MCAEL PROGRAM ACTIVITIES AND ACCOMPLISHMENTS

Throughout FY18, 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 60 ESOL programs/sent emails to 150+ provider staff. Collected information through 26+ data points (e.g. name, location, time/day of classes, and #of volunteers).
- 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 50+ events around Montgomery County and Greater DC area. The following is a select list.

• Bethesda Chevy Chase Chamber of Commerce – (Events & Economic Development Committee Meetings) • Committee for Montgomery Legislative Breakfast & monthly meetings • Community Foundation Funders Roundtables • Gaithersburg Coalition Provider Meetings • Nonprofit Montgomery Events	• Interfaith Works Events • Leadership Montgomery events • Montgomery County Public Schools Prekindergarten/Head Start Programs Annual Community Providers' Collaboration Forum and Parent Outreach Open House • Montgomery County Chamber of Commerce Events • Montgomery Moving Forward Steering Committee Meetings /Convenings/Learning Gatherings • Worksource Montgomery Meetings • Montgomery College events and convenings

- Met with and continue to partner and participate with other nonprofit organizations and government locally, regionally and nationally including, but not limited to:

• College Tracks Montgomery County • Ethiopian Community Development Council • Gilchrist Center/Office of Community Partnerships • Identity • Interfaith Works • Literacy Coalition of Central Texas • Lutheran Social Services • MAACCE (Maryland Association for Adult Community and Continuing Education) • Manna Food Center	• Montgomery College Foundation • Montgomery County Health and Human Services • Montgomery County Public Libraries • Montgomery County Public Schools • NCL (The National Coalition for Literacy) • Nonprofit Montgomery • Nonprofit Village • Pre-Release Center Montgomery County Department of Corrections and Rehabilitation • ProLiteracy • Maryland TESOL

• Montgomery College • County Stat	• WATESOL (Washington, D.C. Area Teaching English to Speakers of Other Languages Association) • TESOL (international) • Worksource Montgomery

MCAEL in the Community

Coalition Building
- Executive Director serves on Leadership Committee for Montgomery Moving Forward
- Executive Director serves on the Committee for Montgomery Board and in the Secretary position on the executive committee
- Executive Director serves on Montgomery College President's Community Advisory Board
- Executive Director serves on the Board of Nonprofit Montgomery and is Chair for 2018 - 2019
- MCAEL attends and participates in provider program graduations and other events as requested
- MCAEL attends and participates in Gaithersburg Provider meetings
- MCAEL ESOL Program Coordinator & Instructional Specialist serves as Maryland TESOL President as of FY18
- MCAEL ESOL Program Coordinator & Instructional Specialist serves on the Academic Advisory Board of the Washington English Center

Outreach
- Coordinated Adult Education and Family Literacy Week (AEFL) September 2017
- Hosted a Potluck and Facebook live for Welcoming Week sponsored by Welcoming America, September
- Hosted information tables at:
    o World of Montgomery
    o Community Providers Resource Forum
    o School Community United in Partnership (SCUP) Conference
- MCAEL is working with the Faith Advisory Council to coordinate training for and outreach to faith community volunteers who want to support refugees and immigrants

Resource Development
- Hosted the 5th Annual MCAEL Grown Up Spelling Bee for Adult English Literacy involving over 220 community leaders, businesses and attendees
- Continued all other grant writing and fundraising efforts with individuals and businesses

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.

Communications:

- Our newsletter subscribers total 2,800+ (receiving communications from MCAEL at least monthly.)
- Expanded MCAEL's role as a communication hub by utilizing Facebook and Twitter to disseminate information & connect community members.
- Circulated 75 electronic e-announcements (July-June).
- Provide ongoing web and social media
- Participate in community panels and discussions

Announcements contained information on resources & opportunities including but not limited to:

• Professional development trainings/ conferences (local, regional & national) • MCAEL meetings and workshops • Community meetings (e.g. Down County Providers, Workforce Mtgs) • Awards and stipends and additional funding opportunities for instructors • Surveys to gain feedback and insight on how to improve MCAEL provider and instructor meetings	☐ Donated supplies/books to member organizations (local & national) ☐ Current research, ESOL best practices/teaching tools ☐ Citizenship challenges ☐ Information on current political climate issues

4. Administer grants to providers of adult English literacy services, with the purpose of supporting existing activities, expanding activities, and improving the capacity of providers to deliver high-quality services.

- For FY18, MCAEL awarded $1,120,000 in grant funding. The funding supported 20 organizations for 25 adult English literacy programs.

    o ESOL Adult Learner Enrollments for FY 18 – 7,627 (This figure includes duplicates, i.e. if one student attends a fall class and then a spring class during the year, he/she is counted twice,) this shows the persistence of learners)

    o Over 5,000 unique learners were served (suggesting new learners in new classes)

    o Classes offered – MCAEL grant recipients offered 578 classes, an increase from last fiscal year.

