



MCAEL ANNUAL REPORT TO MONTGOMERY COUNTY

Scope of Services

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, and we continue to align our programs to meet the needs of adult learners and county priorities.

Throughout FY20, 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 ESOL 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 segmented communication lists to provide both general information to the network and our partners, as well as targeted information for both staff and instructors at ESOL organizations:

Salesforce Customer Relationship Data Summary		
	FY19	FY20
Providers	243	284
Instructors	876	868
Community	1661	1656
Total:	2,780	2,808



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

MCAEL continues to use a variety of tools (e-newsletters, e-blasts, social media, targeted emails) to maintain ongoing communications with county ESOL programs as well as other partners and community members. We provide information on funding opportunities, professional development, as well as, local, regional and national issues that are related to the work of the coalition.

- Our newsletter subscribers total **2,808** (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.
- MCAEL circulated a total of 60 e-newsletters and/or e-blasts (**38 of which were sent to the (Instructors/Providers) and 22 (MCAEL Network)** (July 2019-June 2020) 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 FY20, MCAEL awarded \$1,260,000 in grant funding with funds provided by Montgomery County. The funding supported 27 adult English literacy programs administered by 20 organizations.
- Grant funding allowed adult ESOL programs to:
 - Enroll 7,369 (as of 7.24, still to be finalized) learners over the entire fiscal year
 - Serve 4,778 unique learners (as of 7.24, still to be finalized)
 - Offer 537 classes including 218 online classes offered after mid-March 2020.

FY20 was an unusual year with in-person classes coming to a halt in mid-March due to the pandemic. In general, grant partners were able to effectively switch to online teaching, using Zoom, Facebook, and Google Meet. Some observations about this year:

- Overall, in FY20 MCAEL grant partners were able to serve 92% of the number of duplicated learners and 92.5% of unique learners and held 95% of the number of classes they planned to.
- While the network of grant partners as a whole did not meet the targets set for the fiscal year, it is clear that most of the decline in numbers of learners enrolled came in the Spring, after the March stay-at-home orders.
- The number of learners served at mid-year was in line with FY20 targets – with the closure of in-person classes in March due to the pandemic situation, the number of learners served did decrease.
- Because it was very challenging to recruit and conduct placement tests for new learners after March, there was a marked decline in the number of new learners in the second half of the year; however, 60% of MCAEL-funded programs were still able to bring on new learners into their online classes, partly because they were able to include learners who live farther away.

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 between 15,000-20,000 learners being supported by the coalition network.

Grants Management:

- Worked closely with grant partners throughout the year via individual meetings and calls, network meetings, Mid-Year and Final reports to track data and outcomes, and site visits.
- Updated and improved online grant management system introduced in January 2019 to improve FY20 grant reporting and the FY21 grant application process.
- Managed the FY21 grant application process, including recruiting 6 new grant panel members. Successfully moved the entire process online – conducted the grant panel orientation, grant applicant interviews, and grant panel deliberations all on Zoom.

Capacity/Quality FY20

- Provided technical assistance to existing provider organizations:
 - Vietnamese American Services – identified expertise to advise on expansion of classes
- Worked with 4 schools and other organizations to help parents and others to improve English skills through use of the learning app Learning Upgrade:

- Ridgeview Middle School
- Watkins Mill Elementary School
- East Silver Spring Elementary School
- Living Word International Christian Church
- (we were in planning stages with additional organizations, but could not start other programs due to the pandemic)
- Site visits to 3 provider organizations & meetings with new grant applicants to observe programs and provide input and guidance on program improvement. Unfortunately, some planned site visits were unable to occur due to COVID-19.
- Awarded 4 scholarships for regional and national conference attendance as part of Debbie Bhattacharyya professional development awards
- Published and distributed 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 guidepost 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. A launch reception was held on October 30, attended by 30 people from a range of community sectors. We implemented an outreach plan for the Toolkit that included presentations at conferences and provider meetings in the county.

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 given orientation 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 that shows how grant partners are improving their programs in specific areas year-to-year.
- This year, MCAEL asked grant partners to complete a special form related to their response to the pandemic, to allow MCAEL to better understand its effect on the provision of adult ESOL classes in the County during the crisis.



- For the 5th year in a row, MCAEL worked with CountyStat to analyze MCAEL learner demographic data and compare to the latest available Census data on the Limited English Proficient population.

