

Community Language Support Services

Annual Report 1st April 2022 - 31 March 2023

Registered Charity Number: 1115756

COMMUNITY LANGUAGE SUPPORT SERVICES

<u>CONTENTS</u>	<u>PAGE</u>
REFERENCE AND ADMINISTRATIVE DETAILS	2
TRUSTEES' REPORT	3
STRUCTURE, GOVERNANCE AND MANAGEMENT	8
INDEPENDENT EXAMINER'S REPORT	9
STATEMENT OF FINANCIAL ACTIVITIES	10
BALANCE SHEET	11
NOTES TO THE FINANCIAL STATEMENTS	12
INCOME AND EXPENDITURE ACCOUNT (This report does not form part of the Financial Statements)	15

COMMUNITY LANGUAGE SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS

Trustees	Dr Zibiah Alfred Loakthar	Chair
	Ruth Clarke	Secretary
	Mebrahtu Russom	Treasurer
	Zahra Suleiman	MC Member
	Sega Habtom	MC Member
	Kaoutar Hannach	MC Member
	Natu Hadish	MC Member

Charity Number **1115756**

Registered Office **St Mellitus Church**
The Presbytery
Tollington Park
London
N4 3AG

Bankers **Barclays Bank**
Camden House East
Summer Row
Birmingham
B1 3PF

COMMUNITY LANGUAGE SUPPORT SERVICES

TRUSTEES' REPORT

Chair's Report

Our charity works to tackle poverty, isolation and social exclusion. We do this as a community and we adopt a strength based approach within our work. We facilitate bridge building between individuals and communities. People may first encounter our charity in times of crisis, struggle and distress. Our team of frontline staff and volunteers offer practical support as well as a listening ear in Amharic, Arabic, English, Somali and Tigrigna. Through our holistic, therapeutic and culturally sensitive approach, we aim to enable people to feel respected, listened to, welcomed and at home in our diverse community, with the possibility for exercising personal agency to bring about social change.

Often people who first approached us seeking support, wish to stay involved with our community and offer support to others. This is testimony to the resilience of these individuals and the positive experiences within our charity. People share time and also wisdom gained from lived experiences and formal learning and training. People may volunteer to share existing skills, such as interpreting, photography and cooking, but also develop new skills, such as fundraising or report writing or activity organising and community leadership. We welcome expressions of interest to join our volunteer team and offer training and support to people new to roles such as trusteeship.

As this report shows, this has been another very busy year for CLSS. Thank you to all our community, our supporters and our funders. Warm thanks to everyone who has supported the building of the community and our work through offering ideas, time, advice, guidance, expertise, resources, professional development training, connections, and practical and financial support. A special thanks to our dedicated and inspiring volunteers and trustees and our skilled staff team, Wezenet, Tsega, Mohamed, Segen and Linda. You are very much appreciated in our community.

At CLSS we welcome ideas, suggestions and approaches from individuals and organisations wishing to collaborate. We are proud of our reputation in the community as a grassroots frontline charity that walks alongside people facing challenges, offering sensitive support and enabling opportunities for everyone who wishes to become actively involved in community life.

Dr Zibiah Alfred Loakthar (Chair)

COMMUNITY LANGUAGE SUPPORT SERVICES

Coordinator's report:

The Community Language Support Services' (CLSS) objectives are to provide people with limited English language skills and their dependants (clients) with communication services and support to help relieve isolation and promote fuller integration into UK social and economic life. CLSS aims to improve the health and well-being of minoritised ethnic and migrant communities, those living in Islington and across greater London.

We address these objectives through delivering a wide range of information, advice, advocacy and support by telephone, face to face and outreach visits to our clients' homes, to people in need in Islington and neighbouring boroughs. We work with a diverse range of people from minoritised ethnic groups and tackled a broad range of issues. 90% of our beneficiaries are illiterate in English and around 75% in receipt of welfare benefits. We deliver awareness raising workshops, and group activities to promote social inclusion, raise awareness of health issues and bring people together.