Over 15,000 thousand additional learners were supported in non-funded programs through the larger coalition network & supported by MCAEL's provider services, including training for instructors technical assistance for provider staff and select new programs, and ongoing program development in the coalition.

- Grants Management:

    o **FY19:** Facilitated FY19 grants process (January – June 2018) including development and issuance of RFP; recruitment of 3 new Grant Review Panel members and orientation for the entire Panel; coordination of grant applicant interviews with panel members; collation and analysis of grant application data for panel members (such as analysis of cost per learner) to assist them in reviewing proposals; facilitation of a full-day Grant Panel meeting for deliberations on grant allocations; coordination of MCAEL board approval of panel recommendations; grant award notification; and publicity for grants distributed by MCAEL and funded through Montgomery County Government.

    o 27 programs implemented by 20 organizations will be funded.

- Capacity/Quality FY18:
    o 30 program staff participated in a half-day orientation that centered on grant requirements; MCAEL professional development opportunities for instructors and program managers; data reporting; and other MCAEL resources including the Technical Assistance Fund and the Instructor Toolkit. MCAEL staff met separately at the end of the orientation with the 3 first-time grant recipients to answer additional questions on grant requirements. TESOL Standards books were provided to them to assist in the development/management of their programs.

- o ** NEW MCAEL provided technical assistance and support for the three first-time grant recipients, two new program staff, and other programs that needed assistance with reporting, through site visits and meetings with program staff and instructors.

5. **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.**

- As part of midyear and final reports, MCAEL continues to require grant recipients to submit data on number of classes, locations, and learners enrolled, as well as demographic information (gender, date of birth, country of origin, zip code) of learners.
- FY18, an evaluation specialist assisted MCAEL to reformat reporting forms to include drop-down menus and some automatically calculated values, for ease of use and greater accuracy of data.
- Data collection changes were presented at the grant recipient orientation in August 2017.
- December 2017, MCAEL provided a coaching session on data reporting for the three first-time grant recipients, two new program staff, and others wishing to strengthen their understanding of the forms.
- Full analysis of FY18 student and class data will be completed by fall 2018.
- FY17 adult ESOL learner data from the MCAEL provider network (including MCAEL grant recipients, Montgomery College, Gilchrist Center, and the Literacy Council tutoring program) showed that:
  - o MCAEL coalition providers served approximately 15,000 – 17,000 adult English learners.
  - o Three years of data (FY15, FY16 and FY17) show an upward trend in the percentage of limited English proficient adults from all four major language groups.

Three years of data also shows growth in the percentage of LEP adults attending ESOL classes in Mid-County (5%), Upcounty (6%) and East County (12%), while the number of learners in Bethesda stayed steady, and in Silver Spring declined (-4%). (See FY17 Data Presentation at: http://www.mcael.org/facts-and-data)

Program Improvement Goals and Outcomes

MCAEL supports program improvement as well as individual learner gains.
- In FY18, MCAEL grant recipients selected and worked to make program improvements in the following TESOL Standard areas (international standards), in order of most selected to least selected (providers must choose 1-3 Standards to work on over the course of the year):

TESOL Standard	# organizations selected
Curriculum and Instructional Materials	11
Learner Retention and Transition	9
Assessment and Learner Gains	8
Professional Development and Staff Evaluation	7

Program Structure, Administration and Planning	6
Learner Recruitment, Intake and Orientation	4
Employment Conditions and Staffing	3
Instruction	2
Support Services	2

- Pilot outcomes project outgrowth of work the MCAEL Indicators Workgroup did in spring 2017 to improve measurement of learner progress.
- Seven participating grant recipients gathered data on two specific indicators related to health communications, using a standard rubric.
- May 2018, MCAEL held a debrief on the initiative. There was positive response to the rubrics as a tool to measure the two indicators, and there was general interest in the development of additional rubrics for other indicators, with some adjustments.
- Next steps - continue to refine to be more streamlined for providers to implement with less resources

PROFESSIONAL DEVELOPMENT

6. **Offer 10 meetings per year for the 60 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 8 daytime meetings/workshops and 12 instructor workshops (including the conference) (9 open to all program staff and instructors, and 1 workshop specific to a grantee organization) in order to help instructors and providers to network, collaborate and share resources and research-based practices. MCAEL provided a total of 69 hours of comprehensive professional development.
- Provider Meeting Results
  - Survey results (average % over all five meetings):
  - "Meeting was a good use of my time" – 88%
  - "I networked with colleagues in my field" – 81%
  - "I gained useful information from this meeting" – 89%

Provider Meeting Topics:

Provider Meetings
- Strategies to Improve Learner Persistence
- Textbooks and Program Curricula

Other Meetings
- Program Partner Orientation
- RFP Information Session
- Annual Meeting – This was the fourth annual opportunity to bring provider representatives together with MCAEL

- **Supporting our Learner Communities**: Citizenship
- **Supporting our Learner Communities**: The GED and Transitioning Learners
Strategies for Effective Outreach and Learner Recruitment

board members and community members to discuss priorities, opportunities and challenges.