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 detailed 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 463 individuals from 43 organizations. This number represents an increase of over 100 individuals served over FY19. In FY20, we hosted 6 daytime meetings/workshops for program staff and interested community partners and 10 instructor workshops. MCAEL provided a total of 64 hours of comprehensive professional development before Covid-19 and 13 hours of online trainings/meetings/workshop during the Covid period March - June.

MCAEL also measures the success of our programming and as such, we look at survey results after different meetings:

Provider Meeting Results

Survey results (average % over all five meetings):

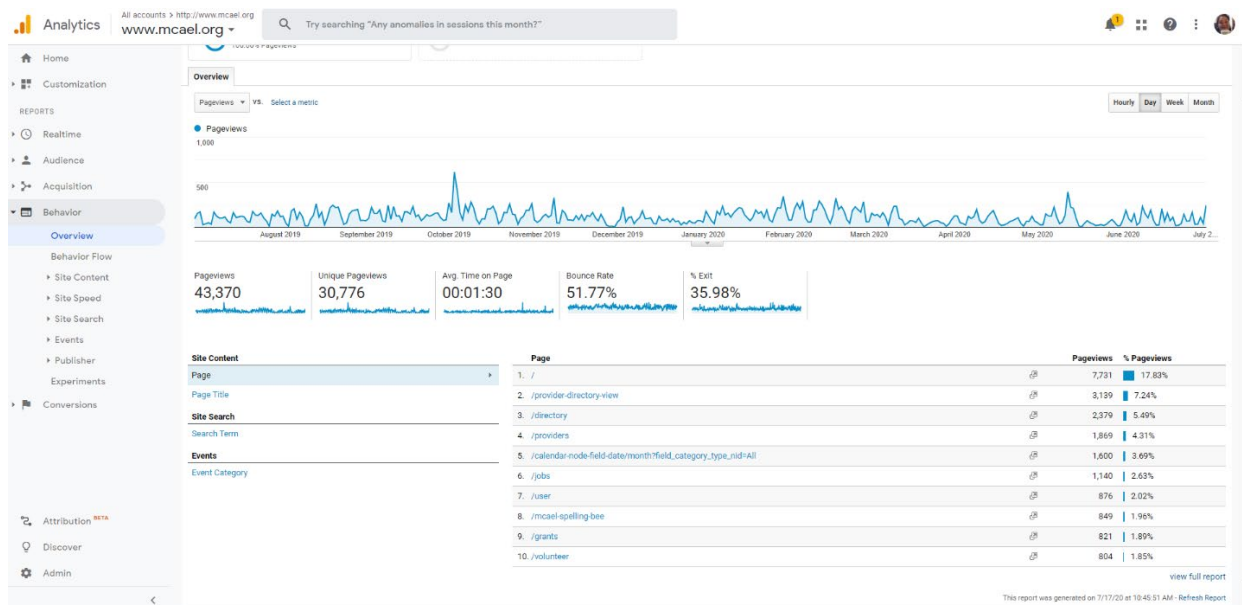
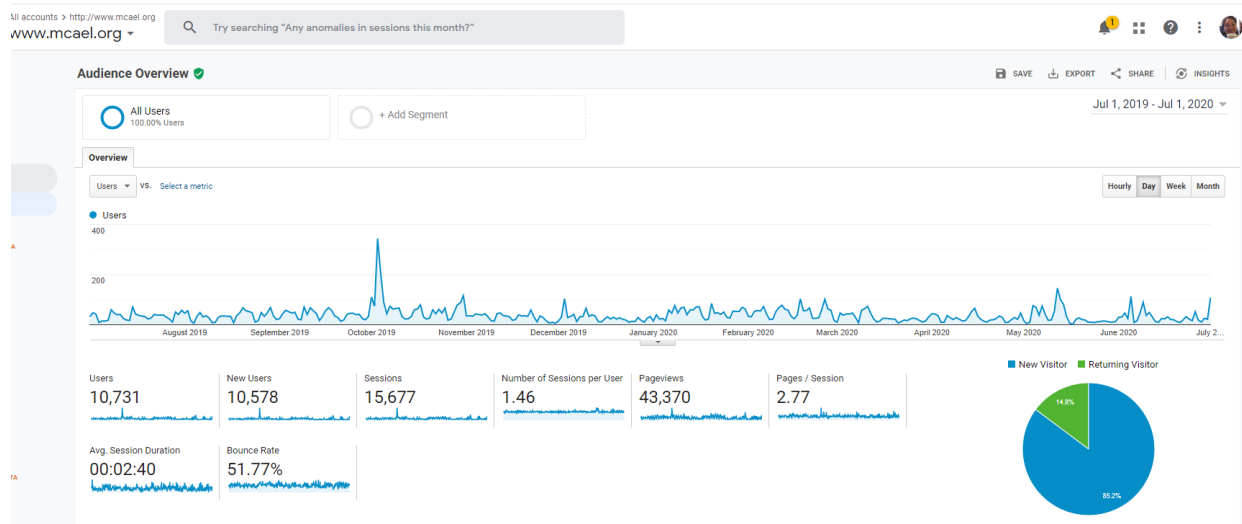
- "I networked with colleagues in my field" – 81%
- "I gained useful information from this meeting" – 89%
- "Meeting was a good use of my time" – 89%

