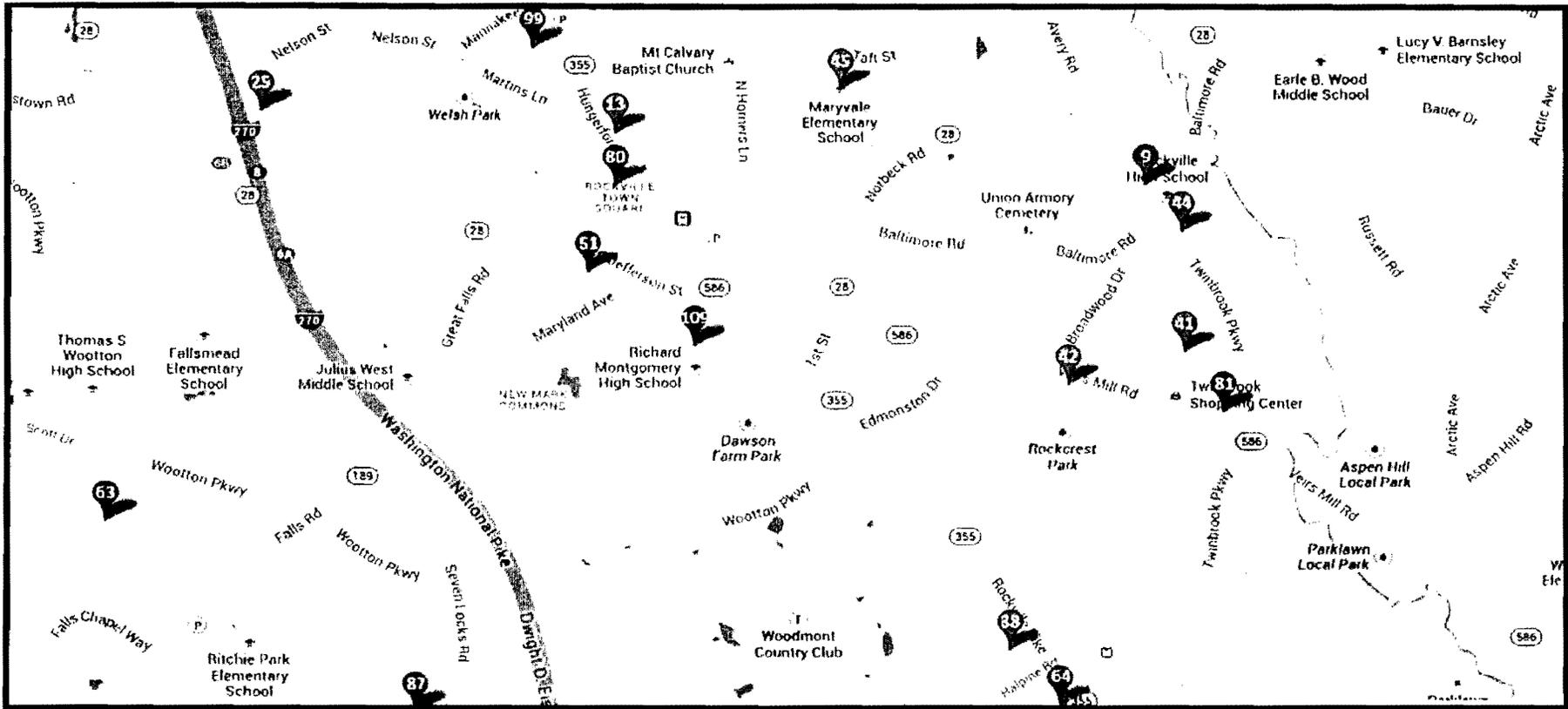


* Red= funded through MCAEL Blue= not funded through MCAEL

- 48. Briggs Center for Faith and Action
- 55. English Now
- 59. Fourth Presbyterian Church

- 74. MCPL Conversation Club: Bethesda Library
- 75. MCPL Conversation Club: Davis Library
- 78. MCPL Conversation Club: Potomac Library