Instructor Workshop Topics:

Fall Workshops
- Limited English Proficient Learners
- More Learning, Less Teaching (Oct)
- Essentials for Your Pronunciation Toolkit (Sounds)
- Essential for Your Pronunciation Toolkit (Sentences)

Spring Conference
- More Learning, Less Teaching
- Using Technology in the ESOL Classroom
- Alternative Assessments
- Culturally Centered Instruction

Through these workshops and meetings, MCAEL served/connected 372 individuals (staff and instructors) within 56 organizations. Leveraged connections to course instructors including national and local teaching staff and experts from:

Montgomery College, University of Maryland(including UMBC), Prince George's Community College, Anne Arundel Community College, Carlos Rosario International Public Charter School, Howard Community College, English Language Training Solutions and Briya Public Charter School in order to conduct relevant, timely and quality professional development. Workshops scored an **overall 92% rating for "I will use material from this training in the Adult ESOL classes I teach." The average Workshop rating given by the participants: 91% (Outstanding/Very Good**).

Provider Advisory Group meeting: November 9, 2018: This advisory group assists MCAEL staff with reviewing compiled data to determine how to best support programs in achieving quality programming and measurable outcomes utilizing research-based practices. In collaboration with the Advisory Group, priorities are set to work on for the upcoming year. The PAG plays a critical role in determining the most relevant topics for the provider meetings.

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.

- MCAEL printed and distributed 12,000 copies of the Provider Directory. Directories reached at least *154* organizations directly and another *250 via 15+* events in the County. Directories were distributed across the County through ESOL providers, other nonprofit organizations, businesses and MCAEL's community mailing list. Print directories continue to assist individuals with finding initial classes and transitioning to other programs. A portion of the directories were published in Spanish.

- Served as a "hotline" for ESOL questions in the Montgomery 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. 3-5 per week).
- Published comprehensive brochure of upcoming MCAEL Professional Development events.
- Supported providers with access to annual information/data to use in their fundraising grants. Created dashboards for MCAEL and providers to utilize for advocacy and fundraising purposes.

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

- Thanks to the generosity of the Montgomery College Foundation, MCAEL granted Awards totaling $715 providing 3 instructors with financial assistance to continue their professional development at the Montgomery College TESOL Training Institute.
- MCAEL continued to be highlighted in the Catalogue for Philanthropy: Greater Washington as one of the region's best community-based charities.

MCAEL's adherence to general nonprofit best practice activities:

- MCAEL provided board orientation to 2 new board members
- Updated MCAEL's Strategic Plan and launched a new plan 2018-2021
- Completed annual audit and was provided with an unqualified opinion by Saggar and Rosenberg, P.C.
- Changed payroll provider; updated leave policies and Employee Handbook
- MCAEL continues to leverage additional foundation grant funds through The Morris and Gwendolyn Cafritz Foundation, the Clifford and Deborah White Family Foundation, and the Montgomery College Foundation, and other foundations.
- Continued to improve donor database: Salesforce for nonprofits. Integrated iContact within database platform for improved tracking of communication with constituents.
- Organized the fifth annual "MCAEL Grown-Up Spelling Bee for Literacy" which took place on May 2, 2018. This annual fundraising event, now in its 5th year, has grown exponentially in its success. Corporate sponsorships increased, as did individual sponsors, and total attendance approached 250 people.

Spelling Bee Sponsors

- Asbury Methodist Village - Bethesda Magazine - Burness - EagleBank - EurekaFacts - Lerch Early & Brewer	- Montgomery College - Rivka Yerushalmi - Saggar and Rosenberg , P.C. - Social and Scientific Systems - Universities at Shady Grove

Continued to leverage resources with local, regional and national businesses including

o EagleBank	o Adventist Healthcare Inc.
o Asbury Methodist Village	o Montgomery College
o Saggar and Rosenberg	o Montgomery County Dept. of Econ. Development
o Comcast	o Lerch Early & Brewer
o Holy Cross Health	o Burness Communications
o Johns Hopkins	o Universities at Shady Grove
o Social and Scientific Systems	