

## A Message From the CEO

THE REFUGEES AND IMMIGRANTS WE SERVE tell us that strong English language skills are the key to unlocking their dreams. In the U.S., speaking, writing, and understanding English equates to freedom, connection, and opportunity, and it empowers clients to advocate for themselves and their families, build relationships with neighbors, continue their education, and enter and succeed in the U.S. workforce.



It's no wonder that demand for IINE's English for Speakers of Other Languages (ESOL) classes is so high. IINE has been a regional leader in adult ESOL for decades and offers free, accessible, vocationally focused classes. ESOL classes are essential to supporting our clients, but their value goes much further—straight into the heart of the New England workforce. We work with a vast and growing network of local businesses in Massachusetts and New Hampshire who are desperate to hire IINE clients for roles in industries that are experiencing dangerous workforce shortages, including customer service, manufacturing, and healthcare. Employer partners speak highly of IINE clients they have hired, and they are eager to hire additional employees with the same basic English skills our clients are so eager to acquire.

Unfortunately, there is a widespread lack of understanding on both the federal and local levels of the connection between adult basic education (ABE) programs, including ESOL, and

the strength of the New England economy. ABE and ESOL programs provide the large and diverse population of adults who lack basic job skills, a high school credential, or English language proficiency with the competencies they need to support their families and become productive workers and engaged citizens. But due to underfunding and recent state budget cuts, **New England ESOL providers currently fill less than 10% of the demand for ESOL classes.** Waiting lists for IINE's classes are very long, and while IINE volunteers provide great support to those who are waiting, our clients urgently need seats in the classroom.

This *Spotlight Report* breaks down the incredibly important educational services that your support enables IINE to provide. Thank you for all you do to help unlock the potential of refugees and immigrants in New England.



Jeffrey Thielman, President and CEO



# ESOL Is a Key that Unlocks Many Doors

NEARLY 43 MILLION U.S. ADULTS lack the basic English literacy skills required to succeed in the workforce and achieve economic self-sufficiency. ESOL is one of IINE’s cornerstone services because language skills affect every other aspect of resettlement, from accessing services, to communicating with landlords and neighbors, to achieving upward mobility, to participating in civic life. Studies have shown that:

- 67% of unemployed immigrants in Massachusetts who complete workforce-focused ESOL class like IINE’s obtain jobs within 6 months.
- Immigrants who complete ESOL programs have an average income gain of 56%.
- 30% of immigrants who complete ESOL programs pursue additional education or training.
- 88% of participants in integrated ESOL and healthcare programs—like IINE’s ESOL 4 Healthcare—report better understanding and management of their health.
- Immigrants who complete ESOL programs are more than twice as likely to participate in civic activities like voting once their confidence with English has increased.



## How You Can Help

### DONATE

It takes almost a year and \$2,500 in program costs to help one adult learner to advance a single language level. Your gift can help give refugees and immigrants a much-needed seat in the classroom.

### VOLUNTEER

ESOL tutors improve our students’ experience by offering individualized support and personal connections.

“Language is power. That includes literacy as well as spoken English. They open up access to education and employment, and to public resources that are provided with a baseline expectation that English is the means of communication.”

- JOSEPH GILBERT, IINE ASSOCIATE DIRECTOR, MANCHESTER ESOL PROGRAM

## Focus on Individual Learners

- **ACCESSIBILITY:** IINE’s education program is designed to accommodate clients who may have transient housing situations, transportation challenges, childcare needs, and work schedules to navigate. We offer both morning and evening classes in hybrid or remote formats. Clients are provided with Chromebooks and headphones as needed.
- **INDIVIDUALIZED SUPPORT:** Clients take language placement tests when they enter IINE’s services and join classes based on proficiency and educational and career goals. Each client is tested again after 65 hours of instruction and then may advance to higher-level classes. For additional support, students are often matched with IINE’s ESOL volunteers for conversation practice and tutoring as needed and available.

## THANK YOU TO VOLUNTEERS LIKE ANDREA!

“Volunteering with IINE has helped me use my teaching skills in a different way. It is so rewarding to see the students make such progress. I enjoy getting to know them, and learning about their customs and dreams of a new life. The people that we support are some of the strongest, most determined individuals I have met. They have given up so much in seeking a better, safer life. I am happy that I can do my part in helping them.”

