



(FMLI) Call Center

FMLI Grant Origin & History:

Initiated by the Texas Workforce Commissioner Mr. Alvarez

Managed by TWC Adult Education & Literacy

1. Attendees will understand how to use and navigate Family Math Literacy Initiative (FMLI) Call Center

<https://www.hcde-texas.org/FMLI>

2. Attendees are invited to share the FMLI Call Center website with other non-profit literacy providers in Texas promptly, so that adult learners and their family members can benefit from the services.

3. Gather feedback and questions to improve the Call Center's service, delivery process, and quality of service.



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4 Ever Clever Learning, LLC



Texas Workforce Commission,
Department of Adult Education and
Literacy



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One source for all learners.

#oneforall



Head Start



**CASE
for Kids**



**Therapy
Services**



Schools



**Adult Education
& Workforce
Development**

Operational support for Harris County schools



Teaching and
Learning Center



Center for Safe
and Secure Schools



Educator
Certification



Research



Grants



Facilities



Records
Management



Choice Partners



Business Services



Texas Virtual
School Network

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Linda Fehoko, Director, linda.fehoko@hcde-texas.org

May OBrien, Project Manager, mobrien@hcde-Texas.org

Jennifer Bell, Instructional Coach, Jennifer.bell@hcde-Texas.org

Asmaa Benajar, Instructional coach, asmaa.benajar@hcde-Texas.org

Three General Clerks who cover the Call Center from 7:00 a.m. to 10:00 p.m. Monday to Sunday.

20 PT certified math teachers

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May O'Brien Project Manager

- **May O'Brien** started her Adult Education & Literacy career back in 1996 at the Chinese Community Center in Houston. She later joined the Adult Education Division Management Team at Harris County Department of Education in 2003.
- Currently, she is the HCDE HSE Program Manager as well as the Distance Learning Program Lead Person. In addition, Mrs. O'Brien is the Lead Project Manager for the Family Math Literacy Initiative Call Center.



Jennifer Bell

Instructional Coach

- **Jennifer Bell** is an Instructional Coach for FMLI and has over 20 years in STEM education. She has taught Engineering Technology courses for over 10 years at Houston Community College and been involved in programming for youth and adult engineering workshops for the American Society of Mechanical Engineers and the Society of Women Engineers for the last 20 years. Jennifer is a native Houstonian and holds a BS in Mechanical Engineering from Texas Tech University and a MBA with concentrations in Finance and Social Sustainability from Colorado Technical University. She holds a TEA Teacher's Certification in Career and Technology Education.



Asmaa Benajar

Instructional coach

- **Asmaa Benajar** is a Tech Support Specialist with 8 years of experience. She is passionate about helping people solve their technical issues and providing excellent customer service. Her expertise includes troubleshooting hardware and software problems, configuring networks, and providing technology business management. Throughout her career she gained valuable experience in communicating with customers of diverse backgrounds. she holds a Bachelor's Degree in Computer Science Applied to Business Management from the University of Science and Technology in Morocco and a Diploma in Computer Programming from the Higher Institute of Technology and Management and a Data Base SQL/Cisco Certification.



- According GED Testing Service, over the past two years, GED testing service has tracked 77,000 test takers who passed the GED test in 3 of the 4 subject areas.
- Subject left to pass:
 - 2% Science
 - 5% Social Studies
 - 11% RLA
 - **82% Math**



- To meet the needs for math support. The FMLI Call Center will provide services to participants and their families that focus on learning basic math operations and enhance digital skill building.
- The call center has 20 part-time, rotating certified math teachers who provide math instructional support throughout the week and weekends from 7:00 a.m. to 10:00 p.m.
- Teachers will use the Zoom platform to deliver math instructional support to the participants with editable virtual whiteboard functionality.
- ***Available to anyone living in the State of Texas***
- ***No limit on how many sessions you can receive, Session can be in English or Spanish***
- ***Last but not least, our program is FREE***



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Step 1: How to reach out the FMLI Call Center?

