

**Bergen Community College Ciarco Learning Center**  
Proposal to Provide Basic Skills/ESL/GED Educational Services  
To Work First New Jersey Clients For the Period: July 1, 2010 – June 30, 2011

**MISSION STATEMENT OF THE CIARCO LEARNING CENTER**

The Ciarco Learning Center has forty (40) years of experience in working with the Bergen County community teaching English as a Second Language, Adult Basic Education and GED to the multi-cultural adult population representing 180 nationalities. The mission of the Bergen Community College Ciarco Learning Center is to:

- Provide a point of re-entry for adults who have not achieved academic success and who have not been able to participate fully in the regular programs of the College, but who wish to do so.
- Provide a non-traditional and flexible learning environment, which allows adults to learn about the alternatives available to them and to prepare them to use such services.
- Enable otherwise disenfranchised adults to make use of a world of social programs aimed at satisfactory social and civics integration.
- Assist in meeting the changing needs of the community.

**ABOUT THE CIARCO LEARNING CENTER**

The Philip Ciarco Learning Center was founded by Bergen Community College in 1970 to provide educational and counseling services for adults who have not completed a formal high school education and for adults who are interested in English as a Second Language. Since then, thousands of adults have enrolled at the Center and many have gone on to college and other post-secondary training.

The Bergen Community College Adult Learning Center first opened its doors in Hackensack through a generous lease from Malcolm A. Borg and through the efforts of Dean Lois Marshall to secure community development funds for renovations. The Record leased its former building to the Learning Center through 1978, when the Borg family further demonstrated belief in the importance of attainable continuing education by transferring ownership of the building to the College for one dollar. As a result of the tremendous demand for services and a waiting list for clients, the Adult Learning Center found it necessary to acquire a larger facility.

The Center was originally housed at 295 Main Street in Hackensack. In the mid-to-late 1990s, the Bergen County Board of Chosen Freeholders recognized Bergen Community College's vital role in providing for the growing educational needs of the County, and decided to provide funding to renovate a county-owned building which would accommodate the increasing numbers of adult learners attending classes at the Learning Center. After much anticipation, the renovated facility - the former Arnold Constable Department Store on Main and Passaic Streets, was officially opened on October 14, 1999, with a gala ribbon-cutting ceremony. The Center was renamed the Philip Ciarco Jr. Learning Center, in honor of the father of Philip J. Ciarco, a member of the Bergen Community College Foundation, the fundraising arm of the College. Kathleen and Philip Ciarco wanted to make a lasting tribute to the life of Mr. Ciarco's father, who left school to work at the age of 13, and so they pledged a generous bequest of \$500,000 to support an endowed scholarship fund to enable deserving students to receive the education that Mr. Ciarco's father never had the opportunity to receive. Kathleen Ciarco is a graduate of the College's Early Childhood Education program. The Ciarco Learning Center offers

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day and evening courses in English as a Second Language, High School Equivalency, and English Basic Skills, as well as courses at other locations.

Walter Hecht, who worked at the Learning Center from its opening in 1970, served as Director of the Center from 1973 through 2007. He is presently the Dean of Continuing Education and Corporate Sector Training on the Bergen Community College main campus in Paramus, and is actively mentoring the Center's new Director, Paul Ragusa. Mr. Ragusa holds a master's degree in counseling and education, and has served Bergen County residents for almost 20 years through the public social services, behavioral health, juvenile justice, and education systems.

The Bergen Community College Ciarco Learning Center is a barrier-free facility and is ADA compliant. The building is enhanced with automatic doors at the rear entrance leading to the parking lot. There is ample parking for handicapped persons in the Center's parking lot. All restrooms in the Center are equipped with automatic doors for access and egress, and are fully accommodating.