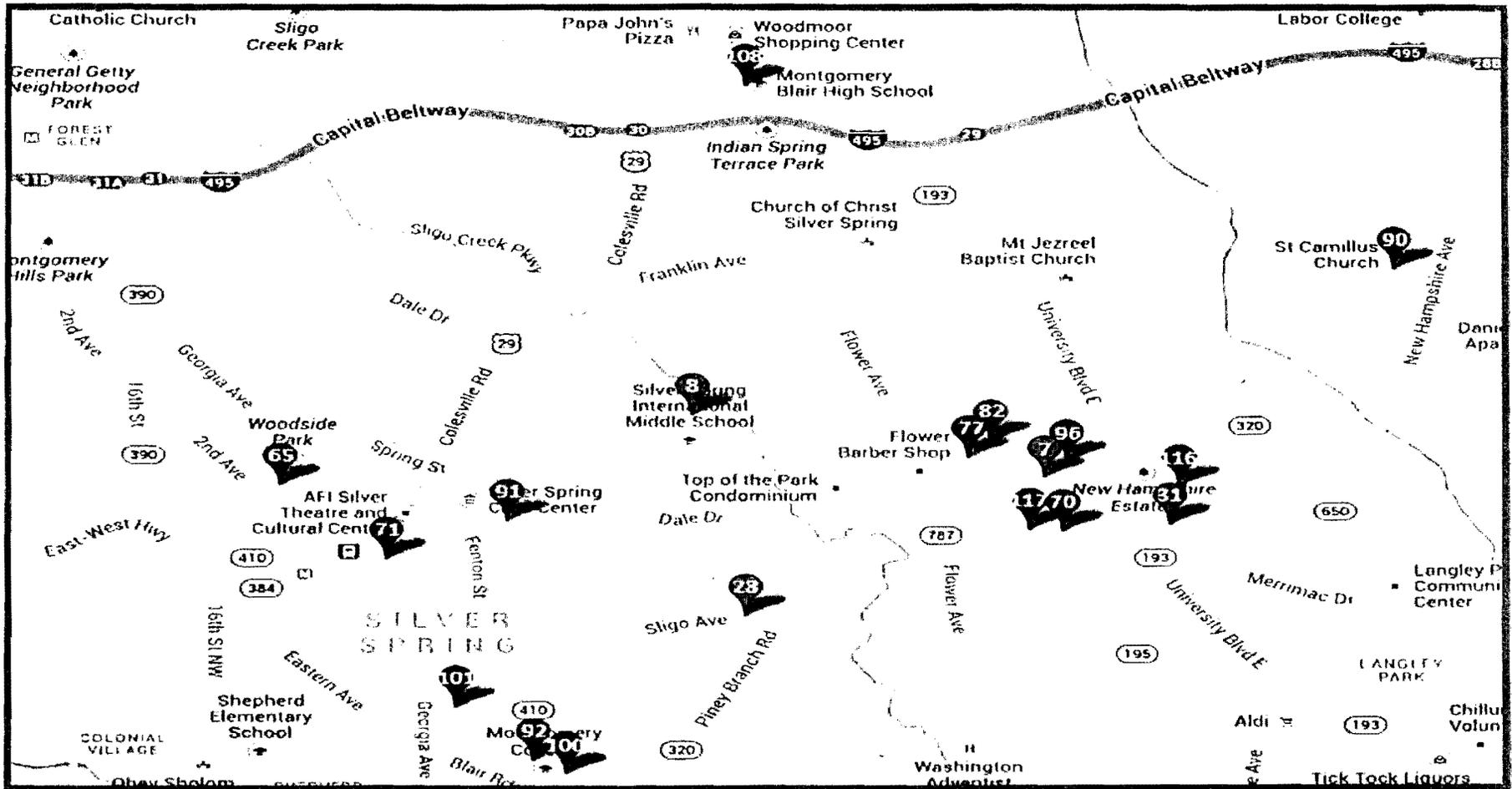
FY 14 Rockville MCAEL ESOL Class Locations*



* Red= funded through MCAEL Blue= not funded through MCAEL

- | | |
|--|---|
| 9. LCMC: Rockville HS | 51. Christ Episcopal Church |
| 13. Families Foremost Center | 63. Japanese Christian Community Center of Washington |
| 25. Rockville Senior Center | 64. Jewish Community Center of Greater Washington |
| 38. CCACC: Bethany House | 80. MCPL Conversation Club: Rockville Library |
| 41. Community Ministries: Rockville United Church | 81. MCPL Conversation Club: Twinbrook Library |
| 42. Community Ministries: Living Faith Lutheran Church | 87. Seven Locks Baptist Church |
| 44. Community Ministries: Meadow Hall ES | 99. Mont. College AELP: Rockville Campus |
| 45. Community Ministries: Maryvale ES | 109. Mont. College AELG: Richard Montgomery HS |