Contact the FMLI Call Center in three ways:

Call us at 800-831-1676

Email us: [fmlิ@hcde-Texas.org](mailto:fmlি@hcde-Texas.org)

Leave a message to request a call back

Step 2: What type of math help participant need?

If need a quick homework help, meet with a teacher for no more than 30 minutes on Zoom platform right away

If need more intensive math instructional support, schedule to meet with a teacher within 24 hours.

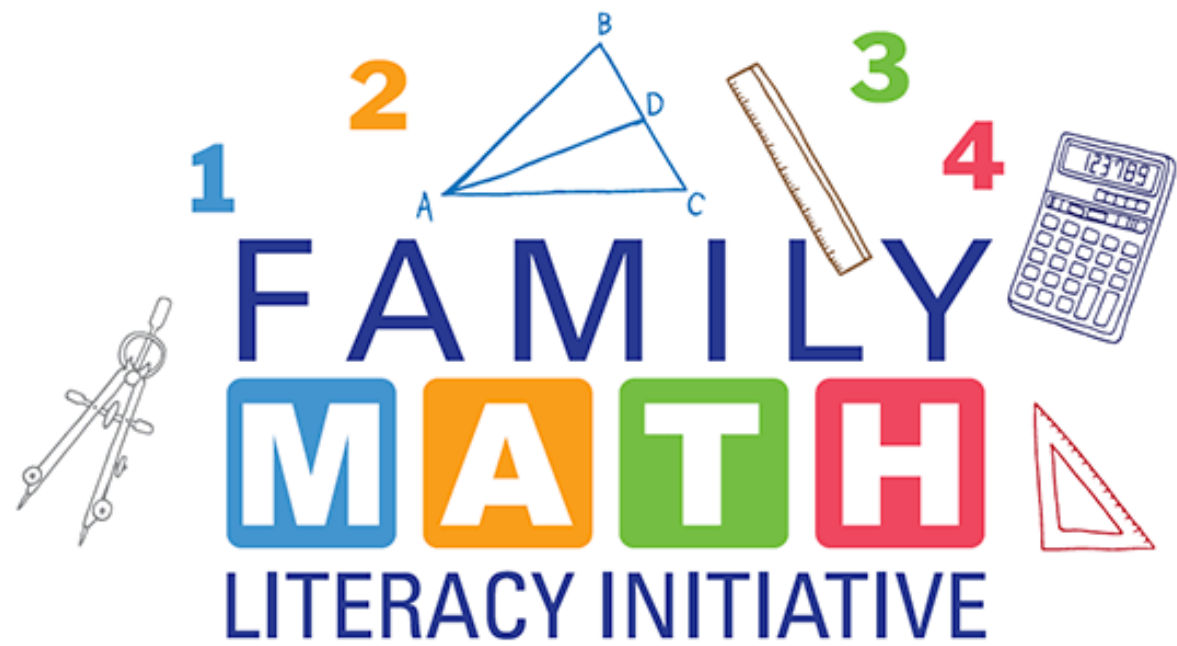
Step 3: Participant's Feedback (fill out the follow up Survey)

Tell us how your instructional support session went and how satisfied are you?

A short survey will be sent to the participant.

Step 4: Participant's Follow up

Need additional help? Schedule more instructional support sessions.



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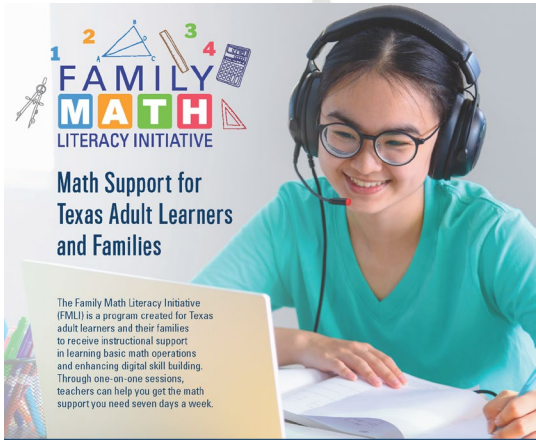
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Quick Math Homework Help (30 minutes)

Need series of math instructional support (several sessions)

What math topics can I get help with?