Instructor Workshops scored an overall 88% rating for "I learned of at least one new resource (person, website, book, organization, etc)."

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

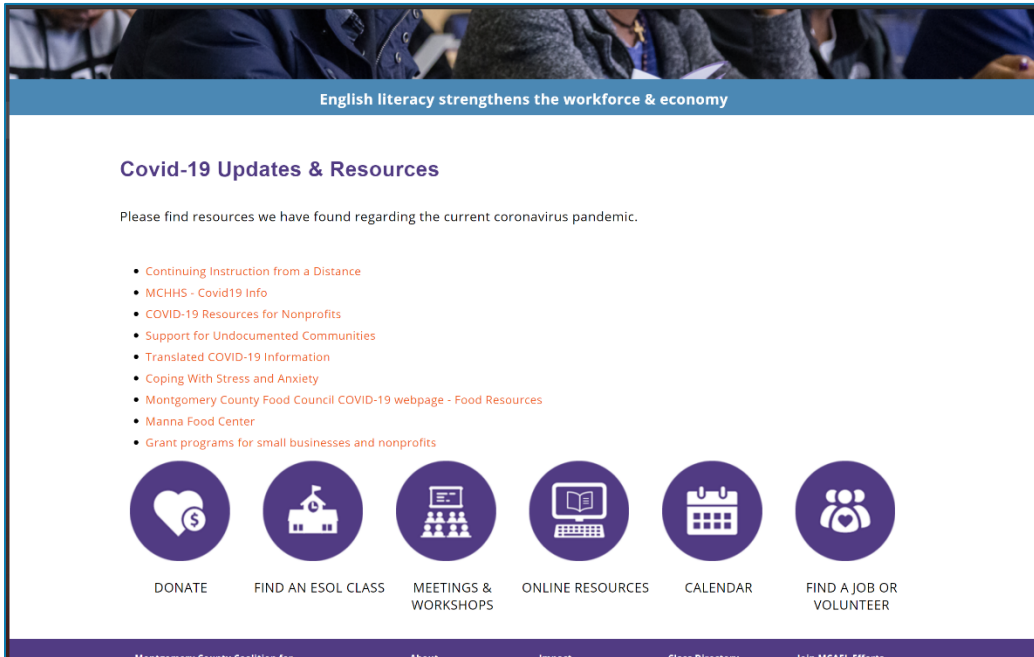
Proposals (RFPs) and links to other adult ESOL resources, such as advocacy, training, and other professional development and capacity building resources.

- For FY20 the MCAEL website:
 - Received 10,731 users
 - 85% new users
 - 43,370 page views
- Provider Directory/Class Locator page stats:
 - This page receives the most views outside of our landing page at 17% and 7,387 views



During the early pandemic period, we provided extra support to the coalition and network of ESOL partners. We added additional pages focused on COVID-19 resources, Online Learning Support and recorded Zoom workshops

- a. <https://www.mcael.org/covid-19-updates-resources>
- b. <https://www.mcael.org/online-resources>
- c. <https://www.mcael.org/network-videos>



English literacy strengthens the workforce & economy

Covid-19 Updates & Resources

Please find resources we have found regarding the current coronavirus pandemic.

