

MCAEL ANNUAL REPORT TO MONTGOMERY COUNTY

Submitted by Kathy Stevens, Executive Director

July 31, 2019

Scope of Services

The Montgomery Coalition for Adult English Literacy (MCAEL) is contracted by Montgomery County to be the convener and coordinator for adult English services in the county. The contract is administered by the Montgomery County Public Library department. MCAEL must promote English Literacy, leverage private and public monies for Adult English for Speakers of Other Languages (ESOL) services, and assist ESOL providers in building their capacity to increase the quality of ESOL services they provide.

MCAEL continues to provide capacity building and public education and engagement regarding the need for and benefits from adult English classes (ESOL) for our neighbors. MCAEL’s 2018-2021 Strategic Plan calls for increasing the number of adults the coalition as a whole serves annually from about 15,000 a year to 21,000 per year through increased outreach, new access points for adult learners (through new organizations and/or with new tutors and volunteers), and we continue to align our programs to meet the needs of adult learners and count priorities.

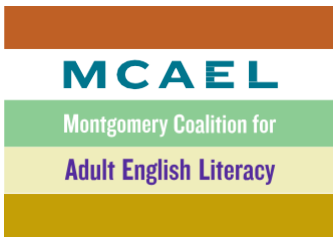
Throughout FY19, MCAEL undertook the following activities in line with the general purpose of the funding and the specific Scope of Services identified in Section II of the contract, with the following results:

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.*

MCAEL maintains a broad database of people, groups and partners in the Montgomery County ESOL world. This includes, but is not limited to donors, allies, advocates, instructors, provider staff, elected officials, business and community leaders.

MCAEL maintains separate communication lists to provide both general information to the network and our partners as well as targeted information for both staff at ESOL organizations and ESOL instructors:

Salesforce CRM	
Providers	243
Instructors	876
Community	1661
Total:	2,780



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 2,750+ (receiving communications from MCAEL at least monthly.)
- MCAEL serves as a communication hub by utilizing Facebook, Twitter and our website (including a new blog as of 2019) to disseminate information & connect community members.
- Circulated 56 electronic e-announcements (July-June) via the e-lists and additional social media and website postings with information, current events, and shared coalition news and events several times per week.

3. 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 FY19, MCAEL awarded \$1,190,000 in grant funding with funds provided by Montgomery County. The funding supported 27 adult English literacy programs at 20 organizations. At glance data points:
- Grant funding allowed organizations to serve:
 - ESOL Adult Learner Enrollments for FY19 – 7,631
 - Over 4,932 unique learners were served (suggesting new learners in new classes as well as continuing adult learners)
 - Classes offered – MCAEL grant recipients offered 532 classes

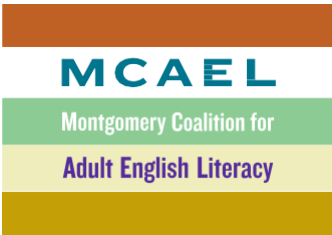
Through additional funding MCAEL offers instructor workshops, provider meetings, technical assistance and ongoing information exchange, and other resources that non-grantee organizations and their staffs take advantage of. Thus, the total reach of the coalition results in over 15,000 learners being supported by the coalition network.

Grants Management:

- Work closely with grantees throughout the year vis-a-vis individual meetings and calls, network meetings, Mid-Year and Final reports to track data and outcomes, and site visits as staff time allows.
- Developed and implemented an online grant management system, with a kick-off in January 2019 for the FY20 grant application process.
- Managed the FY20 grant application process, including recruitment of 9 new grant panel members, and training on the new online grant review process.

Capacity/Quality FY19

- Provided Technical assistance to 3 organizations
 - *Gaithersburg Beloved Community Inc.* - designed a tailored workshop for instructor training for conversation classes



MCAEL

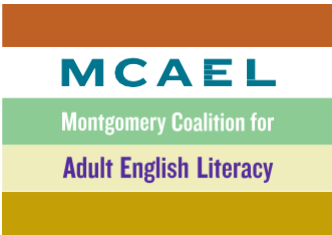
Montgomery Coalition for

Adult English Literacy

- *MCPS Linkages to Learning* – Guidance on formal and informal assessments to re-assess what they are using to conduct student assessments and tailor those appropriately
- *Thurgood Marshall Elementary School* – conversation class for parents with children at the school
- Conducted 10 Instructor observations for 4 providers to provide peer guidance and coaching
- Site visits to 6 provider organizations & meetings with new grant applicants to observe programs and provide input and guidance on program improvement
- Awarded 1 scholarship for conference attendance as part of Debbie Bhattacharyya professional development awards
- Developed the “*Program Administrator Toolkit: A Guide to Implementing and Managing Community-Based Adult ESOL Classes and Programs*”. This Toolkit, which has been on the MCAEL wish list for many years, is a robust publication that will be a guide post for any community based ESOL program. MCAEL worked with an expert author and gathered practical tips, lessons learned, templates and notes from the field from many MCAEL Coalition participants. This Toolkit will be published (August 2019) on line and in print and will be presented at a national conference in September

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.