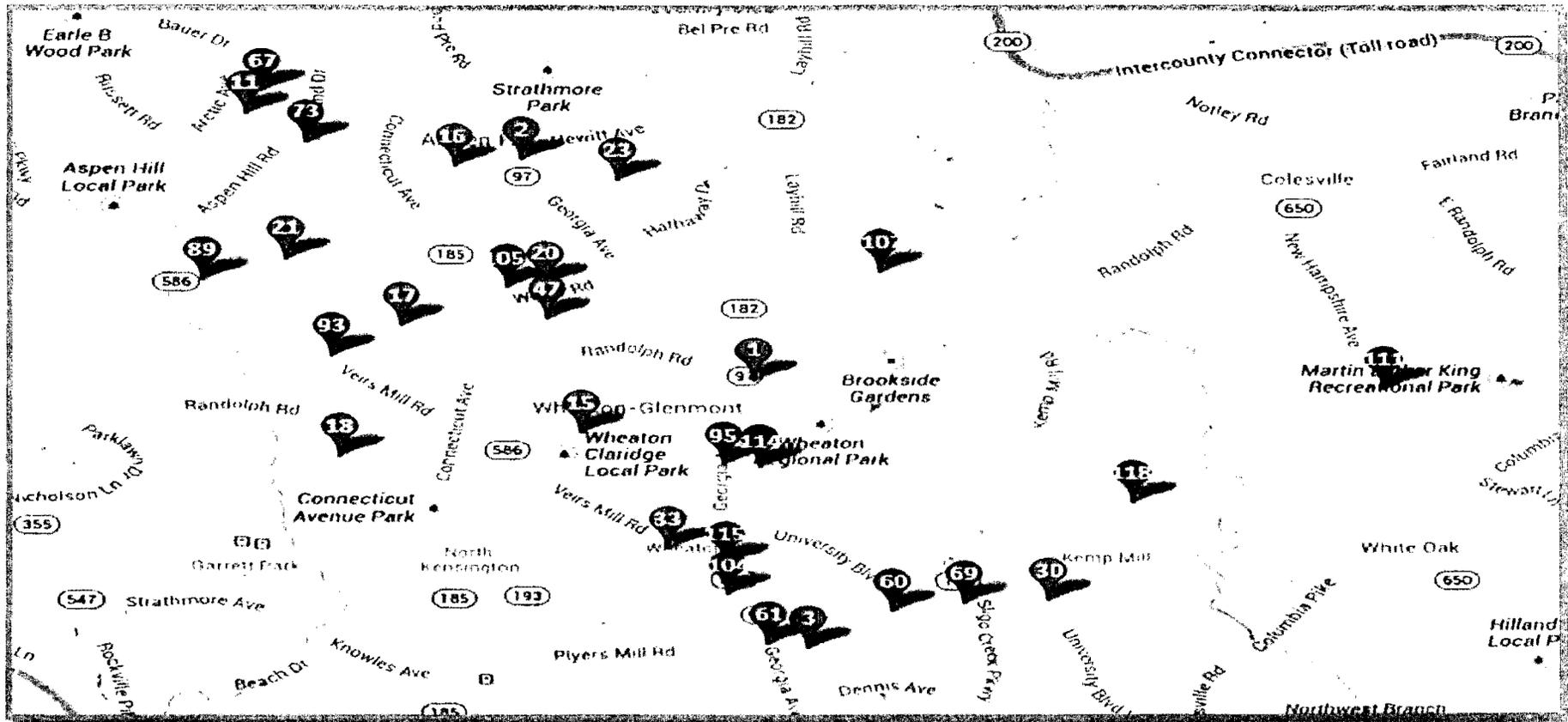
FY 14 Silver Spring MCAEL ESOL Class Locations*



* Red= funded through MCAEL Blue= not funded through MCAEL

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|--|--|
| <ul style="list-style-type: none"> 7. LCMC: Long Branch Center 8. LCMC: Silver Spring International MS 28. Adventist Community Services of Greater Washington 31. CASA Workers: Silver Spring Welcome Center 65. Lado International Institute 70. LCMC- EDFL: Rolling Terrace ES 71. MedTech 77. MCPL Conversation Club: Long Branch 82. MCPL Language Lab: Long Branch Library | <ul style="list-style-type: none"> 90. St. Camillus Catholic Church: St. Francis International School 91. St. Michael's Church School 92. Thomas Shortman Training Fund 96. CASSA: Long Branch 100. Mont. College AELP: Takoma Park 101. Mont. County Refugee Training Program, Mont. College: Takoma 108. Mont. College AELG: Montgomery Blair HS 116. Linkages: New Hampshire Estate ES 117. Linkages: Rolling Terrace ES |
|--|--|

FY 14 Midcounty MCAEL ESOL Class Locations*



* Red= funded through MCAEL Blue= not funded through MCAEL

- | | | |
|--|---|--|
| <p>1. Impact: Catholic Charities Family Service Center</p> <p>2. KASCA: Global Missions Church</p> <p>3. LCMC: Church of Atonement Wheaton</p> <p>11. LCMC: Family Literacy- Brookhaven ES</p> <p>15. Linkages: Highland ES</p> <p>16. Linkages: Harmony Hills ES</p> <p>17. Linkages: Sargent Shriver ES</p> <p>18. Linkages: Viers Mill ES</p> <p>20. Linkages: Weller Road ES</p> <p>21. Linkages: Wheaton Woods ES</p> | <p>23. Linkages: Georgian Forest ES</p> <p>30. CASA Evening ESOL: Northwood HS</p> <p>33. CASA Workers: Wheaton Welcome Center</p> <p>47. CASA ESOL & Comp. Literacy: Wheaton HS</p> <p>60. Glen Haven ES</p> <p>61. Hughes United Methodist Church</p> <p>67. LCMC- EFDL: Brookhaven ES</p> <p>69. LCMC- EFDL: Glen Haven ES</p> <p>73. MCPL Conversation Club: Aspen Hill Library</p> <p>89. Shrine of St. Jude</p> | <p>93. Viers Mill Baptist Church</p> <p>95. CASSA: Wheaton Community Center</p> <p>104. Mont. College AELG: Westfield South</p> <p>105. Mont. College AELG: Loiederman MS</p> <p>107. Mont. College AELG: JFK HS</p> <p>111. Mont. College AELG: White Oak MS</p> <p>114. Gilchrist Center: Wheaton Library</p> <p>115. Gilchrist Center: Mid-County Regional</p> <p>118. Linkages: Kemp Mill ES</p> |
|--|---|--|