During the year, CLSS continued delivering culturally sensitive, specialist advice, advocacy, and emotional support in clients first languages. We offered a casework service on welfare benefits and housing and assistance with submissions and tribunal representations in welfare benefits with a 95% success rate. We have ensured reaching out those disadvantaged members of BME refugees access the right services and benefits to which they may be entitled, enabling people to maximise their income to tackle debts, poverty, reduce health deterioration and gain greater independence.

Our Mission:

To help those who are most in need who are vulnerable, disadvantaged, and isolated from minoritised ethnic communities, particularly within East African and Arabic speaking communities, supporting people to improve quality of life.

Quality Assurance:

CLSS delivers its services efficiently and effectively in accordance with the objectives of the charity. CLSS offers a broad range of quality services underpinned by an ethos of equality of opportunity, impartiality, and fairness, particularly in respect to political, religious, and ethnic affiliations. CLSS holds an Advice, Quality Standard (AQS) and is registered with the Office of the Immigration Service Commissioner (OISC).

Staff and Volunteers:

CLSS is run by seven management committee members of diverse ages, genders, and backgrounds. We have a full-time coordinator / advice worker and four advice and support workers. We have a team of seven committed volunteers who bring a variety of skills and experience to the team, helping with interpreting, translation, and escorting vulnerable clients to their appointments. We have 25 people from our community volunteering with our befriending scheme, supporting housebound vulnerable people, through CLSS supervision and support. Their support helps CLSS to maximise its resources to tackle isolation and loneliness faced by vulnerable people, linking people with meaningful opportunities to play an active role in the community and building long lasting friendships.

CLSS is committed to providing staff and volunteers with development opportunities to enhance individuals' performance, knowledge, and skills to deliver better service for the organisation to achieve its aims. Our staff and volunteers have attended various training, on welfare benefits, housing, safeguarding, immigration, valuation and monitoring to support ongoing professional development.

Networking:

We have strong links and good working relationships with the statutory, voluntary, community organisations and supporting agencies in the boroughs and London wide. We attend regular information sharing meetings delivered by the statutory, voluntary community organisations, and supporting agencies

COMMUNITY LANGUAGE SUPPORT SERVICES

and have been able to develop a close networking relationship with organisations and health professionals sharing independent expertise.

CLSS continues participating in the research of the Healthwatch Diverse Communities Health Voices (DCHV) and with the Finsbury Park Women's Network and the Holloway Neighbourhood Group, (HNG). In partnership with the Women's Network CLSS delivers an International Women's Day event to bring diverse women together and share their achievements. The groups organise regular meetings to share information and work together to address community needs. CLSS become a member with the Islington BAMER Advice Alliance.

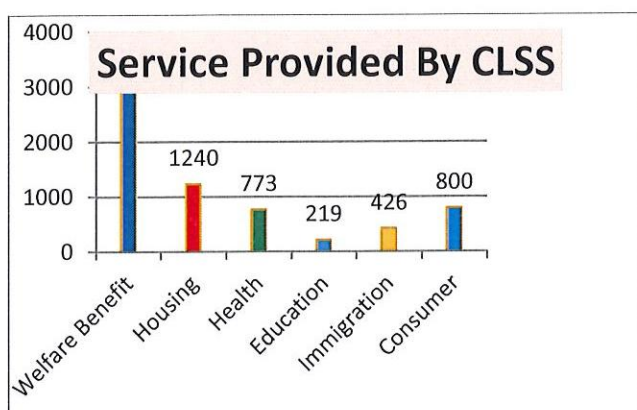
Advice Service:

Over the year 2354 people accessed CLSS services. 1400 were regular clients throughout the year. The welfare reform compounded by the cost-of-living crises and digital exclusion has made life even more challenging for some of the most vulnerable people in our community. Many developed illnesses due to Long COVID; unemployment and poverty have impacted people's health and wellbeing. CLSS has delivered specialist advice and support and achieved 95% success rate in helping clients with their enquiries. 400 people with disabilities received ongoing support. 350 isolated people have been supported to access needed services and activities.