**CIARCO LEARNING CENTER STATEMENT OF PHILOSOPHY**

The creators of the original programs of the Ciarco Learning Center sought to develop an alternative program for adult students who were unable to succeed within more traditional learning environments. The staff and administrators of the Ciarco Learning Center believe that adults can more effectively succeed in a program of learning that is a result of mutual discussion and planning. Therefore, through open enrollment and the concept of individualized instruction, clients can enter the program at any point and at any level of ability, moving from that point on to the achievement of their goals.

**CIARCO LEARNING CENTER POLICY STATEMENT**

Through grants and sub-grants made to Bergen Community College for the purpose of operating programs at the Ciarco Learning Center, the College has designed and developed adult training experiences that enable students to obtain their education in a convenient and flexible manner. It is the purpose of the College to avoid constricting programs that will by their nature inhibit Ciarco Learning Center clientele. The delivery system and schedules for programs are created to insure maximum availability and flexibility to the residents of Bergen County.

**EXPERIENCE WITH THE WORK FIRST NEW JERSEY TARGET  
POPULATION**

Since the beginning of Work First New Jersey in Bergen County in April of 1998, the Bergen Community College Ciarco Learning Center has been sought out by welfare-to-work clients to assist them in meeting their basic educational needs.

Historically, our Work First New Jersey educational programs have provided comprehensive instruction in English as a Second Language (ESL), Remediation of Basic Skills (BREM), High School Equivalency (GED), workplace literacy, and computer literacy. Clients are enrolled in

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programs based upon his/her primary academic need; i.e., ESL, Basic Skills, BREM or GED. Since January of 1998, our programs have served 732 Work First clients. The following table presents for each year, the number of clients referred and enrolled, who in order to succeed in the workplace, needed to improve upon their basic academic skills and thus enrolled in AWEF and/or educational programs at the Bergen Community College Ciarco Learning Center. (Note: The numbers do not include client carryover from year to year.)

<b>Table Summarizing the Number of Work First New Jersey Clients Referred and Enrolled</b>			
<b>YEAR</b>	<b>ESL</b>	<b>Basic Skills BREM/GED</b>	<b>TOTAL</b>
1/1/98-6/30/98	10	15	25
FY 1998-1999	37	55	92
FY 1999-2000	40	10	50
FY 2000-2001	26	16	42
FY 2001-2002	28	34	62
FY 2002-2003	27	29	56
FY 2003-2004	24	33	57
FY 2004-2005	21	47	68
FY 2005-2006	14	38	52
FY 2006-2007	16	33	49
FY 2007-2008	14	38	52
FY 2008-2009	22	42	64
FY 2009-2010 (7/1/09 – 12/31/09)	16	18	34
FY 2009-2010 (1/1/10 – 3/31/10)	15	14	29
<b>TOTAL</b>	<b>310</b>	<b>422</b>	<b>732</b>

Through our Educational Programs, Bergen Community College Ciarco Learning Center has been an active partner in the employment and training efforts of Bergen County since its establishment in 1970. The Center has participated in publicly supported programs in an effort to fulfill its own community services objectives and to support national, state, and local efforts in human resource development and education. It has been the philosophy of the College to provide educational support and services to both the residents of Bergen County as well as to the employment and training programs within the County, responding to their needs by modifying and changing programs and developing new services as national and state policy changes require local changes. Located in the City of Hackensack, the

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Ciarco Learning Center is situated in the midst of the Bergen County Seat, and is the region's public transportation hub.

**ACCREDITATIONS AND LICENSES**

Agency held accreditations, professional licenses, and other external reviews that pertain to the funding requested are presented below.

Middle States Accreditation  
State of New Jersey teachers licenses  
State of New Jersey Department of Labor Program Audits  
State of New Jersey Department of Labor Financial Audits

The credit divisions of Bergen Community College offer more than 90 degree and certificate programs through high quality, relevant, and varied educational programs and opportunities to help students maximize their work potential in a vast array of careers. The College's 2008 Annual Report is appended to this proposal.

