

Cover Sheet – Social Service Activity

AGENCY NAME: Center for New Americans
AGENCY ADDRESS: 42 Gothic Street, Northampton, MA 01060
AGENCY PHONE NO: 413-587-0084 CONTACT PERSON: Laurie Millman
CONTACT PERSON EMAIL: laurie@cnam.org
CDBG FUNDING REQUEST: \$20,000

1. Project Name: *Immigrant Education, Career, & Support Services: Building Economic Independence*
2. Project Description (1-2 sentences) *Center for New Americans offers comprehensive English and civics education, career advising and training, and support services to help immigrants acquire the language proficiency and cultural familiarity necessary for economic self-sufficiency and integration into the community.*
3. Project Location (Street address) *70 Boltwood Walk, 2nd floor*
4. Budget Request: *\$20,000*
5. Type of Activity (check one):
 - Family stabilization
 - Individual stabilization
 - Support services for the homeless and homelessness prevention programs
 - Youth development
 - Economic self-sufficiency (adult education)**
 - Food and nutrition
 - Health services
 - Emergency & preventive services: rental assistance, fuel assistance, and shelter services.
 - Other – please explain
6. National Objective:
 - Total number of beneficiaries (individuals served): 100
 - Total Low/Mod beneficiaries (individuals served): 85

Please submit responses to the following questions:

National Objective Description

- Describe in detail how your project will meet a national objective and how it will be documented to ensure that participants meet low/moderate income requirements.

Center for New Americans serves low-income adult immigrants who have re-located to Amherst to build a life for themselves and their families. They come from Tibet, Iran, Iraq, Cape Verde, El Salvador, Haiti, Mexico, Democratic Republic of Congo, Ghana, Ecuador and many other countries. We are also serving recently displaced residents of Puerto Rico. Some are homeless, some work two and three jobs, and most accept whatever jobs they can find, at least until they can communicate in English. Even if they were professionals in their home country, most of the immigrants we serve find that their credentials are not accepted in the U.S. As a result, many work cleaning hotels, washing dishes in restaurants, and other part-time, entry-level jobs.

Center for New Americans verifies income status with an intake form which is completed by a Center for New Americans staff member with the student who “self-declares” household size and income range, and signs the form before enrolling in the program. Many are eligible for benefits.

- Limited clientele projects must document compliance by one of the following methods:
 - For projects that do not provide “income payment” forms of assistance, beneficiaries may “self-declare” their eligibility, generally by completing and signing a form declaring household sizes and income ranges.
 - For projects that offer income payments or subsidies, income must be documented.
 - For projects where the user profile will be low- and moderate-income, a description of the profile must be presented so that the conclusion, without a doubt, will be to benefit low- and moderate- income persons.

A. Demonstrate Consistency with Community Development Strategy

- Describe how the proposed project is consistent with the Community Development Strategy.

The Community Development strategy highlights the importance of adult education as a stepping stone to economic independence, stating that “Community priorities for social services are to maintain a balanced approach among family stabilization, individual stabilization, youth development, services that help develop economic self-sufficiency (adult education)” among other social services.

Center for New Americans offers free English, technology, civics, and career training classes to help immigrants who have migrated to Amherst and surrounding areas acquire the skills necessary to obtain living wage jobs. Several Amherst restaurants and other local businesses have been opened by Center for New Americans’ students and alumni once they are able to navigate and access community resources. Many Center for New Americans students have children in the Amherst Regional Public Schools, and they study English to help their children in school and participate in the school community.

- To meet this threshold a proposed project must relate to a community development need or needs identified by the community in the Strategy, and must have been identified in the Strategy as a means to address the need.

B. Agency Information

- Provide an overview of your organization, including length of time in existence, experience in successfully conducting activities for which funding is being sought, and skills and current services that reflect capacity for success.

Center for New Americans has welcomed and served immigrants in Amherst and the surrounding area for over 25 years. Center for New Americans is licensed and funded to offer classes and career guidance and training by the Massachusetts Department of Elementary & Secondary Education (DESE). Center for New Americans is credentialed to offer immigration legal services by the U.S. Department of Justice, and funded to offer citizenship assistance by the Massachusetts Office for Refugees & Immigrants.