Most of our clients are digitally excluded and have required on-going assistance to adequately respond to the Department of Work and Pension (DWP) requests, updating their journals to avoid delays of payment, sanctions and debts which could lead to health deterioration, suicidal ideation and loses. We continue helping people to understand the welfare system to avoid challenges. We received many referrals and have signposted clients, who needed to claim for Employment Support Allowance (ESA), Personal Independence Payment (PIP) and assistance with mandatory reconsideration and appeals and filling forms.

Case (anonymised to protect identity):

Ms Y has been lonely and isolated. We provided ongoing support through visiting Y in their home and regular contact and received befriending. Y said, "I feel happier, thank you to CLSS". Reaching to help isolated people makes a huge positive difference. 60% of people who are housebound reported, they were feeling left out due to the reduction of services, lacking support. Being supported through our befriending volunteers and staff team helped them cope and felt more connected to their community. We have also encouraged people to participate in activities, to study ESOL and training courses.



As shown in the figure above, most enquiries concern welfare benefit. This is largely attributed to the welfare reforms compounded by the cost-of-living crises that have been making life harder for the most disadvantaged community. People may face poverty; health inequality and discrimination and some people have developed depression. Those living in the private rented sector are experiencing harm from

COMMUNITY LANGUAGE SUPPORT SERVICES

over-crowding, poverty, and poor living conditions. The majority of income goes towards their rent and struggle to feed their children, many say it is hard to see their children growing in poverty. Some people faced domestic violence and family breakdown, in some cases related to difficulties coping with poverty. Many required ongoing supports.

We have helped clients to negotiate a payment plan with suppliers, helping people to access Discretionary Housing Payment (DHP), referred clients to the Law Centre for help with housing matters and referred clients to SHINE for help with their bills and debts. We also referred clients to MPs and Councillors for help with rehousing matters. The emergency welfare grant for individuals from Cloudesley Charity and from Cripplegate Foundation Islington Crises appeal grant enabled us to give emergency grants to 44 people to relieve poverty and destitution.

Immigration:

Asylum seekers often go through a huge challenge in finding an immigration solicitor and during the asylum process. Many become depressed due to lack of information and support and poor living conditions. CLSS successfully helps clients on asylum, protection, and immigration OISC Level 1 cases. We have referred and signposted clients to the immigration solicitors to help them with their asylum matters and linked them to their community to facilitate their integration within the community. We have received referrals and signposted clients from immigration solicitors and supporting agencies for more support. We helped destitute clients with emergency small financial support for necessities, received from the Cloudesley Charity welfare grant and from Cripplegate Foundation and the Islington Crises Appeal grant. We also distribute winter clothes donated by beneficiaries.

Health awareness workshops

We have delivered various health awareness workshops, focusing on the needs and the barriers to accessing services. Health professionals and Healthwatch Islington helped us deliver the workshops. Our clients asked for gender specific health sessions so that they can speak comfortably among their peers. The health professionals were able to have meaningful discussions around the link between physical and mental health and how pain may manifest in the body, especially with clients who have experienced trauma of war. Many found the discussion of symptoms, preventative measures, and potential treatment available useful and have been empowered to seek help.

CLSS worked closely with the South Islington Rehabilitation Service, the Traumatic Stress Clinic, and other services to provide people with information and further support for their healthcare needs. This has increased client awareness and access to services. We also delivered a workshop on uptake cancer screenings, long COVID, smoking cessation and hypertension and carried out blood pressure checks. CLSS staff and volunteers assisted with interpreting and translating in community languages.

Digital inclusion workshop

We delivered Digital Inclusion workshops in collaboration with Healthwatch Islington (HWI) to teach basic digital skills to clients. We have given free data, 5 Mobile phones, 5 laptops and 10 tablets to learners donated from a charity. Our staff and volunteers are continuing to help clients with accessing online services through one-to-one sessions. We plan to deliver more digital workshops as this is vital to help people have the skills and build confidence to access services independently and will likely reduce strain on our services in the long-term. During the workshops CLSS staff and volunteers assist with interpreting and translations in community languages.