**CIARCO LEARNING CENTER SERVICES AND RESOURCES**

- Adult Basic Skills
- Community Counseling Services
- Employability Skills
- English-as-a-Second Language
- High School Equivalency (GED)
- Official State of New Jersey GED Test Site
- Inmate Education (Bergen County Sheriff's Department)
- Workforce Learning Link
- NJ Public Information Job Search Network Site ([www.njpin.state.nj.us](http://www.njpin.state.nj.us))
- On-Site Corporate Training
- On-Site Work Force Development
- Cisco Networking Academy
- Small Business Development Center
- College-Level Courses
- Assistive Technology/Resource Accommodation Lab
- Dual Enrollment/Credit Recovery Program for at-risk high school students (High School Drop Out Prevention)
- Dual Enrollment Credit Courses, Summer Remediation and Summer Learning for Hackensack High School Students
- Consolidated Adult Basic Skills & Integrated English Literacy & Civics Education (ABE & IELCE)
- New Tutoring & Language Resource Center (face-to-face tutoring and technology)

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**OPERATING CALENDAR**

**BERGEN COMMUNITY COLLEGE**  
**PROJECTED OPERATIONAL CALENDAR**  
**FOR THE PERIOD JULY 1, 2010 THROUGH JUNE 30, 2011**

**Bergen Community College will be closed on the following dates:**

Monday	July 5, 2010	Independence Day
Thursday	August 26, 2010	College Closed
Friday	August 27, 2010	College Closed
Monday	September 6, 2010	Labor Day
Thursday	November 25, 2010	Thanksgiving Day
Friday	November 26, 2010	Day after Thanksgiving
Friday	December 24, 2010	Christmas Eve
	December 27 – 31, 2010	Intersession
Monday	January 17, 2011	Martin Luther King, Jr.
Monday	May 30, 2011	Memorial Day

**Note Regarding Summer Hours 2010**

**The College will be closed on Fridays from June 1, 2010 through August 23, 2010.**

**Note Regarding Emergency Closings**

**In the event of an official emergency closing of the College, program activities will not operate.**

**DAYS AND HOURS OF OPERATION**

The Center's hours of operation are from 8:30 AM to 9:00 PM, Monday through Thursday, and from 8:30 AM to 5:00 PM on Friday thus providing ample opportunity and flexibility to accommodate a wide variety of student scheduling options across the days of the week and hours of the day.

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**COLLABORATIVE/COOPERATIVE AGREEMENTS**

The Ciarco Learning Center is a Bergen County One-Stop Career Center Partner and, as such, we are able to leverage services from the One-Stop Operators including the Bergen Workforce Center, New Jersey Employment Services, and the New Jersey Division of Vocational Rehabilitation Services.

Over the years, the Bergen Community College Ciarco Learning Center has had a long-standing and strong, continuous relationship with the Bergen County Board of Social Services. Since 1998 as the result of welfare reform, the Center has been a member of the Bergen County Work First New Jersey Welfare-to-Work Collaborative. The Work First New Jersey Collaborative meets bi-monthly and is comprised of representatives of the agencies involved in the administration of Work First New Jersey cases in Bergen County as well as representatives of the service provider agencies that are contracted to deliver the wide array of direct services to welfare clients. Over time, the Collaborative has been an on-going venue for the exchange of information, networking opportunities, problem-solving, relationship building, professional development opportunities, and much more; all of which enable members to continually develop and improve services to Work First New Jersey clients in Bergen County.

