

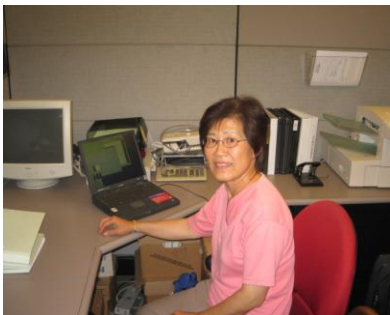
Annual Report - FY 2008-2009

Introduction: In response to a growing immigrant student population and the need for larger, more accessible space, The English Center relocated in July, 2008, after 30+ years on the Mills College campus, to Jack London Square. In FY 08-09, the Center has seen its population of newly arrived immigrants, primarily refugees and asylees, grow dramatically as word of the English Center and its One-Stop spread throughout these communities. The number of clients enrolled in English Center training programs has steadily increased this year, from 71 in July 2008 to 117 in July 2009, with a waiting list for August 2009. As clients have increased, so have new partnerships—with the IRC, with Catholic Charities, with collaboratives such as the Immigrant Nurses Re-Entry Project and SEE Green Careers, as well as our Oakland One-Stop partners. Below is a look at the year in terms of outcomes:

I. The English Center Metrics for FY 2008-2009

English Center One-Stop

1.	Number of clients served in 2008-2009:	1200+
2.	Number of new WIA Universal clients:	240
3.	Number of English Center new WIA clients enrolled:	50
4.	Number of WIA-enrolled clients placed in employment:	25
5.	Average wages of WIA-enrolled clients: (Adult) \$11.91; (Dislocated Worker)	\$21.33
6.	Number of clients placed in employment in 08-09:	83
7.	Average wage of all clients employed in 08-09:	\$13.95
8.	No. of responses to the 2009 EASTBAY Works! Individual Job Seeker Survey	125
9.	EC Testing Site Services: Number tested, not including enrolled students	
	• ETS - Test of English as a Foreign Language (TOEFL)	544
	• ACTT - Combined English Language Skills Assessment (CELSA)	78
	• NABCEP - Entry Level Certificate of Knowledge (COK) Exam	9
	• Prometric – Certified Financial Planner Exam	68
	• ACT – Foreign Service Exam (FSLT) and other exams	130



EC intern Shu Hui Zhao practices her office skills at the Port's Office of Audit Services



EC student Pema Lodoe uses his telephone skills at his internship in the Port's Social Responsibility Department



Career workshops prepare students for the English-speaking workplace.

English Center Training Programs

Career Advancement Program & Intensive English Program

1. Number of Free Applications for Federal Student Aid (FAFSA) completed and submitted for applicants:	254
2. Number of students trained in on-going programs:	229
Number of Pell recipients enrolled	155
Number of TANF clients enrolled	40
Number of EDD/TAA clients enrolled	7
Number of ASSETS clients	13
Number of WIA clients (EC and other One-Stops)	70
3. Number of countries represented in student body:	40
4. Number of class hours taught:	7,200



Students are diverse in age, language, and educational background.



The Harbor Tour introduces students to the Port of Oakland on a class fieldtrip.



Students demonstrate their new technology skills in class presentations.

II. Awards and Recognition – 2008-2009

1. The **2008 Making Democracy Work award** was presented to the English Center by the Oakland League of Women Voters . Based on the positive impact The English Center has had on thousands of East Bay families in its 30 year history, the League chose it from more than a dozen nominees to exemplify the impact an organization can have when it works to include new Americans in the fabric of the community.
2. The **2008 Promising Practices in Outstanding WIA II Program Management and Student Outcomes** was presented to the English Center by the California Department of Education and CASAS (Comprehensive Adult Student Assessment Systems)
3. **The 2009 Promising Practices in Outstanding WIA II Program Design.** The award is in acknowledgement of our Mock Elections Project. The CASAS Team and CDE recognized the dedicated effort put forth by staff to develop this program and assist adult students. They also recognized the English Center for its outstanding service to Adult Education, and that our promising practice can serve as a model for other programs.
4. The **Jefferson Award for Public Service – a Program of the American Institute for Public Service**, presented to Marcy Jackson, English Center Executive Director, on September 3, 2008 by CBS5 television and the San Francisco Chronicle newspaper.
5. In 2009, The English Center was reaccredited for the maximum period (5 years) by the **Accrediting Council for Continuing Education and Training (ACCET)**.

6. In the **2009 EASTBAY Works! Job Seeker Survey**, a client satisfaction survey conducted for both individual job seekers and business clients by ServiceQuality.US, commissioned to work with the Continuous Process Improvement Task Force, The English Center One-Stop was a **Top Performer in each of the three categories**. The EC One-Stop was rated #2 in the East Bay Works system in

- *Experiences at the Center*
- *Services offered* And #3 in
- *Impressions of the Center*

III. Publicity & Events

1. **Different Communities: One Voice** was the theme of a **Get Out The Vote** discussion forum with civil rights icon Dolores Huerta, the League of Women Voters, and English Center student/human rights advocate and Buddhist monk Kovida U on September 19th. This event was jointly sponsored by the English Center, KQED and the Oakland League of Women Voters.

2. **Thanksgiving** – A traditional Thanksgiving feast, with students, staff, faculty and board members of the English Center participating, was celebrated on Friday before Thanksgiving. Each class had the opportunity to give thanks for what they were grateful for. With roasted turkeys from Chinatown, ‘old’ Americans introduced new Americans to this wonderful holiday which honors the values of family, community, generosity and gratitude.

3. **Hispanic Chamber of Commerce of Alameda County Mixer**: On February 12th, The English Center hosted a well-attended mixer to introduce fellow members of the Hispanic Chamber to our new location and to provide a networking opportunity for evening career class students.

4. **World Literacy & Innovation: New Voices** was the theme for a panel discussion at Barnes & Noble in Jack London Square on April 23rd. English Center students participated on the panel with Neil Sinclair, Author and Environmental Professional and Dr. Stephen West, Author and International Educator. The students presented their views on literacy and development from Eastern Europe, Asia & Latin America

5. **Chinatown Chamber of Commerce Mixer**: On May 20th, The English Center hosted a well-attended mixer to introduce fellow members of the Chinatown Chamber to our new location and to provide a networking opportunity for evening career class students

6. ***Vision Hispana*** articles 2/14/09 and 6/20/09 & ***Oakland Tribune*** 4/26/09 articles (attached)



EC student Kovida U. is presented to Laura Bush at the White House in Sept.



Civil rights activist Dolores Huerta meets human rights activist Kovida U at the EC !



EC student Bhim Timsina practices networking with Chinatown Chamber members.