Women's group sessions:

CLSS delivers a multilingual fortnightly women's self-help group, offering knitting, and sewing classes which provide a meeting space for women from diverse backgrounds to share skills and build

COMMUNITY LANGUAGE SUPPORT SERVICES

confidence which will ultimately make them more independent. The group has continued to grow, and women produce outfits that they can display for sale at community events and some rented space in a shop. These sessions help group members develop long-lasting friendships and become very active in the community. Some participants give back to their community, through providing befriending to housebound, vulnerable people with CLSS' supervision and support and bring other women to take part in group activities, communicating the benefit of being part of the community.

Achievements

CLSS continues to grow and help some of the most vulnerable people in our community. Our specialist advice and support has achieved 95% success rate in helping people to access their benefit entitlements and needed services. Our advocacy helped care needs of vulnerable clients to be reassessed and supported. This year, 203 people became more confident to seek help. 400 people with disabilities received ongoing support, 85% of our beneficiaries have reported their financial and health wellbeing improved. 350 isolated people have been reached. Through delivering group activities we have developed community cohesion, tackling isolation and loneliness.

We have strengthened our working relationship with the statutory, community organisation and supporting agencies and built community relations through delivering group activities and bringing people together. We have successfully secured six funds from trusts and secured income through working with Healthwatch Islington in their research work. CLSS offered job opportunities to two volunteers and increased staff working hours. Our health awareness sessions and workshops have increased people's awareness and access to services and boosted people's confidence to seek help. £7060 in emergency individual grants have been given to 44 people from the Clouesley Charity and the Cripplegate Foundation Islington Crises Appeal grant.

Summary

We have delivered information, advice, advocacy and emotional support in people's first languages. We have delivered various health awareness and group activities; this has improved people's awareness and access to services. 95% of cases that we have assisted have been successful. We have strengthened further our services and working relationships, with statutory voluntary community organisations and other supporting agencies, responding to the growing community needs. Core funding sustaining our organisation has helped us to continue to deliver vital services and help people to thrive.

A massive thank you to our funders and supporters including: the Cripplegate Foundation, Islington Council, Trust for London, The National Lottery Community Fund, the Clouesley Charity for helping us to continue responding to community needs and helping the growth and sustainability of CLSS. Thank you to our Management Committee, for your continued encouragement and solid support that has enabled us to make a positive difference in time of need. Further thanks to Voluntary Action Islington, Healthwatch Islington, our staff and volunteers, MPs, Councillors and St Mellitus Church.

Financial:

The charity's principal source of income is grants from public funding and other charities. In the year ended 31 March 2023 the principal grant funders were National Lottery Community Fund, Islington Council, Islington Councils Community Chest (Cripplegate Foundation) Clouesley Charity, Cripplegate Foundation. Our total income for the year ended 31st March 2023 was £129,860. Total expenditure for the year ended 31 of March was £102,145. Balance of £132,517 is forwarded for the continuation of the project. This includes £49,837 in Unrestricted Reserves, equivalent to just under 6 months expenditure level. Independently examined financial Activities for the year ended 31 March 2023 is provided. We are actively identifying other funders and developing proposals.

COMMUNITY LANGUAGE SUPPORT SERVICES

STRUCTURE, GOVERNANCE AND MANAGEMENT

CLSS is run by a Management Committee of 7 volunteers. We have five staff a Coordinator/advice worker and 3 advisers/support workers and an admin support worker and a team of 7 committed volunteers who assist with interpreting, translation and supporting users. We also have 25 volunteer befrienders. Volunteers are supervised by the Co-ordinator and staff team.

Governance

The Board of Trustees has responsibility for all governance, policy, strategy and financial matters. The Board of Trustees met 4 times during the year.

Management

The coordinator is responsible for the overall management and coordination of the activities, supervising the team of staff and volunteers. The coordinator advises the Board of trustees, implements decisions taken by trustees and reports to the Chair of the Board.