In 2005, as a result of State of New Jersey Department of Labor and Workforce Development consolidation efforts, the Ciarco Learning Center entered into a Consortium Agreement to provide educational services to adults under the WIA Title II Adult Basic Skills Grant Program which provides instruction in the adult basic skills (reading, math computation, applied math, language arts, writing, science, and social studies) as well as English-as-a-Second Language instruction to foreign born adults. The WIA Title II Adult Basic Skills Grant Program has since expanded to include the Integrated English Literacy and Civics Education Program, which combines ESL and civics education instruction for adult students seeking to improve their skills in listening, speaking, reading, and writing in English as well as to and to enable them to develop a better understanding of American history, culture and government to become more comfortable active participants in American public life. The Consortium includes the Bergen County Technical Schools, Bergen County Community Action Partnership (BCCAP) and the Bergen Community College Ciarco Learning Center. In providing ESL services to Bergen County residents under WIA Title II, the Ciarco Learning Center has developed on-site services partnerships with: St. Francis de Sales Church in Lodi, the Lodi Municipal Library, the Boys & Girls Club of Lodi & Hackensack, The Borough of Fair Lawn and its Board of Education, Ridgefield Park Public Schools and the Ridgefield Park Public Library.

**LEVEL OF SERVICE**

The number of Work First New Jersey clients to be served during this proposed service period is 52 TANF clients and 14 GA/FS clients for a total of 66 Work First New Jersey clients.

**ORGANIZATION AND MANAGEMENT**

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The organizational and managerial goals and objectives are to initiate effective practices in a well managed program, committed to continuous improvement, and that works in collaboration with the Bergen One-Stop Career Center and the Bergen County WIB. The Center is committed to devoting the effort to provide for the continuous leadership, formulating policy, promoting collaborations with others, providing oversight, maintaining low staff turnover and providing professional development opportunities for teachers.

Throughout the last 4 decades, the Bergen Community College Ciarco Learning Center has provided leadership in the field of basic skills development, which includes reading comprehension, critical thinking skills, basic mathematics, language arts, English as a Second Language, computer literacy, and workplace maturity skills development. The Learning Center conducts successful training programs both on-site and off-site that stress the attainment of measurable objectives by the trainee. As an integral part of Bergen Community College, the Ciarco Learning Center is uniquely positioned to articulate Basic Skills programming along with the opportunities to access various College level non-credit and credit course offerings and programs in a wide array of fields.

The Ciarco Learning Center is a technology-rich environment with ample opportunities for participants to share in the information technology resources available to develop the computer skills necessary for success in today's workplace.

The Ciarco Learning Center has 32 years of experience in managing and implementing State of New Jersey Department of Education grants for adult learners. We have served as the Lead Agency of a New Jersey Department of Education Consortium including the Hackensack, Ridgefield Park, Teaneck, and Fair Lawn school districts. During the 6 years of the Consortium (through FY 10), 11,133 individuals enrolled in our adult education classes. Over the forty (40) years of providing educational services to adults in Bergen County, the Center has also developed, managed and implemented grant programs for adult learners funded by the Bergen County Department of Human Services (Work First New Jersey, Welfare-to-Work), the Bergen County Sheriff's Department, the UAW/Ford Motor Company, Citibank, Inc., the 1199 SEIU, IBM Corp., and the New Jersey Department of Labor and Workforce Development sponsored Workforce Learning Link and WIA Title II grants.

We are currently in the fourth year of receiving funding under WIA Title II, for Adult Basic Skills and Integrated English Literacy and Civics Education Programming. and are pleased with our accomplishments in managing and implementing these complex literacy projects, delivering educational services to residents, achieving educational benchmarks, and meeting the program and fiscal reporting challenges required of the grants. This year's (2009-2010) Consolidated Adult Basic Skills Grant is currently contracted to serve 586 individuals, and at the writing of this proposal, has already reached its target, 3 months ahead of schedule.

The Bergen Community College Ciarco Learning Center provides free on-site Community Counselors. The free counseling service for adults, sponsored by Division of Student Services of Bergen Community College, is available to any adult who can benefit from it. For purposes of this proposal, professional counselors will be available to discuss students' goals and objectives both educationally as well as with respect to general involvement in community activities. The counseling service can

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also aid adults in locating other support services in the county and coordinates with other service agencies. The counseling services include: making decisions about job/career, developing employability skills, workshops (e.g., self-esteem workshop), housing, childcare, transportation, and coordination of referral efforts with local agencies capable of providing supplemental services (Division of Developmental Disabilities, Division of Vocational Rehabilitation, & other community-based organizations).