HSE (GED) Math
K-12 Math




FAMILY MATH LITERACY INITIATIVE



Math Support for Texas Adult Learners and Families


The Family Math Literacy Initiative (FMLI) is a program created for Texas adult learners and their families to receive instructional support in learning basic math operations and enhancing digital skill building. Through one-on-one sessions, teachers can help you get the math support you need seven days a week.

Set up your **FREE** one-on-one session today!
Open Monday - Sunday
7 a.m. - 10 p.m.

For more information visit www.hcde-texas.org/FMLI
Phone: 1-800-831-1676 Email: fmli@hcde-texas.org



 This is a place for Texas adult learners and their families. This project was developed using funds from the Texas Workforce Commission's Department of Adult Education and Literacy. Harris County Department of Education is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Be sure to request reasonable accommodations a minimum of two business days in advance.) Relay Texas Numbers: 1-800-735-2988 (TDD) 1-800-735-2988 (voice) or 710/hcde-texas.org. Students cannot be currently enrolled in a federally funded adult education program through the Texas Workforce Commission.

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AE
Adult Education



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- Official website launched to public: **Friday Feb. 24, 2023**

Count On FMLI for Help With Math!
 The Family Math Literacy Initiative is for Texas adult learners and their family members to receive math instructional support in learning basic math operations and enhancing digital skill building. Our call center is open seven days a week from 7 a.m. to 10 p.m. One of our representatives will help you get the math support you need.

[Let's Get Started!](#)

What is FMLI?

What We Offer
 From addition and subtraction to algebra, we offer a wide range of instructional support. See a full list of the areas of math instruction we cover.

Frequently Asked Questions
 Get answers fast!

How Do I Get Help From FMLI?

- Step 1: Let Us Know You're Interested!
- Step 2a: In Need of Quick Homework Help
- Step 2b: Other Type of Math Support
- Step 3: Tell Us How It Went
- Step 4: Follow-up

Testimonial: Me parecen perfecto como esta el programa. *Avril FMLI Recipient*

Home > Instructional Programs > Family Math Literacy Initiative > FMLI: Free math instructional support for all Texans

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Have More Questions? Want to Sign Up?

This is such a wonderful program to help people of all ages.

Dr. Jessica is a great tutor. She is very patient with me when it comes to solving problems!

I am so happy with the program. Johnny is an excellent tutor. My grandson loves working with him. He is excited to work with him everyday we are scheduled.

Thank you so much for this Program!!!

I pray this program sticks around for a longtime!

I am so pleased with the services we have received with Johnny as my grandson. Johnny help to improve his grade by 10 points.

It is well organized, and the tutor does a great job for the purpose.

Dr Jess is highly skilled and is passionate about teaching my son. He likes her strategies used to teach math. After every session he feels more confident in this subject for the coming school year.