COMMUNITY LANGUAGE SUPPORT SERVICES

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

COMMUNITY LANGUAGE SUPPORT SERVICES

On accounts for the year ended

31 MARCH 2023

Charity no

1115756

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

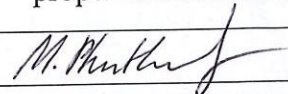
Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

- In connection with my examination, no matter has come to my attention
1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
 2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date:

14-09-2023

Name:

Maia Phutkaradze

Address:

6 Thistledown House, UB6 7FL

COMMUNITY LANGUAGE SUPPORT SERVICES

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds	Restricted Funds	2023	2022
		£	£	£	£
INCOME AND ENDOWMENTS					
Donations and Legacies	3	576	-	576	1,587
Income From Charitable Activities:					
Grants	4	20,946	108,338	129,284	87,658
Total Income		21,522	108,338	129,860	89,245
 EXPENDITURE					
Expenditure on Charitable activities	5	2,857	99,288	102,145	85,432
Total Expenditure		2,857	99,288	102,145	85,432
 Net Movement of Funds in Year		18,665	9,050	27,715	3,813
Transfer between funds		-	-	-	-
 Surplus/(Deficit) for the year		18,665	9,050	27,715	3,813
 Total funds brought forward		31,172	73,630	104,802	100,989
Total funds carried forward		49,837	82,680	132,517	104,802

COMMUNITY LANGUAGE SUPPORT SERVICES

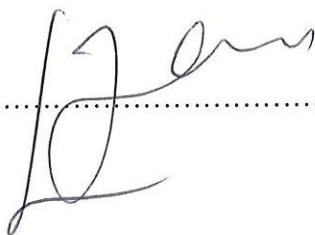
BALANCE SHEET
AS AT 31 MAR 2023

	Notes	2023	2022
		£	£
CURRENT ASSETS			
Balance per Bank statement		133,645	105,725
Cash in hand		-	-
		<u>133,645</u>	<u>105,725</u>
CURRENT LIABILITIES			
Amounts due falling within one year		<u>1,128</u>	<u>923</u>
NET CURRENT ASSETS		<u>132,517</u>	<u>104,802</u>
FUNDS			
Unrestricted		49,837	31,172
Restricted		<u>82,680</u>	<u>73,630</u>
TOTAL FUNDS	6	<u>132,517</u>	<u>104,802</u>

Approved by the board on

And signed on its behalf by

Chair



Treasurer



COMMUNITY LANGUAGE SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

1. Accounting Policies

1.1 The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

1.2 The accounts have been prepared on the going concern basis.

1.3 Income is recognised in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

1.4 Expenditure is included when incurred and liabilities are established for all services once provided. Expenditure includes amounts of irrecoverable VAT where charged. Expenditure on operational programmes is recognised in the period in which it is incurred.

1.5 No trustee was paid or received any benefit in the current year.
No transactions occurred with any trustee or connected person/s with material interest in the year.

1.6 Grants received are for restricted purposes and realised in the accounts within the year. The charity does not operate any endowment funds.

1.7 Restricted funds are to be used for restricted purposes as laid down by the donor.
Expenditure which meets this criteria is identified to the funds.

2. Fixed Assets

The assets with the value over £800 are depreciated over the period of 5 years with no residual value on the straight line basis.

	£
Cost b/f 1 Apr 22	923
Additions	-
Disposal	-
Depreciation b/f at 1 Apr 22	923
Charge for the year	-
Depreciation c/f 31 Mar 23	923
Net Book Value b/f at 1 Apr 22	-
Net Book Value c/f at 31 Mar 23	-

COMMUNITY LANGUAGE SUPPORT SERVICES

3. Donations and Legacies	Unrestricted Funds	2023	2022
	£	£	£
Donations and Legacies	<u>576</u>	<u>576</u>	<u>1,587</u>

4. Income from charitable activities: Grants	Unrestricted Funds	Restricted Funds	2023	2022
		£	£	£
National Lottery Community Fund	-	20,107	20,107	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	4,000	2,931
Richard Cloudesley's Charity	-	10,000	10,000	-
Trust For London	-	15,965	15,965	12,600
Islington Council's Community Chest	-	5,000	5,000	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	5,000	5,000	-
Cripplegate Foundation Main Grant	-	13,000	13,000	-
Cripplegate Foundation Islington Giving	-	9,826	9,826	-
Holloway Neighbourhood Group	-	1,440	1,440	-
Islington Council	-	24,000	24,000	24,000
Healthwatch Islington	20,946	-	20,946	100
London Legal Support	-	-	-	874
TOTAL	20,946	108,338	129,284	87,658