Center for New Americans' alumni, including several personal care attendants and certified nursing assistants, manufacturing workers, and local business owners represent evidence that Center for New Americans' program of education and support services is effective. Amherst public school teachers collaborate with Center for New Americans in outreach to students' immigrant parents, and support Center for New Americans' programs and fundraisers because they believe that the program helps parents to help their children. Indicators of effectiveness are:


- *Full classes thanks to word-of-mouth referrals and waiting lists;*
 - *Students' learning gains, job attainment and retention, post-secondary education;*
 - *Center for New Americans' veteran, dedicated staff and significant volunteer corps;*
 - *Center for New Americans' growing alumni association;*
 - *Center for New Americans' responsiveness to students' needs, such as childcare;*
 - *Center for New Americans' partnerships with Smith Vocational School & Greenfield Community College among others.*
- Explain your short-term goals and long-term goals.

Center for New Americans' short-term goals are to help students to acquire enough English and technology proficiency to navigate through their new community and access resources. Center for New Americans' long-term goals are to encourage continuous learning, training, and goal-setting so that immigrants are able to achieve their respective American dreams of buying homes, starting businesses, pursuing careers, obtaining citizenship, supporting families.

C Project Budget Information

- Provide a detailed budget for the proposed program to include program delivery and direct program costs, and include all sources of revenue and all expenses.

Please see attached budget.

| ATTACHMENT  | | | | | |
|--|--------------|----------------------------------|---------|--------------------|-----------|
| BUDGET FORM - Amherst CDBG | | | | | |
| Program Name: | | Center for New Americans | | | |
| Program Period: | | October 2018 through August 2019 | | | |
| Personnel Position | Hourly Rate | Hours Per Week | # Weeks | Total Program Cost | CDBG Cost |
| ESOL Teachers (3) Marise, Donna, Ruth | \$ 22.00 | 45 | 44 | \$ 43,560 | \$ 3,000 |
| Education/Career Advisor | \$ 20.00 | 8 | 44 | \$ 7,040 | \$ 1,000 |
| Technology Coordinator | \$ 23.00 | 2 | 46 | \$ 2,116 | \$ 500 |
| Volunteer Coordinator | \$ 20.00 | 4 | 52 | \$ 4,160 | \$ 1,000 |
| Childcare Provider | \$ 13.00 | 10 | 38 | \$ 4,940 | \$ 1,500 |
| Alumni Association Coord | \$ 21.50 | 2 | 46 | \$ 1,978 | \$ 1,000 |
| Executive Director | \$ 30.50 | 7 | 52 | \$ 11,102 | \$ 1,000 |
| Fiscal Coordinator | \$ 23.00 | 3.5 | 52 | \$ 4,186 | \$ 500 |
| Marketing and Development | \$ 21.50 | 4 | 52 | \$ 4,472 | \$ 500 |
| Total Salary | | | | \$ 83,554 | \$ 10,000 |
| Fringe | | | | \$ 20,004 | \$ 2,500 |
| TOTAL PERSONNEL | | | | \$ 103,558 | \$ 12,500 |
| Non-Personnel | | | | | |
| Rent, utilities, security | | | | \$ 16,800 | \$ 6,000 |
| Education Supplies | | | | \$ 683 | \$ 500 |
| Conference Registrations | | | | \$ 216 | |
| Student Events | | | | \$ 943 | |
| Internet | | | | \$ 5,000 | \$ 1,000 |
| other: | | | | | |
| TOTAL NON-PERSONNEL | | | | \$ 23,642 | \$ 7,500 |
| TOTAL PROGRAM COSTS | | | | \$ 127,200 | \$ 20,000 |
| Other Revenue Sources | | | | | |
| Mass. Dept. of Education | \$ 72,300.00 | | | | |
| Frankl/Hamp. Reg. Emp Board | 17,600.00 | | | | |
| 30 Poems in November! | 3,300.00 | | | | |
| Individual donations, events | 14,000.00 | | | | |

- Cite Sources of Other Project Funds.

Center for New Americans is funded by the Massachusetts Department of Elementary & Secondary Education, Hampshire County United Way, the Community Foundation of Western Massachusetts, the Massachusetts Office for Refugees & Immigrants, People's United Charitable Fund, and other local businesses, foundations, and individual donors.

If applicable, describe and document the availability and source of matching or other funds needed to complete the project. In-kind services are accepted only as directly related to the project.

- Document the experience of the provider, costs of comparable services and the process used to review the accuracy of the budget.

Center for New Americans has been providing free classes and support services in Western Massachusetts for over 25 years. Center for New Americans' budget and cost of services is determined, in large measure, by the Department of Elementary & Secondary Education, which establishes salary guidelines, class size guidelines, and other cost parameters. Center for New Americans is a very lean organization with just three full-time employees and 14 part-time employees who perform many functions. The board of directors reviews the organization's budget at monthly meetings, and the organization's finances are audited annually by an independent auditor.

- Explain the qualifications of person who prepared the budget.