- ANDREA IMBRIACO, IINE ESOL VOLUNTEER

# English for Employment

IINE WORKS WITH A GROWING NETWORK of employer partners who are eager to hire newcomers who meet baseline levels of English proficiency and understand workplace culture. All IINE ESOL classes are designed to prepare clients to enter the workforce as quickly and successfully as possible and to improve skills in preparation to meet educational and career goals.



## EMPLOYER-FOCUSED PROGRAM DESIGN:

- **WORKPLACE VOCABULARY:** Students practice language for describing their job skills, discussing work with co-workers, asking supervisors about tasks and schedules, customer service, or professional communication in more advanced classes.
- **CAREER COUNSELING:** Advisors and workshops are provided to help students align their studies with set educational and career goals.
- **INTERVIEW PRACTICE:** Local employers offer mock job interviews to IINE students to help prepare them for the application process.
- **VOCATIONAL TRAINING:** Some IINE ESOL classes are offered in conjunction with our vocational training programs in construction, customer service and hospitality, and medical assistance, which lead to professional certifications, and in many cases, job hires.

“The individuals we hired through IINE have proven to be outstanding contributors to our team. Our clients love them ... There’s a good relationship with IINE supporting folks once they’re here, and hopefully we’ll get some more people trained up to have the language skills to keep helping out.”

- FEMI OWOLAB,  
OWNER OF OFEMZ  
HOME HEALTH  
CARE AGENCY

# English to Empower the Family

ADVANCING ENGLISH LANGUAGE SKILLS creates family and multi-generational impact by empowering adults to support their children with schoolwork and easing pressure on children to serve as family translators. Children of parents who participate in adult basic education programs, including

ESOL, are 50% more likely to graduate from high school.

In addition to core adult education classes, IINE’s Education team supports families by assisting with school enrollment, providing school liaisons, teaching family literacy classes, and tutoring within our youth mentorship programs.

## Partnering for Success

COMMUNITY PARTNERS PLAY AN IMPORTANT ROLE in both training and job placements:

- Local adult education centers and universities refer clients to our classes, provide information on higher education opportunities, and contribute instructors to our vocational skills training program.
- Civic organizations, including local employment support and healthcare providers, refer students to our classes and share how to access their services.
- Cultural organizations like museums and libraries host field trips for our clients, and other community organizations connect our clients with books, bicycles, and access to community gardens.



**Beyond the classroom, IINE’s ESOL students meet for field trips, join affinity groups, and celebrate graduations—opportunities to form relationships, access local culture and get comfortable with their new surroundings, and practice their conversational skills.**

# Unique Approach to Instruction

1. IINE offers adult education classes in speaking, reading, and writing in English in trimester terms throughout the year. While our deeply experienced ESOL instructors come from all over the world, they teach using an immersion model, meaning that all instruction is in English.
2. Instruction is not only focused on language acquisition but also includes cultural integration and workforce readiness with curriculum that incorporates digital literacy, financial literacy, civics, and workplace orientation.
3. Classes are designed to accommodate a variety of learners from those who were preliterate in their home countries to those with significant experience with English. They are offered at five skill levels from basic literacy to advanced writing.

## OUR PASSION

### Watch: Our instructors on why they teach ESOL



## Impact Numbers

### IN FY23 IINE:

- Provided **77,770** hours of instruction to **943** English language learners at **5** skill levels
- Referred **37** students to vocational skills training programs and placed **213** students in their first jobs in the U.S.

## THE POWER OF ESOL

# From a Dream Interrupted to a Clear Path Forward

RINA HAD JUST ACHIEVED HER CHILDHOOD DREAM of becoming a nurse when she was forced to flee her home country of El Salvador to escape gang violence. When she came to the U.S., she knew very little English and had to completely start over. Undeterred, Rina immediately enrolled in IINE’s Beginner English class to gain the skills she would need to study nursing in the U.S. After quickly ascending levels, she joined IINE’s Licensed Nursing Assistant Training program.

Rina’s ESOL instructors described her as an excellent and diligent student, who was always available to help her peers with challenging material.

After completing the LNA program, Rina passed her state licensure exam with one of the highest test scores her examiner had ever seen. She now works full-time at a rehabilitation hospital in Manchester, NH as an LNA.



“Today, 10 years later, I have the opportunity to start again in the nursing area. I have the opportunity to work in a hospital area, help people, and finally work at my dream job. I will continue going to college in the future to learn more, earn more money, and help my family.”

- RINA



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