- Continuing Instruction from a Distance
- MCHHS - Covid19 Info
- COVID-19 Resources for Nonprofits
- Support for Undocumented Communities
- Translated COVID-19 Information
- Coping With Stress and Anxiety
- Montgomery County Food Council COVID-19 webpage - Food Resources
- Manna Food Center
- Grant programs for small businesses and nonprofits

DONATE FIND AN ESOL CLASS MEETINGS & WORKSHOPS ONLINE RESOURCES CALENDAR FIND A JOB OR VOLUNTEER



English literacy strengthens the workforce & economy

Online Resources

Support & Resources | Grants | Awards | Professional Development | MCAEL Publications | Online Resources

Below are a sampling of online resources related to ESOL and other community resources. Please contact us if you have a resource or teaching tool you would like listed.

Online Instruction Resources	ESOL Resources	Community Resources
<ul style="list-style-type: none"> • Learning Tools During Social Distancing • Online Tool Comparison Chart: Zoom, Hangouts, Facebook Live • Zoom Resources • Literacy Council of Montgomery County (LCMC) Videos <p><<Read More Here>></p>	<ul style="list-style-type: none"> • Continuing Instruction From a Distance • MD TESOL has added a new page on their site that is packed with online teaching resources. Visit here. <p><<Read More Here>></p>	<ul style="list-style-type: none"> • Immigration • Know Your Rights • Census • Public Charge • Adult Education • Network Resources

DONATE FIND AN ESOL CLASS MEETINGS & WORKSHOPS ONLINE RESOURCES CALENDAR FIND A JOB OR VOLUNTEER

Supplemental Charts

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

- Bethesda Chevy Chase Chamber of Commerce – (Events & Economic Development Committee Meetings)
- Community Foundation Funders Roundtables
- Gaithersburg Coalition of Provider Meetings
- Down County Service Providers Network Meetings
- East County Service Providers Network Meetings
- Nonprofit Montgomery Events /Board Meetings
- Interfaith Works Events
- Leadership Montgomery events
- English Now! Meetings and events
- School-Community United in Partnership Conference
- Food Recovery and Assistance Working Group (Montgomery County Food Council) Meetings
- Thriving Germantown Partners Meetings
- Montgomery County Public Schools Annual Community Providers' Collaboration Forum and Parent Community Coordinator meeting.
- 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
- American Job Center Partner Meetings
- ProLiteracy 2019 Conference San Diego, CA
- National Families Learning Conference Louisville, KY
- Maryland TESOL Western MD Mini Conference (online)
- COABE Annual Conference



2. Communication - announcements 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
- After mid-March 2020, resources on COVID-19 and online teaching
- 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
- Instructional resources
- MCAEL Advisory Group
- Analysis of FY19 MCAEL learner data and most recent Census data on the Limited English Proficient (LEP) population i

3. Meetings, Workshops and Trainings offered by MCAEL:

MCAEL offered a comprehensive set of meetings, workshops and trainings. Due to the Covid-19 pandemic, we also offered time-sensitive trainings to facilitate the transition for programs to teach on-line. We hosted more frequent meetings during the early -pandemic time period to offer information, support and training to the MCAEL network. **(See Attachment)**

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 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, Montgomery County Volunteer Center, Interfaith Works Events, Mockingbird Education, Northern Virginia Literacy Council, American University, EveryMind, US Census Bureau, Montgomery County Department of Health and Human Services, Montgomery County Office of Community Partnerships, Ethiopian Community Center, Vietnamese American Services, Montgomery County Food Council.



MCAEL's adherence to general nonprofit best practice activities and new projects:

MCAEL continues to be a well-regarded nonprofit which adheres to nonprofit best practices. MCAEL has consistently received clean audits on an annual basis. MCAEL's board hold regular meetings and its committees (Finance, Executive, Governance and Resource Development meet and act on matters consistent with the bylaws and the needs of the organization. MCAEL staff participate in trainings via Nonprofit Montgomery, Catalogue for Philanthropy, Leadership Montgomery and other area organizations to stay current in best practices and evolving issues. For the second time, MCAEL was selected as a "top charity" by The Catalogue for Philanthropy to be in the 2020-2021 class, a designation for the next three years.

MCAEL staff and board are working on Dynamic Planning; recognizing that with the Covid-19 pandemic information, needs and opportunities, are changing at a rapid pace. Thus, the board and staff are addressing issues and identifying scenarios more frequently.

