

# Memorandum



CITY OF DALLAS

DATE January 8, 2018

Honorable Members of the Human and Social Needs Committee:  
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Adult Literacy at the Library**

On Tuesday, January 16th, 2018 you will be briefed on the Adult Learning program offerings at the Dallas Public Library.

## **Summary**

In 2012 and 2013, the Dallas Public Library began offering English Language and General Education Diploma (GED) instruction. Previously, the Dallas Independent School District had offered classes at library locations. The library incorporated a commitment to Adult Workforce Education as a strategic direction.

## **General Education Diploma (GED)**

The Dallas Public Library offers instruction in-person at 12 locations and online. In FY17, 683 adults attended GED classes and 511 actively participated in the GED Academy online.

## **English Language**

In FY18, the Dallas Public Library is expanding English language learning opportunities to every full-service location in the system. General English classes are at 11 locations, 5 of which began offering these classes at the beginning of FY18. Two new class types are being introduced: Applied English and Conversation. Applied English classes begin on January 16, 2018 and will focus on advanced English in the subject areas of customer service, job interviews, primary education, and medical visits. Applied English classes will be offered at 13 locations in FY18. Conversation classes offer an opportunity to practice English weekly for learners of all levels and are offered at 9 locations beginning in October 2017.

## **Workforce & Technology**

The library partners with Texas Workforce Solutions, an agency that offers job training, résumé review, and other job-related services to provide outreach office hours at 10 library locations. During FY17, Workforce Solutions met with 2,816 people during these office hours for job search assistance.

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Technology assistance is offered a minimum of once a month in every full-service library location. In FY18, the library has partnered with EqualHeart to host Americorps members at 4 locations to provide extensive technology and job search assistance.

Should you have questions, please contact me at 214-670-7809.



Jo Giudice  
Director, Dallas Public Library

c: Honorable Mayor and Members of the City Council  
T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billerae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
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Jo M. (Jody) Puckett, Assistant City Manager (Interim)  
Jon Fortune, Assistant City Manager  
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Raquel Favela, Chief of Economic Development & Neighborhood Services  
Directors and Assistant Directors

# Adult Literacy at the Library

Human and Social Needs Committee  
January 16, 2018

Jo Giudice, Director  
Dallas Public Library



# Presentation Overview

- Background
- GED and Diploma programs
- English language programs
- Workforce & Technology services



# Background

- DISD offered classes in English and GED instruction in libraries prior to 2012
- 24.7% of Dallas adults without a High School Diploma, small decrease since 2012
  - 2013 - Began offering GED classes
  - 2014 - Opened GED Testing Center
  - 2016 - Began offering online tools

# Background

- Over 40% of Dallas adults speak a language other than English at home
  - Began offering English classes in 2012
  - Expanded to 7 locations in 2015
  - Expanding to all full-service locations FY18
  - Offering classes now in evenings and weekdays at more locations

# Background

- Our efforts combined with our partners are not sufficient to meet the need
  - 234,775 adults lack a diploma or GED
  - 213,864 adults speak English less than “very well”
  - 23% Dallas residents live below the poverty line
- Providing work skills education is part of the library’s strategic direction

# GED and Diploma Programs

- Attend GED classes in-person
- Work on GED skills online
- Attend Career Online High School





# In-person GED Classes at DPL

- 8 DPL locations, 4 partner sites in libraries
- Group classes and targeted workshops
- 683 students enrolled FY17
  - Down from FY16 due to vacancy of instructor
- 58% of students show improvement in just one term

# In-person GED Classes at DPL



- Bachman Lake (Spanish GED offered)
- Dallas West (Spanish GED offered)
- J. Erik Jonsson Central Library
- Lochwood Branch
- Grauwyler Park Branch
- North Oak Cliff Branch
- Skillman Southwestern Branch
- Wilkinson Center: Hampton-Illinois, Pleasant Grove, Polk-Wisdom Branches
- Zan Wesley Holmes Community Center: Martin Luther King Jr. Branch

# GED Academy Online

- Self-paced independent GED focused study
- Students monitored and encouraged by library staff
- Seats are reusable, and cost \$38 a year
- Increasing from 300-400 seats in FY18
- 511 students enrolled in FY17, 23% increase from FY16



# Career Online High School

- New program in FY18
- Online paced classes utilizing techniques to address academic trauma
- Students monitored and encouraged by academic coach, tutor, and library staff
- Cost per student \$1,295, 15 seats available in FY18
- Fully accredited diploma and career certificate issued at end of program

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# Career Online High School



## Career Certificates Offered:

- Childcare and Education
- Certified Protection Officer (CPO)
- Commercial Driving
- Food and Hospitality
- General Career Preparation
- Homeland Security
- Office Management
- Retail Customer Service

# English Language Programs

- General English
- Conversation classes
- New applied English



# General English

- 11 DPL locations, 1 partner site in libraries
- 4 levels
- 1,550 students enrolled FY17
- 83% of students show improvement
- Covers English basics
- 10-12 weeks
- 2 literacy centers with intensive English on Weekdays

# General English



- Bachman Lake (literacy center)
- Dallas West (literacy center)
- Hampton-Illinois
- Pleasant Grove
- Skyline
- Timberglen
- New locations FY18:
  - Grauwyler Park
  - Mountain Creek
  - Kleberg-Rylie
  - Skillman-Southwestern
  - Lancaster-Kiest
- Richardson Adult Literacy : Audelia Road

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# Conversation Classes

- New in FY18
- 9 DPL locations
- All levels
- Pronunciation practice
- Meet weekly
- 402 people attended since September 2017



# Conversation Classes



- Audelia Road
- Dallas West
- Lakewood
- Lochwood
- North Oak Cliff
- Oak Lawn
- Prairie Creek
- Renner Frankford
- Timberglen

# Applied English

- New in FY18
- 13 DPL locations
- 4 week, subject-focused curriculum
- Advanced English
- \$75,000 Texas State Library & Archives Commission Grant
- Classes start January 16, 2018



# Applied English



- Arcadia Park
- Audelia Road
- Forest Green
- Fretz Park
- Kleberg-Rylie
- Lochwood
- Martin Luther King, Jr
- Park Forest
- Prairie Creek
- Timberglen
- White Rock Hills
- Pleasant Grove
- Skyline

# Workforce & Technology

- Workforce Solutions of Greater Dallas office hours
  - 10 DPL locations
  - Agency provides training, resume assistance, and employment placement
  - 2,816 people served

# Workforce & Technology

- Technology classes or assistance at all full-service locations
  - at least once a month since in all locations since FY16
  - 1,837 people served in FY17
- Americorps member for workforce and technology assistance at 4 locations in FY18.

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