**EDUCATIONAL PURPOSE AND OPPORTUNITIES**

Based on the last census statistics, one can conclude that a large portion of the adult population does not complete their high school education and therefore, the expectations of employers to look forward to a well-educated literate workforce may not always be realistic. Retraining the workforce is expensive. Mistakes created by undereducated individuals can result in personal injury and lost productivity, which is very costly to employers. Literacy in the new millennium requires not only competency in the basic skills of reading, math and language acquisition, but also critical-thinking skills, workplace maturity, and an understanding and knowledge of computers. At the Ciarco Learning Center, one of our purposes is to help build New Jersey's workforce, specifically Bergen County's workforce, into highly competent and productive wage earners.

Lack of literacy, aside from its negative fiscal impact on business, is a fundamental issue for social reform. Issues of illiteracy and literacy are at the very heart of our criminally incarcerated, incidents of domestic violence, and poor job performance, not to mention worker readiness for employment. Striving to do all we can to provide literacy training, educational opportunities, and the development of human potential within the County will, in the long run, help to limit some of these social issues and help to reduce the resulting expenditures for them. We know all too well that we are spending more per person for incarceration than we are spending per person for education. This spending continues to drain the limited financial resources available from all citizens in the County. The benefit of education and training to business is obvious – it leads to a better prepared workforce to meet the challenges of the changing face of business within the County, as well as reduce business costs for losses from productivity and mistakes.

**PROGRAM DESCRIPTION**

The Bergen Community College Ciarco Learning Center is listed on the New Jersey Department of Labor and Workforce Development's Eligible Training Provider List.

The program is designed to accommodate 66 Work First New Jersey students/clients (52 TANF clients & 14 GA/FS clients) between July 1, 2010 and June 30, 2011 who are in need of educational training in English as a Second Language (ESL); Adult Basic Education/Skills Remediation (BREM); and High School Equivalency (General Educational Development – GED) and who have been referred either by the Bergen County One-Stop Career Center, New Jersey Employment Services, or the Bergen County Board of Social Services.

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The overall goal of the program is to help close welfare cases by assisting participants to improve their literacy/educational levels in the areas of Basic Skills, Basic Remediation of Skills (BREM), GED, and English as a Second Language.

The program is fully individualized and will be flexible to allow individuals to participate in required CWEP activities.

Instructors engage the active participation of clients in the development of Individual Educational Plans which will include the results of the initial educational assessment of clients using appropriate standardized assessment instruments, client job goals and objectives as provided by the referring case manager, and an agreed upon plan to raise the clients educational level to meet the client's job goals and objectives.

Instructors take and maintain attendance records and will report attendance to Case Managers and on eTimesheets as required.

Days and Hours of Activity. The weekly length of the program will be 15 hours. The Basic Skills, BREM and GED clients, as well as the ESL clients, will be scheduled for classroom instruction from 9 am - 12 pm Monday-Thursday between June 1, 2010 and through the week ending Friday, August 27, 2010. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity requirement. Starting with the week of August 30, 2010 and through the week ending Friday, May 27, 2011, the Basic Skills, BREM and GED, as well as the ESL clients, will be scheduled from 9 am -12 pm Monday-Friday for a total of 15 hours/week. Between June 3, 2011 and August 19, 2011, the Basic Skills, BREM and GED clients, as well as the ESL clients, will once again be scheduled for classroom instruction from 9 am - 12 pm Monday-Thursday. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity requirement.

**The College will review the schedule from time to time and consider minor adjustments to the schedule as appropriate.**

Program Evaluation and Student/Client Satisfaction. Program evaluation and student/client satisfaction is an on-going process at the Center. A formal program evaluation and student/client satisfaction survey is conducted annually to determine the extent to which programs are meeting the Case Manager and client set educational goals in support of the overarching client workplace goals. Additional survey items assess the extent to which the educational program contributes to client satisfaction and achievement of related literacy, family life, and public life goals. Survey results will be reviewed and analyzed and serve to inform efforts to improve the quality of the program.