Upcoming projects and initiatives:

Professional Development for Instructors and Provider Staff: MCAEL will develop an in-house suite of training modules for instructors at various levels of their teaching career. Courses will be developed for delivery online, in person and a blended module. A variety of course content will be provided for instructor professional development.

Finalizing and Implementing a Race Equity Action Plan: During the last year, MCAEL was selected to be in Leadership Montgomery's first cohort of the Racial Equity Action Leadership training, an eight-month program that culminated in development of the organization's first race equity plan.

Community learning groups

To increase the availability of informal learning opportunities for learners who are not currently attending classes and to create a pathway for individuals potentially interested in becoming ESOL instructors, MCAEL will start up community learning groups of 8-12 individuals each, centered around the use of an online language app. A MCAEL-trained facilitator will work with each group, equipped to inform learners about ESOL classes in the area/community and to help them build confidence to attend these.

Learner Leadership Group

As part of its Race Equity Action Plan, MCAEL will work with network partners to create a Learner Leadership Group to ensure that learner perspectives are incorporated into MCAEL programming decisions in a systematic way.



Question 3 - Attachment

MCAEL FY20 Professional Development & Training

Instructor Workshops

MCAEL provides trainings for instructors on a variety of topics and at a variety of levels to support the range of experience levels. Below is an overview of the professional development we offered this past year for our class instructors:

<i>Workshops</i>	Date of Training	Attendance
Contextualized Workplace Instruction	Sept 27	12
Teaching Grammar	October 23	18
Using Quotations in the Classroom	November 15	8
Standards Based Activities in Meaningful Contexts for Adult Literacy Learners	December 13	11
Using Smartphones to Enhance Online Instruction (Online workshop)	February 12	27
More Learning, Less Teaching (3 2-day sessions)	Sept 21/28, Oct 6/20, Nov 23/Dec 7	40
Professional Development Conference <ul style="list-style-type: none"> • Student-talk: The Value for Your Students and Their Learning • Addressing Fears, Debunking Myths and Teaching Resources for Completing the 2020 Census Count • Immigration, Loss, and Trauma • From Deficit-Based to Assets-Based: The Multilingual Turn and Implications for Teaching Adult Emergent Bilinguals • Standards-Based Activities in Meaningful Contexts for Adult Literacy Learners • English for Better Communication - Increasing Student Engagement in the Community or Professional Workplace • Digital Literacy for Adult Learners • Time Management and the Adult Learner: Making Time to Learn 	March 7	110



Provider Meetings

This year we held two different types of meetings. First, Topics in Program Administration (TPA) (chosen from TESOL standards topics) were facilitated discussions that enabled program administrators to share and learn from their peers. Second, we also held Network Meetings (Network) for both instructors and program administrators focused on how to better support learners.

Name	Date of Training	Attendance
Orientation for New Grant Partners and new program administrators	September 4	8
Grant Year Kick-off for all program administrators	September 18	24
Curricula and Instructional Materials for Conversation Classes (TPA)	October 15	31
Immigration Policy and the 2020 Census (Network)	November 6	29
Learner Retention/Persistence (TPA)	December 4	14
Reaching and Retaining Learners from Hard to Reach Communities (Network)	February 19	24
Messaging, Outreach, and Recruitment of Learners (TPA)	March 4	14
MCAEL Annual Meeting – ESOL Providers, MCAEL Board and Staff, and Community Members (Network)	May 20	35
Program Administrators Meeting	June 17	18

Covid-19 Response Meetings/Trainings

After the pandemic hit, we held weekly online network meetings to help coalition members respond to Covid-19, serving a total of 117 people. Our first meeting on March 27 informed what type of training/support was needed among coalition members.

Name	Date of Training	Attendance
Response to Covid-19 – Where is Your Program Now?	March 27	33
Zoom Support Sessions (3 offered)	April 3, 6, 14	43
Using Google Hangouts (Meet) for Instruction	April 8	15
Using Facebook Live for Instruction	April 15	14
Sharing Session: Recruitment, Attendance, and Assessments	April 22	28



Provider-specific Zoom Support Session (for Gilchrist Immigrant Resource Center)	April 24	19
Supporting Learners During the Pandemic (focusing on food assistance, housing/rent assistance, and mental health resources in the county)	April 29	27
Strategies for Engaging Learners in Synchronous (Live) Lessons	June 10	40