5. Expenditure on Charitable Activities

	Unrestricted Funds	Restricted Funds	2023	2022
	£	£	£	£
Salaries and Wages	-	80,136	80,136	67,612
Rents, Rates & Service Charges	-	6,000	6,000	6,000
Individual Grants	-	7,060	7,060	2,955
Hall Hire	-	588	588	363
Stationary	-	380	380	386
Volunteer Expenses	-	608	608	679
Photocopy/Postage	-	130	130	325
Telephone	-	719	719	991
Refreshments	-	442	442	239
Membership fees	384	-	384	119
Exercise Trainers for Women	-	-	-	426
Homeworking costs	-	192	192	400
IT and Consultancy	-	1,315	1,315	834
Subscriptions	-	40	40	184
Training	-	110	110	1,005
Cleaning Product	-	56	56	130
Equipment	1,649	-	1,649	539
Insurance	424	-	424	415
Accountancy & Audit	400	-	400	330
AQS Audit	-	1,512	1,512	1,500
Total Expenditure	2,857	99,288	102,145	85,432

COMMUNITY LANGUAGE SUPPORT SERVICES

6. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Tangible fixed assets	-	-	-	-
Current assets	49,837	83,808	133,645	105,725
Current liabilities	-	(1,128)	(1,128)	(923)
Net assets	49,837	82,680	132,517	104,802

COMMUNITY LANGUAGE SUPPORT SERVICES

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted Funds	Restricted Funds	2023	2022
	£	£	£	£
Incoming resources				
National Lottery Community Fund	-	20,107	20,107	42,153
Richard Cloudesley's Charity (Welfare Grant)	-	4,000	4,000	2,931
Richard Cloudesley's Charity	-	10,000	10,000	-
Trust For London	-	15,965	15,965	12,600
Islington Council's Community Chest	-	5,000	5,000	5,000
Cripplegate Foundation Islington Giving Crisis Appeal	-	5,000	5,000	-
Cripplegate Foundation Main Grant	-	13,000	13,000	-
Cripplegate Foundation Islington Giving	-	9,826	9,826	-
Holloway Neighbourhood Group	-	1,440	1,440	-
Islington Council	-	24,000	24,000	24,000
Healthwatch Islington	20,946	-	20,946	100
London Legal Support	-	-	-	874
Local Giving.com (Donation and Gifts)	576	-	576	1,587
Total Incoming Resources	21,522	108,338	129,860	89,245
Resources Expended				
Salaries and Wages	-	80,136	80,136	67,612
Rents, Rates & Service Charges	-	6,000	6,000	6,000
Individual Grants	-	7,060	7,060	2,955
Hall Hire	-	588	588	363
Stationary	-	380	380	386
Volunteer Expenses	-	608	608	679
Photocopy/Postage	-	130	130	325
Telephone	-	719	719	991
Refreshments	-	442	442	239
Membership fees	384	-	384	119
Exercise Trainers for Women	-	-	-	426
Homeworking costs	-	192	192	400
IT and Consultancy	-	1,315	1,315	834
Subscriptions	-	40	40	184
Training	-	110	110	1,005
Cleaning Product	-	56	56	130
Equipment	1,649	-	1,649	539
Insurance	424	-	424	415
Accountancy & Audit	400	-	400	330
AQS Audit	-	1,512	1,512	1,500
Total Expenditure	2,857	99,288	102,145	85,432
Net Incoming Resources (Outgoing)	18,665	9,050	27,715	3,813
Transfers between funds	-	-	-	-
Net Surplus / (Deficit)	18,665	9,050	27,715	3,813
Balance B/fwd	31,172	73,630	104,802	100,989
Balance C/fwd (01/04/23)	49,837	82,680	132,517	104,802

COMMUNITY LANGUAGE SUPPORT SERVICES