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Excellent 89%

Good 11%

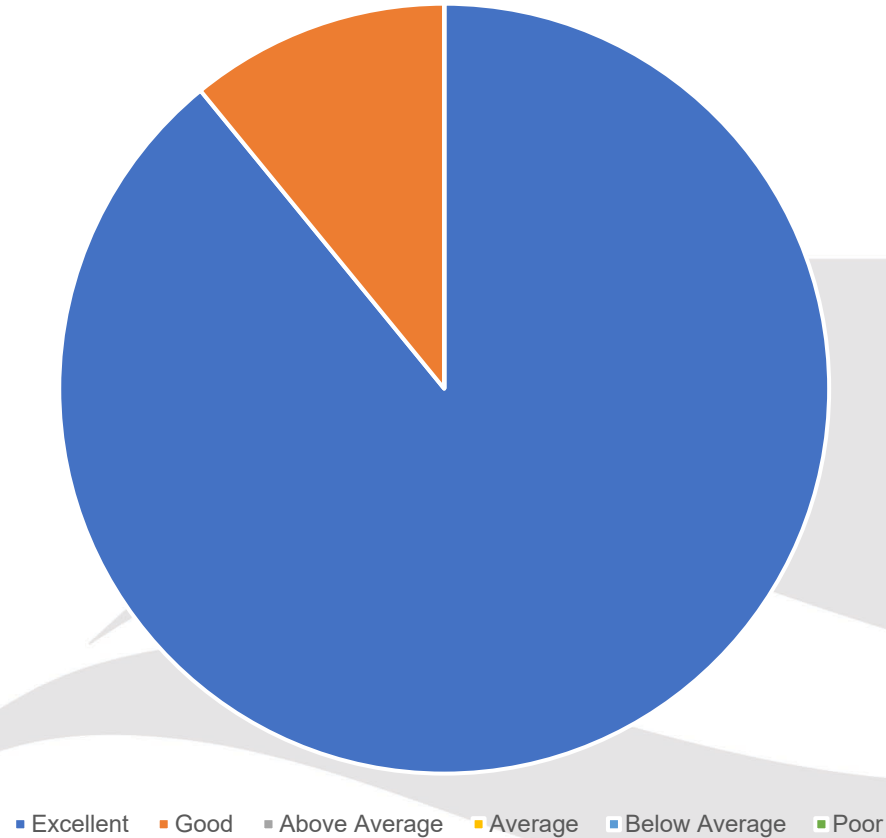
Above Average 0%

Average 0%

Below Average 0%

Poor 0%

After Session Feedback



Contact Us

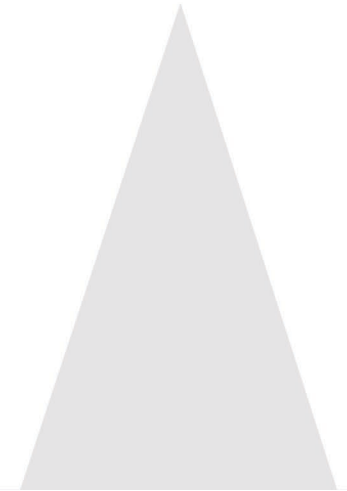
Email: fmli@hcde-texas.org

Phone: 1-800-831-1676

Hours of Operation:

Monday - Sunday

7 a.m. - 10 p.m.



Have More Questions? Want to Sign Up?



Call Us

800-831-1676



Email Us

fmli@hcde-texas.org



Sign Up Now!

Chat feature and Zoom link on the website are under way

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FAMILY MATH LITERACY INITIATIVE
(FMLI):
DOES NOT GENERATE CONTACT HOURS

- <https://www.hcde-texas.org/FMLI>
- fmlি@hcde-texas.org
- 1-800-831-1676

- Adult learners and their families to schedule math tutoring sessions

MATH ASSISTANCE CALL CENTER
(MACC):
GENERATES CONTACT HOURS

- <https://www.studentnest.com/student/support@studentnest.com>
- 1-888-260-4257

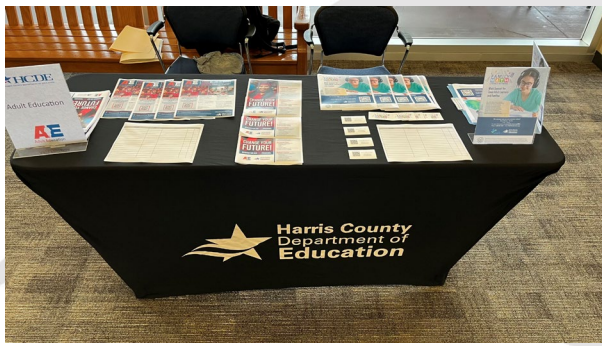
- AEL participants with TEAMS #s can schedule or get immediate assistance

Projects Sponsored by The Texas Workforce Commission/Adult Education and Literacy

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