MCAEL: Montgomery Coalition for Adult English Literacy

English literacy improves our economy/helps
today's workers get the skills they need

MCAEL Data book

Every \$1 invested in adult education yields a return of \$3.15
to Maryland economy in increased earnings within 18 months.
(U.S. Dept. of Commerce)

English literacy
helps parents
be their child's
first, most
important
teacher which
strengthens
schools

2013

English literacy helps immigrants become a more integral part
of the economy and increases their participation

Investing in
English literacy
reduces crime
and poverty



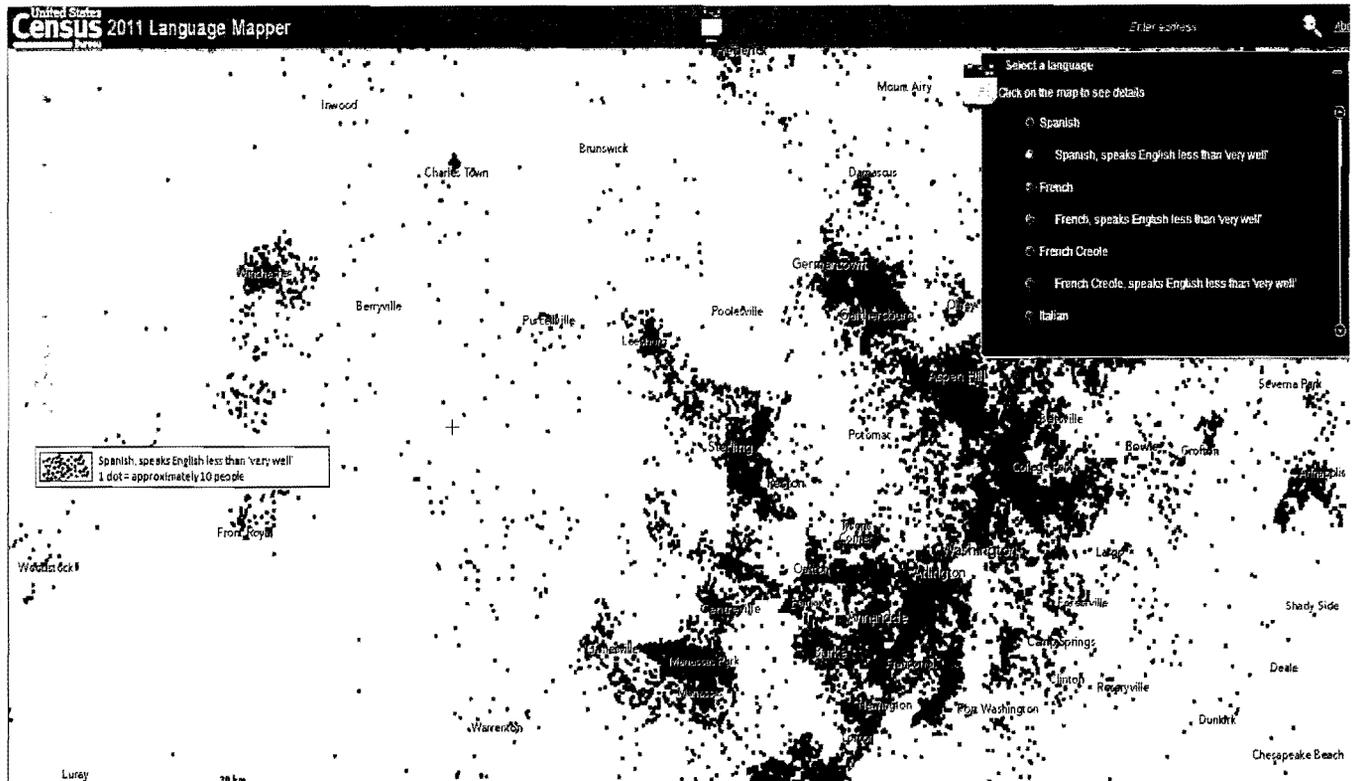
Montgomery Coalition for Adult English Literacy 2013 "Building a 21st Century Montgomery Through Literacy"

The Need:

Approximately 150,000 Limited English Proficient (LEP) Adults. (Census, 2010)

22,929 Elementary & Secondary ESOL students. It is likely that at least one of the parents is Limited English Proficient. (MCPS, 2013)

In fall 2013, hundreds have already been turned away from English classes in the MCAEL provider network because of a lack of seats.