Policy on Discharge and Termination. Program participants may be discharged/terminated from the program and referred back to the Case Manager in the event that the participant has been absent from the program for one (1) month and in the absence of any contact or communication, during the month, from either the client or the Case Manager. Program participants may be discharged/terminated from the program and referred back to the Case Manager if the client does not put forth effort to improve

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their academic skills to achieve the established educational goals in support of the overarching workplace goals. A client may appeal a discharge/termination first to their Instructor and thereafter, if necessary, to the Director of the Ciarco Learning Center.

Primary Educational Goals. An assessment test will be administered to establish a baseline to determine the clients' appropriate placement within the curriculum that best meets the students' needs and to assure maximum learning enhancement.

- For basic skills and GED clients, the TABE test is administered by Case Management and the results provided to the Center. If TABE results are not available, program instructors will administer the TABE to determine the clients' educational functioning level at entry into the program. The Basic Skills/GED Program Instructor will administer a TABE post-test to students after receiving approximately 50 hours of instruction to assess students' progress and to then review the IEP and update it with clients' active participation. The following basic skills and GED levels will be served:
  - Adult Basic Ed – Beginning Literacy, Beginning Basic and Low Intermediate (Grades 0-4.9). NOTE: When Work First New Jersey Adult Basic Ed students attain TABE results of 5.0 in reading, they will be referred to the Workforce Learning Link to continue with their education. (The Workforce Learning Link is described in greater detail below.)
  - GED (Grades 9 - 12.9). GED students receive instruction in preparation to take the GED test. The Bergen Community College Office of Testing and Assessment offers a variety of testing services consistent with the mission of the College, including serving as a test center for the official State of New Jersey GED test. The official State of New Jersey GED test is administered at the Ciarco Learning Center, which is a convenience to program participants in terms of registering for the test and taking the test. The cost to take the GED test is \$50.00.
- For ESL clients, the CASAS (Comprehensive Adult Student Assessment System) test in listening and reading will be administered by the ESL Program Instructor to determine the clients ESL level at entry into the program. The ESL Program Instructor will administer a CASAS post-test to students after receiving approximately 50 hours of instruction to assess student progress and to then review the IEP and update it with the clients' active participation. The following ESL levels will be served:
  - Beginning 1 ESL(excluding ESL clients who are illiterate in their native language) and Beginning 2 ESL
  - Low and High Intermediate ESL
  - Low and High Advanced ESL

### Secondary Educational Goals.

- Actual teaching methods are structured in ways that meet the students varied learning needs to ensure that they experience progress towards their goals.
- To provide each student with a learning experience that will enhance productivity and personal satisfaction.
- To provide a learning environment that is based on the needs of students to help them strive to become independent learners with increased self-confidence through success.

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- To recognize that students have a wide variety of experience and talents and to use this knowledge in the program design.
- Workplace maturity will be continually stressed through a variety of interrelated educational activities that are compatible with the client's goals set by the Bergen County Welfare-to-Work program.
- Develop the training modules with transferable skills as a goal for each student.
- To conduct orientations for potential students prior to their formal enrollment in the program and before any testing and assessment occurs.
- Use of Technology: The Ciarco Learning Center is a technology-rich environment with built-in opportunities for Work First New Jersey participants to share in the information technology resources available for success in today's workplace. A fully-networked state-of-the-art computer lab is dedicated to the Work First New Jersey participants which includes basic skills and ESL educational software programs as well as internet access for educational and job-search opportunities.

Evidence of Benefits to Clients. A review of the 2008-2009 program benefits to clients was conducted and the results are presented next:

A continued benefit to clients enrolled in the program since July 1, 2009 is that the ABE/GED students are in one class and the ESL students are in another class, unlike several years ago when ABE/GED and ESL students were all in the same class.