Laurie Millman, Executive Director, prepares the budget in collaboration with Griselle Rivera, Fiscal Coordinator. Laurie has worked at Center for New Americans for 9 years, has worked in non-profits for 30 years, and holds a Masters degree. Griselle has also worked in the fiscal offices of non-profit organizations for over 30 years. The organization's budget, progress to date, and financial statements are reviewed monthly by the board of directors.

Center for New Americans Answers for Parts D-H

D Project Description: *Center for New Americans offers a spectrum of free English classes which are supplemented with technology and civics education. Center for New Americans' English classes are designed to respond to students' requests for information while also teaching language and career readiness skills. Students who attend classes are encouraged to enhance their learning by participating in our online learning program, which is supported by a teacher. Students who are not currently able to attend class regularly but wish to learn English may enroll online and also receive teacher support. Students meet individually with an education and career advisor who helps them to outline a career plan based on their goals, and who refers them to training opportunities. Center for New Americans is fortunate to have written and received grants to support personal care attendant, certified nursing assistant, and ServSafe training. Center for New Americans has recruited and trained a corps of loyal volunteers who serve as classroom assistants and individual tutors. Center for New Americans offers citizenship application/preparation assistance and immigration legal services. Center for New Americans assists over 65 immigrants to naturalize every year.*

Most Center for New Americans students (about 84%) are low or very low income, as determined by guidelines established by the Department of Housing and Urban Development. Many work in low-wage service sector jobs with no job security, benefits, or opportunity to advance until they are proficient in English to advocate for themselves and apply for better jobs.

- Demonstrate that the activity has been prioritized by the community at the local level *Adult education and supporting diversity are mentioned in the community development strategy.*
- Individuals or families to be served: *We serve about 100 immigrants annually from all over the world. They are mostly low-income until they can communicate in English. We currently serve some newly displaced people from Puerto Rico.*

E. Project Need: *Amherst Public School data, a barometer of the Town's demographic makeup, indicate that for 26.7% of students, English is not their first language vs. 20.0% of students statewide. Likewise, 16.8% of Amherst's public school students are English language learners vs. 9.5% of students statewide. Immigrants who cannot speak English are unable to advance economically nor participate fully in their children's school and/or other community activities.*

- Problem to be addressed: *The Franklin Hampshire Regional Employment Board notes that the region's population growth comes mostly from immigrants, and that immigrants are critical to the region's ability to fill vacancies in healthcare and manufacturing, among other regional growth industries. Fostering immigrants' English language acquisition and career readiness helps them to support families, as well as enhance community growth. Immigrants who have obtained economic independence often obtain citizenship and register to vote.*

F. Community Involvement and Support: *Community members ranging from college students to retired professionals volunteer as classroom assistants and tutors, and participate in such events as 30 Poems in November! and Immigrant Voices, our annual artistic showcase which has featured Amherst Public School teachers. Project beneficiaries provide feedback and request lessons weekly in every class. Constituents have also requested services, such as free*

childcare and expanded legal services, which Center for New Americans provides.

- Process used to maintain involvement of the project beneficiaries: *Center for New Americans elicits student learning requests and feedback in all classes and activities. Center for New Americans' Alumni Association serves as an advisory committee providing guidance.*

Ⓔ. Project Feasibility: *The program is feasible because it provides a necessary service at a low cost; provides a stepping stone for constituents to build careers; leverages support from volunteers and community partners, such as the Franklin Hampshire Career Center, Smith Vocational School, the Amherst Senior Center, and elicits testimonials from successful alumni.*

- Demonstrate that the project is capable of proceeding: *Center for New Americans offers classes year-round through three class cycles and, this past summer, offered a fourth summer cycle in response to student interest. Ongoing student assessments demonstrate student learning gains and goal achievement. Center for New Americans ended fiscal 2017 with a budget surplus.*

- Describe what evidence exists to show that the community at large or project beneficiaries will use the project: *Classes are full and there are waiting lists.*

- Identify and describe the solicitation process used or applicable to the project: *Center for New Americans staff distribute fliers in businesses owned and/or frequented by immigrants. Center for New Americans also notifies community partners, such as the public schools, library, health centers, Survival Center.*

- Identify the roles and responsibilities of all personnel, as well as internal controls: *Center for New Americans classes are taught by veteran teachers who are supervised by an ESOL Program Coordinator, herself an experienced teacher. Students are coached by career advisors. These staff are supported by a volunteer coordinator who recruits and trains volunteers; an alumni association coordinator, herself a program alumna, who engages alumni; a childcare coordinator who mentors and supervises a childcare provider; a fiscal coordinator who ensures that agency protocols are followed; and the director who oversees the program, meets regularly with all program staff, and substitute teaches. All program staff participate in twice-monthly meetings as well as annual evaluations. Additional internal controls are provided by Center for New Americans' Board of Directors and an independent auditor.*