Adult English Language Learner Story

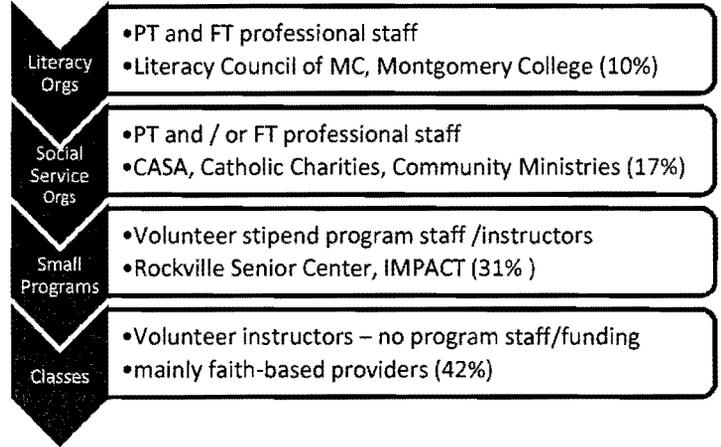
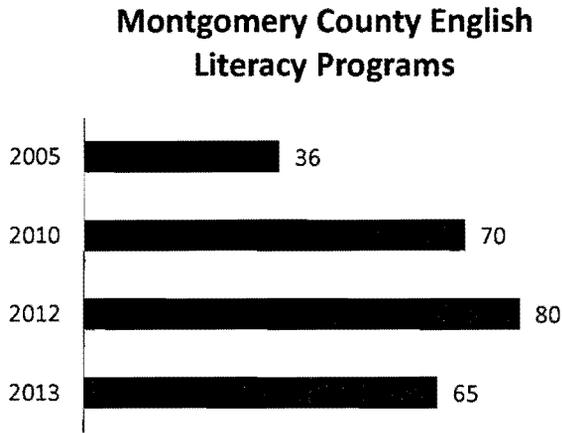
"When Olga first registered for the weekly English learning circle, she have extremely limited English conversation skills, she was shy and afraid to talk in English. She wanted to learn how to better communicate with her co-workers, ask for help when she needed it and ask clarification questions at work. Through her participation in the weekly English class, she has been able to ask and practice phrases that enabled her to ask for help at work and understand directional questions, and better respond to requests. She reported in class that her co-workers have told her that her English had improved and as a result her relationship with her co-workers has greatly improved."



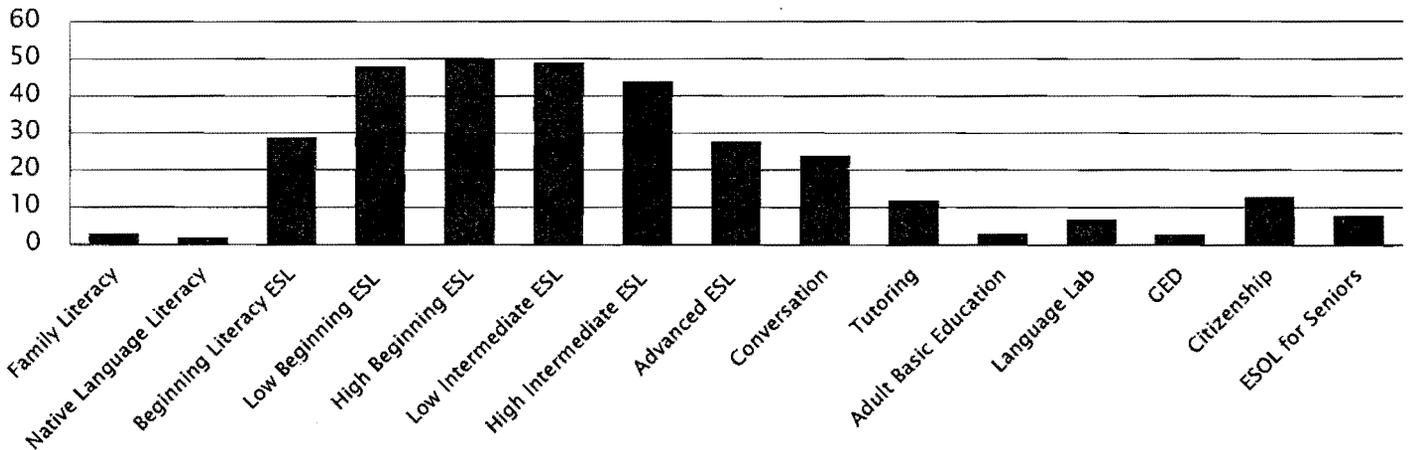
Montgomery Coalition for Adult English Literacy 2013

"Building a 21st Century Montgomery Through Literacy"

Diversity of MCAEL Coalition:

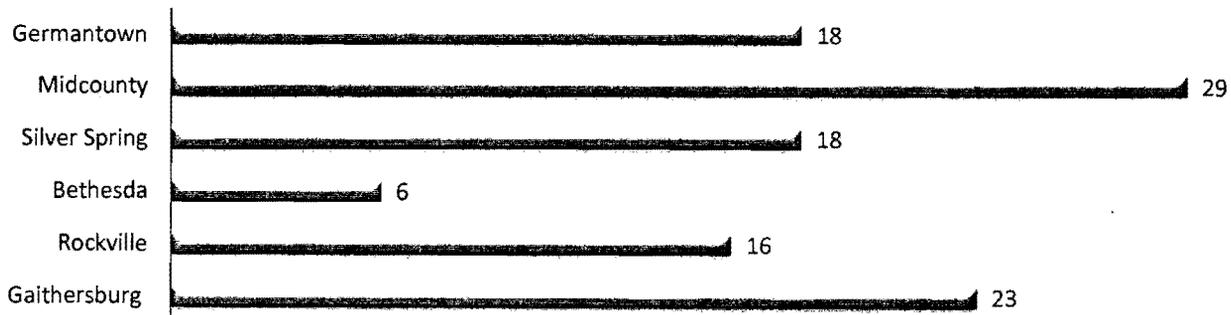


Provider Directory: Types of Classes (Fall 2013)