- During the 2008-2009 program year, a total of 64 clients were enrolled
- Seventeen (17) GA/FS/ABAWD clients were enrolled
- Forty-seven (47) TANF clients were enrolled
- 59% (10) of the GA/FS/ABAWD clients required ABE/GED and 41% (7) required ESL
- 68% (32) of the TANF clients required ABE/GED and 32% (15) TANF clients required ESL
- 38% (16) of the ABE/GED students upgraded their basic literacy and math skills
- Three (3) (33%) of the ABE/GED students took and passed the GED test, which may not seem like many; but it really is remarkable considering that only 9 ABE/GED students entered the program with entry level TABE scores at a level close to GED (6.0 and above)
- Twelve (12) (29%) of the ABE/GED students completed their educational goals
- Three (3) of the ABE/GED students became employed
- Twenty-nine (29) (69%) of the ABE/GED welfare cases were closed (in positive ways)
- Eight (8) (36%) of the ESL students completed their educational goals
- Eight (8) (36%) of the ESL students became employed
- Fourteen (14) (82%) of the ESL welfare cases were closed (in positive ways)

The Workforce Learning Link. The Workforce Learning Link, sponsored by the Bergen County Workforce Investment Board and funded by the State of New Jersey Department of Labor and Workforce Development, is a computerized learning lab, the primary goals of which are to assist participants to secure employment or improve employment prospects, attain a level of self sufficiency, and ultimately enrich the lives of participants through career advancement and life-long learning. This unique lab is an alternative learning enhancement opportunity to the traditional methods of stand-up

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classroom instruction and is available in the Center to program participants whose learning styles have been determined to best be met by this alternative. The program strives:

- to increase the earnings potential of Bergen County residents
- to increase reading and mathematics skills
- to increase computer skills
- to increase communication skills
- to increase participants overall readiness to enter the workforce or advance to further training

The Workforce Learning Link is dedicated to the success of its participants through self paced career-oriented computer-assisted learning, and knowledgeable instructors who are always ready to facilitate the students' needs. The Link is open to all participants who need learning enhancement; however, all participants must be legally eligible to work in the United States. The Link services are provided free of charge.

### **PROGRAM PERFORMANCE** **GOALS, OBJECTIVES, and PERFORMANCE OUTCOMES**

Program	Adult Basic Education Training for TANF and GA/FS
Program Goal (Long Range)	To help close welfare cases by assisting GA/FS and TANF participants improve their literacy/educational levels in English as a Second Language, Basic Skills, Basic Remediation of Skills (BREM), and GED.
Objectives and Related Activities	<ul style="list-style-type: none"><li>• Both TANF and GA/FS clients, including ESL clients, including those not literate in their native language, can be referred directly to the Ciarco Learning Center in Hackensack for Adult Basic Education Training in Basic Skills, basic skills remediation (BREM), GED and ESL</li><li>• The weekly length of the program will be 15 hours:<ul style="list-style-type: none"><li>• The Basic Skills, BREM and GED clients will be scheduled for classroom instruction from 9 am - 12 pm Monday-Thursday between July 1, 2010 and through the week ending August 27, 2010. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity requirement. Starting with the week of August 30, 2010 and through the week ending May 27, 2011, the Basic Skills, BREM and GED clients will be scheduled from 9 am -12 pm Monday-Friday for a total of 15 hours/week. Between June 3, 2011 and June 30, 2011, the Basic Skills, BREM and GED clients will once again be scheduled for classroom instruction from 9 am - 12 pm Monday-Thursday. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity requirement.</li><li>• The ESL clients will be scheduled for classroom instruction from 2 pm - 5 pm Monday-Thursday between July 1, 2010 and through the week ending August 27, 2010. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity</li></ul></li></ul>