- Document that the agency has the necessary past expertise to conduct the activity: *Center for New Americans has been funded by Amherst Human Services since 2001 and with CDBG funds since at least 2011, and has reported quarterly on student outcomes. Center for New Americans has taught classes and provided a range of support services including citizenship application support for many years. Students regularly obtain jobs in healthcare, manufacturing, start businesses, enroll in college, and volunteer testimonials of support. Former students often return as program volunteers.*

- Project milestones and timeline: *Center for New Americans offers three 12-13- week*

class cycles every year beginning in January, April, and September. As indicated earlier, we offered a summer cycle last year and one is planned this year as well. Milestones include students' progression from one EFL (educational functioning level) to the next as measured by standardized assessments and celebrated at the end of each class cycle in a recognition ceremony. Over 65 students naturalize annually with our support. Additional milestones include drivers licenses received, homes purchased, new businesses established. All of these are acknowledged publicly at a class cycle's end.

H Project Impact: *The impact of the project is that immigrants who are effectively locked out of living wage jobs and essential community resources until they can communicate in English and are familiar with cultural norms, are able to participate fully in their new community, apply for and secure living-wage jobs, support children in school, access healthcare, apply for housing, and build a better future for their families.*

- *Impact specifically identified needs, improvements: Immigrants who participate in Center for New Americans' program will learn to communicate in English, use technology, learn U.S. civics and cultural norms. These learning gains are measured, documented, and reported to funders. As a result of their English language proficiency, they will be able to apply for jobs, start businesses, enroll in post-secondary education, help children in school, access resources.*

- *Target population changes and program success: Immigrant adults will achieve learning gains in English which will be measured using standardized assessments. Goals achieved, such as jobs secured, and citizenship attained are tracked by program advisors, celebrated at recognition ceremonies, and documented in our online database.*

- *Impact tracked over time: Our funder, the Department of Education, requires that we report employment and post-secondary outcomes over time so advisors follow up with students and former students and document success in our online database. Our Alumni Association also facilitates ongoing contact.*

- *Project outcomes: Direct outcomes include increased English and computer skills, understanding of civics and U.S. cultural norms, and the ability and confidence to navigate systems such as banks, libraries, healthcare clinics, housing authorities. Indirect outcomes include less isolation, more job opportunities, better effective support for children in school.*

- *Quantitative and qualitative measures: Standardized assessments, jobs obtained, homes purchased, children supported in school, participation in community events.*
- *Will this service enable clients to become self-sufficient? Yes*
- *How is this service linked to other human/social service programs in the community? Center for New Americans collaborates with the Amherst Public Schools, Big Brothers Big Sisters, the Amherst Senior Center, the Survival Center, partners at Amherst Human Service Network meetings, Franklin Hampshire Career Center and others.*

1/23/2018 13:56

Center for New Americans Agency Budget to Actual Revenue-FY2017-AUDITED

| AUGUST 2017 AUDITED | | | | | |
|--|----------------|----------------|------------|-----------------|----------------|
| REVENUES | YTD Actual | Budget to date | % variance | Dollar Variance | Annual Budget |
| DESE 359 | 470,101 | 424,099 | 11% | 46,002 | 424,099 |
| DESE 541 | 33,200 | 35,754 | -7% | (2,554) | 35,754 |
| Amherst CDBG | 4,567 | 4,527 | 1% | 40 | 4,527 |
| Agnes Lindsay | 3,500 | 3,500 | 0% | - | 3,500 |
| Bete Foundation | 9,000 | 9,000 | 0% | - | 9,000 |
| Clowes Fund | 10,000 | 10,000 | 0% | 0 | 10,000 |
| Dow Jones | 18,333 | 18,333 | 0% | - | 18,333 |
| Mass Bar | 15,000 | 15,000 | 0% | - | 15,000 |
| Life Extension (Johnson Foundation) | 8,801 | 10,000 | -12% | (1,199) | 10,000 |
| MSMI | 3,777 | 5,000 | -24% | (1,223) | 5,000 |
| Northampton CDBG | 6,880 | 8,500 | -19% | (1,620) | 8,500 |
| ORI | 17,920 | 16,200 | 11% | 1,720 | 16,200 |
| U. Way - FC | 10,655 | 10,785 | -1% | (130) | 10,785 |
| U. Way - HC | 23,334 | 25,000 | -7% | (1,666) | 25,000 |
| <i>Fundraising projected-grants, corporations, individuals</i> | 166,784 | 103,636 | 61% | 63,148 | 103,636 |
| Total | 801,852 | 699,334 | 15% | 102,518 | 699,334 |