English Sites across Montgomery County (Fall 2013)

(113 Locations)





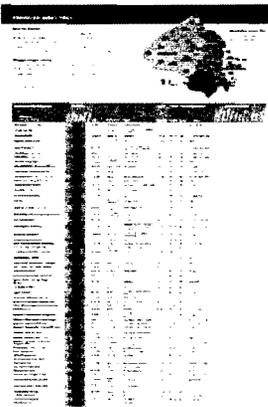
Montgomery Coalition for Adult English Literacy 2013 "Building a 21st Century Montgomery Through Literacy"

Success: Leveraging Funds

Montgomery County invests in English: **\$525,000**
Other funding leveraged: \$1,050,757
 In-kind donations leveraged: \$458,208

MCAEL leveraged **additional resources totaling \$73,301 & \$43,541 of in-kind**

Success: Public Engagement – MCAEL



10,000 Provider Directories printed & distributed.

6,150 unique visits to website.

"(MCAEL's Provider Directory) is an extremely helpful visual for our clients who cannot attend the English classes we're able to provide, especially because many of them do not have easy access to computers."

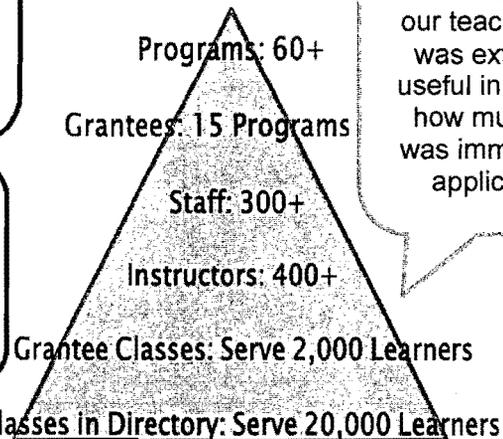
Sent 85 announcements related to literacy to 300 staff, 500 instructors & 1,000 community members.

Success: Capacity Building - MCAEL

22% of programs receive funding administered by MCAEL (15 of 65 programs)

100% of grantees participated in TESOL Standards/Outcomes project and are working toward improving the quality of the programs.

170 instructors & staff from 49 programs attended MCAEL workshops & networking meetings. **92%** rating for being good use of time/helped me gain information.



"I forwarded (MCAEL's Instructor Newsletter) to our teachers... it was extremely useful in terms of how much of it was immediately applicable!"

"I want to reiterate my thanks for the wonderful workshop of "Less teaching more learning ". It was great and a new experience for me to take a workshop of 14 hours in 2 days. I believe I have learned a lot through the workshop and I will be looking for new experiences in the future at MCAEL."



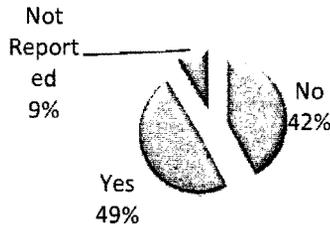
Montgomery Coalition for Adult English Literacy 2013 "Building a 21st Century Montgomery Through Literacy"

Who are the Adult English language learners? (Spring 2013)

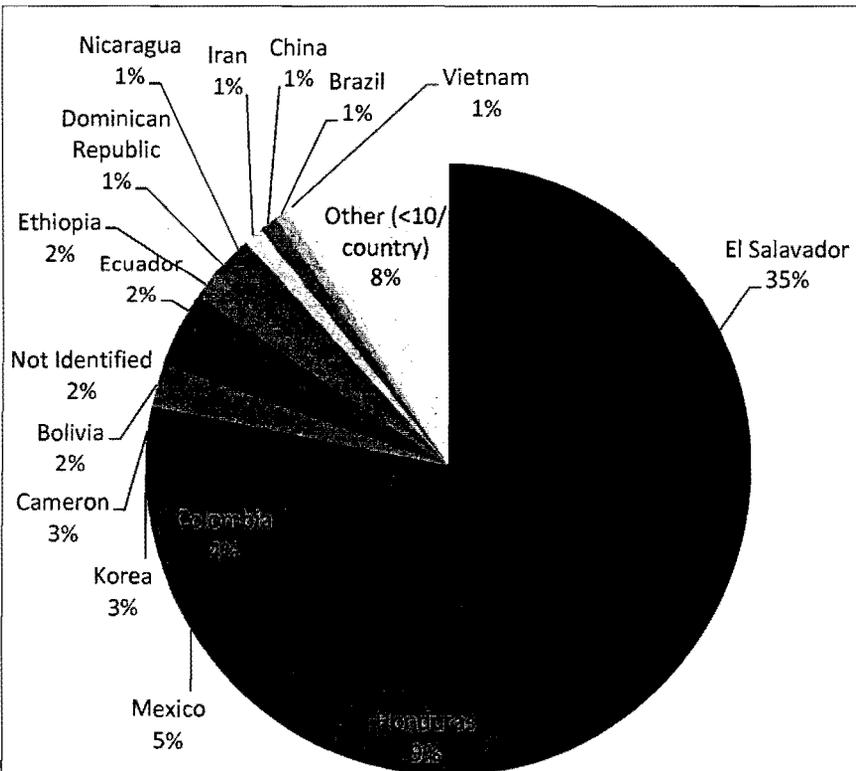
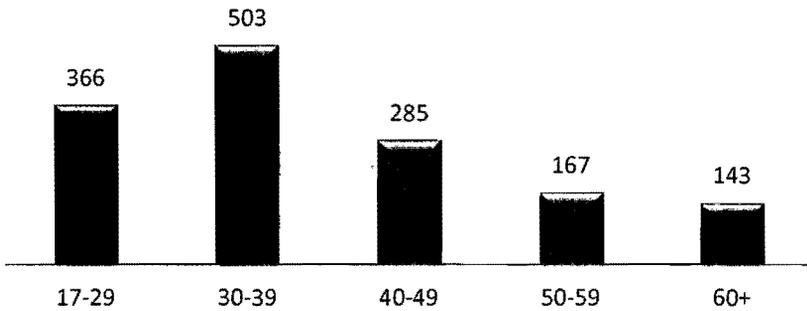
Gender
1,571 Learners