- MCAEL requests detailed learner and program improvement data from MCAEL-funded programs. All new programs are oriented regarding data requirements. MCAEL provides output data (number of learners served) and outcomes data what did those learners accomplish), as well as program improvement information.
- For the 4th year in a row, MCAEL worked with CountyStat to develop the FY18 Data Presentation (available at <https://mcael.org/montgomery-county-md>) based on US Census and learner demographic data, to better understand program successes, resource deployment as well as what geographic areas and populations are underserved.
- MCAEL engaged graduate interns from the University of Maryland School of Information to develop data visualizations for FY18 learner data collected from individual MCAEL-funded programs. These visualizations were provided to each provider organization to inform program planning and to help illustrate program outcomes for their funders.



5. 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.

MCAEL provides a robust schedule of opportunities for detail ESOL professional development and meetings and workshops to address current issues (i.e., immigration issues that affect learners and the program staff) and emerging topics. MCAEL served over 350 individuals from 41 organizations.

In FY19, we hosted 8 daytime meetings/workshops for program staff and interested community partners and 10 instructor workshops. **MCAEL provided a total of 51 hours of comprehensive professional development.**

- Provider Meeting Results

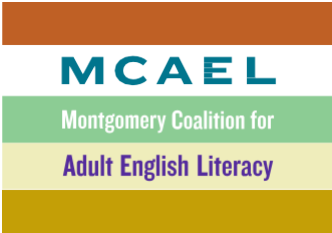
Survey results (average % over all five meetings):

- “I networked with colleagues in my field” – 78%
 - “I gained useful information from this meeting” – 87%
 - “Meeting was a good use of my time” – 83.6%
- 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: 94% (Outstanding/Very Good).

Through workshops and meetings, MCAEL served/connected 301 individuals (staff and instructors) within 41 organizations. We leveraged connections to course instructors including national and local teaching staff and experts.

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.

- MCAEL website was revised for the first time in over 8 years. The new site incorporates new features for partner organizations to update directory listings including class offerings and class registrations on a shared calendar.
 - Log-in access for provider and coalition members
 - Ability to update/add their organization listing directly on the site



- Ability to update/add job and volunteer opportunities
- Interactive calendar – users can add events
- MCAEL website provides an interactive directory of known provider organizations in the county with contact, location, class level, etc. information.
- Printed and distributed 12,000 Provider Directory copies:
 - Distributed directories to 154 organizations directly and another 250 via 15+ events in the County.
 - Language Access: Directories were printed in English, Spanish (3,000 copies) and Amharic (250 printed as a pilot) - both Spanish and Amharic directories were in high demand and we ran out part-way through the year
- Contracted with WizeHive for new grants portal to create new efficiencies for grantees, MCAEL staff and data collection and analysis

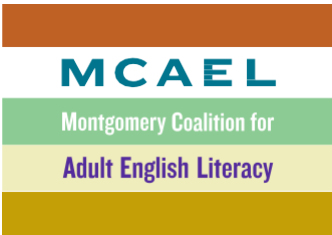
Supplemental Charts

1. Events attended and network building: (sample of major and regular event attendance by MCAEL staff)

<ul style="list-style-type: none"> ● Bethesda Chevy Chase Chamber of Commerce – (Events & Economic Development Committee Meetings) ● Community Foundation Funders Roundtables ● Gaithersburg Coalition Provider Meetings ● Down County Service Providers Network ● Nonprofit Montgomery Events /Board Meetings ● Interfaith Works Events ● Leadership Montgomery events ● English Now! Meetings and events 	<ul style="list-style-type: none"> ● Montgomery County Public Schools Prekindergarten/Head Start Programs Annual Community Providers’ Collaboration Forum and Parent Outreach Open House ● Montgomery County Chamber of Commerce Events ● Complete Count Census organizing meetings ● Montgomery Moving Forward Steering Committee Meetings /Convenings/Learning Gatherings ● Montgomery College events and convenings
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2. Communication - announcements on resources & opportunities including but not limited to:

<ul style="list-style-type: none"> ● 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 	<ul style="list-style-type: none"> ● Donated supplies/books to member organizations (local & national) ● Current research, ESOL best practices/teaching tools ● Citizenship challenges ● Information on current political climate issues ● Fundraising and Advocacy ● Monthly ESOL Organization Spotlight
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	<ul style="list-style-type: none"> • Special Instructor and Provider Survey to identify needs and approach for recruiting and training new ESOL instructors
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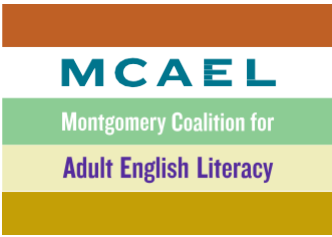
3. Meetings, Workshops and Trainings offered by MCAEL:

Provider Meeting Topics:

<p><u>Provider “hot topic” Meetings</u></p> <ul style="list-style-type: none"> • Provider Meeting # 1 Working with volunteers October 3rd, 2018 • Provider Meeting # 2 Changing Immigration Policy and the effect on our learners December 5th, 2018 • Provider Meeting # 4 Assessment Series – Part 1 March 6th, 2019 • Provider Meeting Assessments Part 2 May 1st, 2019 • Managing Stress in the Classroom, June 12, 2019 	<p><u>Network Meetings</u></p> <ul style="list-style-type: none"> • Program Partner Orientation July 31st, 2018 • Provider Meeting Grant Information Session January 30, 2019 • Annual Meeting June 19, 2019 –This was the fifth annual opportunity to bring provider representatives together with MCAEL board members and community members to discuss priorities, opportunities and challenges.
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Instructor Workshop Topics: (developed with the Instructor Advisory Group)

<p><u>Fall Workshops</u></p> <ul style="list-style-type: none"> • More Learning, Less Teaching Oct 20, 2018 and November 3, 2018 • Cookies & Coffee - November 15, 2018 • Finding and Leveraging Numeracy in the everyday Adult ESL classroom - November 16, 2018 • Color Vowel Chart - December 7, 2018 	<p><u>Spring Workshops</u></p> <ul style="list-style-type: none"> • Student Talk: The Value for your students and their learning - February 8, 2019 • Engaging Technology and English Language Learners - March 1, 2019 • More Learning, Less Teaching April 6, 2019 and April 13, 2019 • Teaching Conversation Skills May 3, 2019 • Strategies for Teaching Limited English Proficient (LEP) Students June 5, 2019 • More Learning, Less Teaching June 9, 2019 and June 23, 2019
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Leveraged Expert Connections:

To provide expert training and information, MCAEL identifies area experts to present to or develop workshops for the coalition.

Montgomery College, Carlos Rosario International Public Charter School, English Language Training Solutions a, English Now!, MDTESOL, WATESOL, ProLiteracy, COABE (Coalition On Adult Basic Education), ELEVATE, National Coalition for Literacy, Asian Pacific American Legal Resource Center, CASA, Gilchrist Immigrant Resource Center, Department of Labor Licensing and Regulations, Montgomery County Volunteer Center, Interfaith Works Events

MCAEL’s adherence to general nonprofit best practice activities:

MCAEL is governed by a Board of Directors which has fiduciary duty to oversee the efficient operation of MCAEL in compliance with applicable legal and nonprofit standards.

- MCAEL had an annual clean audit conducted by the firm of Saggar and Rosenberg.
- MCAEL recruited and oriented two new board members.
- MCAEL’s executive director provided regular reports to the board
- Staff are reviewed and evaluated annually

Upcoming projects and initiatives:

MCAEL continues to work toward “21,000 by 2021” increasing the number of adult learners served from 15,000 each year to 21,000 each year. MCAEL is identifying ways to recruit and train new instructors, identify a potential volunteer cohort to act as MCAEL ambassadors and language coaches to create entry points for adults onto a pathway to English literacy, and continuing to expand its work to bring classes to workplaces for employers and their employees. More information is available on our website for data maps, strategic plans and ongoing initiatives. The current political climate continues to create an atmosphere of uncertainty and tensions - some adults are pushing to get English classes in order to gain citizenship while others are reluctant to enroll in classes give the uncertainty of treatment of immigrants in certain communities. We continue to work closely with Montgomery County Government and are appreciative of all the support from the county.