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	<p>requirement. Starting with the week of August 30, 2010 and through the week ending May 27, 2011, the ESL clients will be scheduled for classroom instruction from 2 pm -5 pm Monday-Friday for a total of 15 hours/week. Between June 3, 2011 and June 30, 2011, the ESL clients will once again be scheduled for classroom instruction from 2 pm - 5 pm Monday-Thursday. Three (3) hours of homework/week will be given to clients during this time to satisfy the 15 hour/week activity requirement.</p> <ul style="list-style-type: none"> <li>• Case Managers will either mail or deliver Intake packets on referred clients to the Center.</li> <li>• Packets will consist of:             <ul style="list-style-type: none"> <li>○ Universal Referral Form</li> <li>○ Case screen</li> <li>○ TABE scores</li> <li>○ The Collaborative Agreement</li> <li>○ The Employability Plan Development Tool, Part B or Parts A and B as appropriate for the client.</li> </ul> </li> <li>• Instructors will develop Individual Education Plans appropriate to the customer to raise academic skills levels or English language skills levels.</li> </ul> <p><u>Agency Tasks &amp; Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Participate in the TANF/GA/FS Collaborative meetings at the Bergen County Department of Human Services.</li> <li>• Participate in the TANF/GA/FS Case Management Operations meeting at the One-Stop.</li> </ul> <p><u>Level of Service</u></p> <ul style="list-style-type: none"> <li>• 52 new TANF participants</li> <li>• 14 new GA/FS participants</li> </ul>
<p>Method for Measuring and Documenting Performance Outcome(s)</p>	<p>The agency will track the activity and dates with the Compliance Maintenance log:</p> <ul style="list-style-type: none"> <li>• Client identifiers (name, ss#, case#, birth date, referring agency)</li> <li>• Client background (referral date, CSA date, EPDT A, EPDT B, Intake Date, Develop Individual Service Plan, with updates)</li> <li>• Sanction Information (if necessary): client contact date, case manager notification date</li> <li>• Client Program Set-Up (class start date, education level at start date, date tested one level higher than start, date tested two levels higher than start, date tested three levels higher than start.</li> <li>• Client Program Finishing (GED testing secured date, Goal-ESL level achieved date, Goal-Education level achieved date, E-Time Sheet closed down, Case Closed-positive/negative using notes for details)</li> <li>• <b>**Please Note:</b> If a client drops out during the funding year, Compliance</li> </ul>

## Bergen Community College Ciarco Learning Center

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	<p>Maintenance may be paid at the end of the year, if procedures were followed.</p> <ul style="list-style-type: none"><li>• Initial assessment of ESL students at Intake to determine participant's initial ESL placement level. Initial assessment of Basic Skills, BREM, and GED participants will be completed by NJ-DOL-ES and other Collaborative Agencies and provide results to BCC along with an Employability Plan.</li><li>• Enrollment: demonstrated by 5 days of attendance and a signed Individual Education Plan.</li><li>• Post-testing using a standardized assessment instrument of participants at the conclusion of 50-60 instructional hours to demonstrate the completion and advancement of educational benchmarks.</li><li>• Participants will "sign in" and "sign out" daily. Instructors will report Attendance Hours to the appropriate "to work" Case Manager.</li></ul> <p>WFNJ Reporting Requirements:</p> <ul style="list-style-type: none"><li>• Send LOS Report by the 7th working day of the month to BC-DHS for all current contract clients (enrolled 7/1/2010-6/30/2011).</li><li>• Enter all occupational E-Time Sheets (mandatory) every week for TANF participants and maintain a separate daily time sheet file for TANF and GA/FS.</li><li>• Complete the TANF/GA/FS Assessment Enrollment form on a monthly basis and send to the One Stop.</li><li>• Complete the One Stop OSOS Reporting form with any activity change and send to the One-Stop.</li></ul>
Funding 7/1/10 6/30/11	Funding for WFNJ Bergen Community College/Ciarco Learning Center \$73,700