Primary Care Giver
1,580 Learners



Age
1,464 Learners



Top Countries of Origin

Adult English Language Learner Story

"Sonia came from Peru in 2006 and was hired as a dishwasher in Panera Bread. She started with the program in March of 2011 and was placed in an Intermediate level English class held four times a week. Soon after starting to take the course, she improved her English skills and was promoted to a cashier position. A year ago, she was promoted in Panera Bread to become an employee bilingual trainer, and now trains new staff who come on board.

She expressed the significant changes in her life as she obtained a wage increase due to her improved English language skills. Sonia works independently with the Panera staff and leads all trainings. She feels more confident in communicating with her supervisor. While in the program, Sonia was part of the Family Literacy Program. The communication in the family was improved and she felt more comfortable on helping her kids with their homework. She was also part of the Career Development Program and attended vocational workshops, such as Financial Literacy, in order to improve her skills in her job. We are proud to share that Sonia has completed all the levels in our ESOL program and will graduate in July 2013."

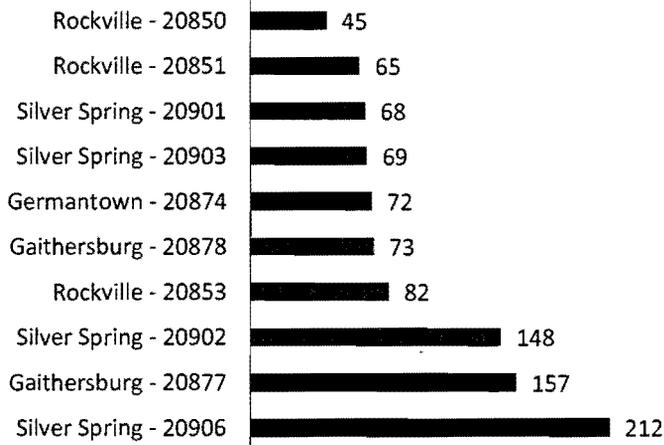


Montgomery Coalition for Adult English Literacy 2013

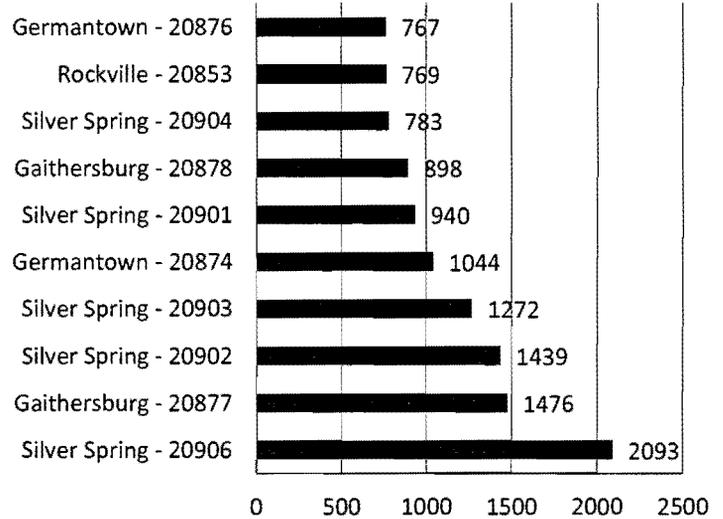
"Building a 21st Century Montgomery Through Literacy"

Where are English language learners in Montgomery County?