| AUGUST 2017 AUDITED | | | | | |
|---|----------------|----------------|-------------|-----------------|----------------|
| EXPENSES | YTD Actual | Budget to date | % variance | Dollar Variance | Annual Budget |
| Salaries Includes all cna staff salaries | 468,337 | 465,184 | -1% | (3,153) | 465,184 |
| Fringe Benefits | 117,718 | 110,106 | -7% | (7,612) | 110,106 |
| Contractual-Line 5 Includes early childhood contracts, audit, evaluation | 50,912 | 22,951 | -122% | (27,961) | 22,951 |
| Supplies- Line 6 Includes computer, postage, office & education supplies | 15,526 | 10,907 | -42% | (4,619) | 10,907 |
| Travel - Line 7 Includes staff travel and conferences | 5,698 | 3,846 | -48% | (1,852) | 3,846 |
| Other- line 8 phone & internet, printing, events, etc | 123,933 | 86,340 | -44% | (37,593) | 86,340 |
| Total Expenses | 782,125 | 699,334 | -12% | (82,791) | 699,334 |
| Net Surpl | 19,727 | (0) | | 19,727 | - |

**CENTER FOR NEW AMERICANS
Organizational Budget - FY-2018**

| REVENUES | | FY18 FINAL |
|---|-----------|-------------------|
| Massachusetts Dept. of Elementary & Secondary Education | \$ | 466,513 |
| Massachusetts Dept. of Elementary & Secondary Education Career Pathways | \$ | 33,237 |
| Amherst Community Development Block Grant | \$ | 18,000 |
| The Agnes M. Lindsay Trust | \$ | 2,500 |
| Bete Family Foundation | \$ | 10,000 |
| The Clowes Fund | \$ | 10,000 |
| Massachusetts Bar Foundation | \$ | 13,000 |
| Life Extension (Johnson Foundation)* | \$ | 5,000 |
| Community Foundation of Western Massachusetts | \$ | 15,000 |
| Northampton Community Development Block Grant | \$ | 8,500 |
| Massachusetts Office for Refugees & Immigrants | \$ | 16,200 |
| United Way of Franklin County | \$ | 9,691 |
| United Way of Hampshire County | \$ | 15,000 |
| <i>30 Poems in November!</i> | \$ | <i>35,000</i> |
| <i>Individual fundraising</i> | \$ | <i>30,000</i> |
| <i>Other fundraising: family foundations, events, local businesses</i> | \$ | <i>90,603</i> |
| TOTAL REVENUES | \$ | 778,244 |
| EXPENSES | | FY18 FINAL |
| Personnel | | |
| Salaries and Wages * | \$ | 489,609 |
| Fringe Benefits * | \$ | 123,534 |
| Non-Personnel | | |
| Contractual | \$ | 35,600 |
| Supplies | \$ | 13,600 |
| Travel | \$ | 5,800 |
| Other | \$ | 110,100 |
| TOTAL EXPENSES | \$ | 778,244 |

**Center for New Americans
Board of Directors***

| Name and Address | Email | Phone |
|--|--|---|
| Baker, Bernie Instructor, Deerfield Academy 22 Cleveland St Greenfield, MA 01301 | bbaker@deerfield.edu | 413-774-9433 Home 413-834-8021 Cell |
| Blakeman, Jean PO Box 443 Williamsburg, MA 01096 | jeanblakeman24@gmail.com | 413-268-3569 Home 413-531-1340 Cell |
| Carpenter, Cristin 103 North Cross Rd Gill, MA 01354 | ccarpenter@gcc.mass.edu kitc16@comcast.net | 413-775-1226 Work 413-863-2505 Home 413-522-9470 Cell |
| Demetz, Anne-Marie 528 Pratt Corner Rd Amherst, MA 01002 | am.demetz@gmail.com | 413-253-9620 Home 413-218-5299 Cell |
| Id Abdella, Hamid 324 Main Street, Apt. J. Easthampton, MA 01027 | hamididabdella@gmail.com | 413-923-8454 Cell |
| Kibara, Moses 73 Colony Rd South Windsor, CT 06074 | mkibara@yahoo.com | 413-779-2257 Work 413-693-4964 Cell |
| South, Frances 374 Bay Road Belchertown, MA 01007 | frances.south@gmail.com | 413-244-4748 Cell |

