

## Annual Report - FY 2009-2010

**Introduction:** The English Center began the 09-10 year with the largest enrollment of students in its 34 year history. By the end of the year, we had enrolled 279 students in our Career Advancement and Intensive English Language Programs. To handle this increased enrollment, we expanded our Teacher-in-Training program which partners with all of the local universities offering masters degrees in Teaching English as a Second Language. We were also able to add a new full-time faculty position, the Technology Education Coordinator, overseeing technology instructors, classes and curriculum. And for employment services, we also added a new position to our One-Stop, an employer liaison, to help with career placements in this difficult job market. With the support of Supervisor Alice Lai-Bitker, the EC launched a new program in 09-10, the Healthcare Careers Project, to help foreign-trained healthcare workers negotiate the re-licensure process and re-entry their professions. Setting the stage for 2010-11, we signed contracts with SEIU-Ed Fund and Rising Sun Energy/RichmondBuild to develop and deliver specialized Vocational English as a Second Language to their constituencies. With public education and employment options on the decline, the English Center is a bright spot for Eastbay immigrant populations and those that employ them.

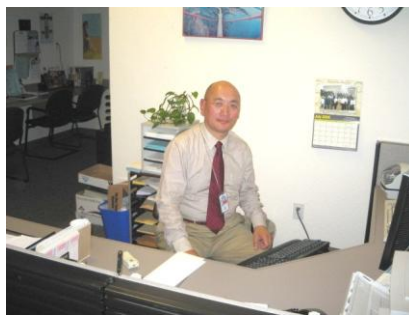
### I. The English Center Metrics for FY 2008-2009 & FY 2009-2010

| English Center One-Stop   | 08-09        | 09-10        |
|---|--------------|--------------|
| 1. <b>Number of clients served</b>  | <b>1200+</b> | <b>1500+</b> |
| 2. Number of new WIA Universal clients:                                     | 240          | 231          |
| 3. Number of English Center new WIA clients enrolled:                       | 50           | 42           |
| 4. Number of WIA-enrolled clients placed in employment:                     | 25           | 20           |
| 5. Number of clients placed in employment:                                  | 83           | 68           |
| 6. Average wage of all clients employed:                                    | \$13.95      | \$14.13      |
| 7. No. of responses to the EASTBAY Works! Individual Job Seeker Survey:     | 125          | 87           |
| 8. EC Testing Site Services: Number tested, not including enrolled students |              |              |
| • ETS - Test of English as a Foreign Language (TOEFL)                       | 544          | 594          |
| • ACTT - Combined English Language Skills Assessment (CELSA)                | 78           | 55           |
| • NABCEP - Entry Level Certificate of Knowledge (COK) Exam                  | 9            | 4            |
| • Prometric – Certified Financial Planner Exam                              | 68           | 68           |
| • ACT – Foreign Service Exam (FSLT) and other exams                         | 130          | 637          |



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

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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   | 08-09         | 09-10          |
|--|---------------|----------------|
| 1. Number of Free Applications for Federal Student Aid (FAFSA) completed and submitted for applicants: | 254           | 321            |
| 2. Number of students trained in on-going programs:  | 229           | 279            |
| Number of Pell recipients enrolled   | 155           | 211            |
| Number of TANF/GA clients enrolled   | 40            | 91             |
| Number of EDD/TAA clients enrolled   | 7             | 4              |
| Number of ASSETS clients enrolled  | 13            | 7              |
| Number of WIA clients enrolled (EC and other One-Stops)  | 70            | 81             |
| 3. Number of countries represented in student body:  | 40            | 41             |
| 4. Number of Participant Class Hours taught:   | <b>64,620</b> | <b>101,880</b> |



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. Events & Recognition – 2009-2010

1. **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.
2. In the **2010 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 had 87 surveys returned and received high ratings, especially in the “Impressions of the Center” category, including “Facilities”, “Knowledgeable Staff” and “timeliness of Service”.
3. Commendation from **Alameda County Supervisor Alice Lai-Bitker** for the English Center’s contribution to the success of the Immigrant Nurses Re-Entry Project from 2007 to 2009, presented at the District 3, State of the District event.

## III. Media Coverage – 2009-1010

1. Marcos Gutierrez radio interviews – December, January, 2010
2. Cecilia Vega interview on KGO-TV, ABC-7, 1/4/10,
3. El Mensajero newspaper article, 6/27/10

4. KTSF TV interview, 4/2/10 about the new Healthcare Careers Project and the support of Supervisor Alice Lai Bitker for the project.
5. Ken Bastida interview “How Long Does It Take to Learn a Language?”, KPIX-TV, CBS-5, 7/14/10
6. Oakland Tribune, article by Matt O’Brien on Bhutanese refugees, “Promise in a New Land”, 8/29/10.