Most Common Zip Codes for Learners
in Adult English Programs* (Spring 2013)



MCPSTop Ten Zip Codes for LEP
(2012-13 School Year)



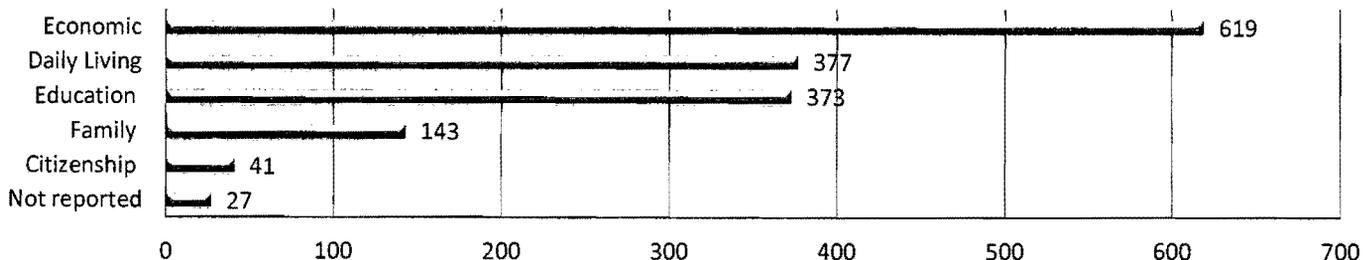
*Lines in Red are High-Need Zip Codes according to Health and Human Services.

Adult English Language Learner Story:

"Shyamala is from India and is a mother of three college-age children. She came to our program to improve her reading, writing and speaking skills in English, so she could get a job. For years, she was a homemaker while her children were attending school and college. Just as her youngest son finished High School and passed his citizenship test, **her husband lost his job. In just a few weeks, she was able to get a job and support her family using her newly developed English skills.** Her husband continues to look for his next employment opportunity."

Why are learners taking English classes?

Learner Goals
1,580 Learners





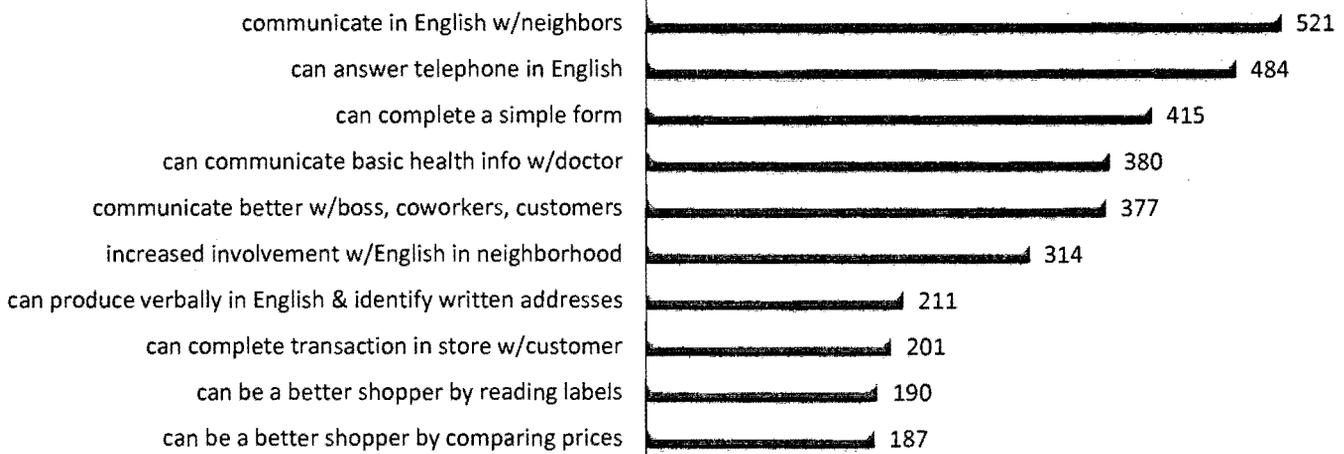
Montgomery Coalition for Adult English Literacy 2013

"Building a 21st Century Montgomery Through Literacy"

What can Adult Learners now do in English?

Indicators of Success

(Top 10 for Spring 2013)

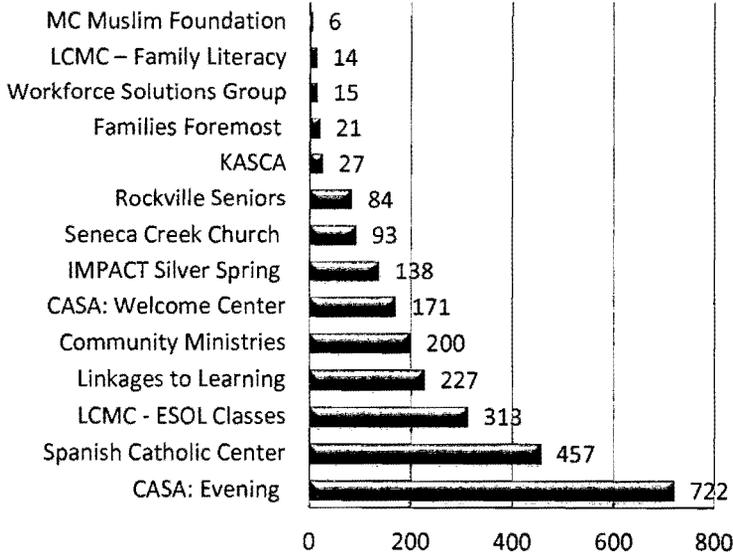


Grantee Program Outcomes (Spring 2013):

2,488 learners were enrolled in the FY13 Winter/Spring sessions.

93,901 hours were attended by Adult English Language learners in the Spring/Winter of FY13.

Enrollment Spring 2013



Total Hours Attended Spring 2013

