

LanguageLine
Solutions®

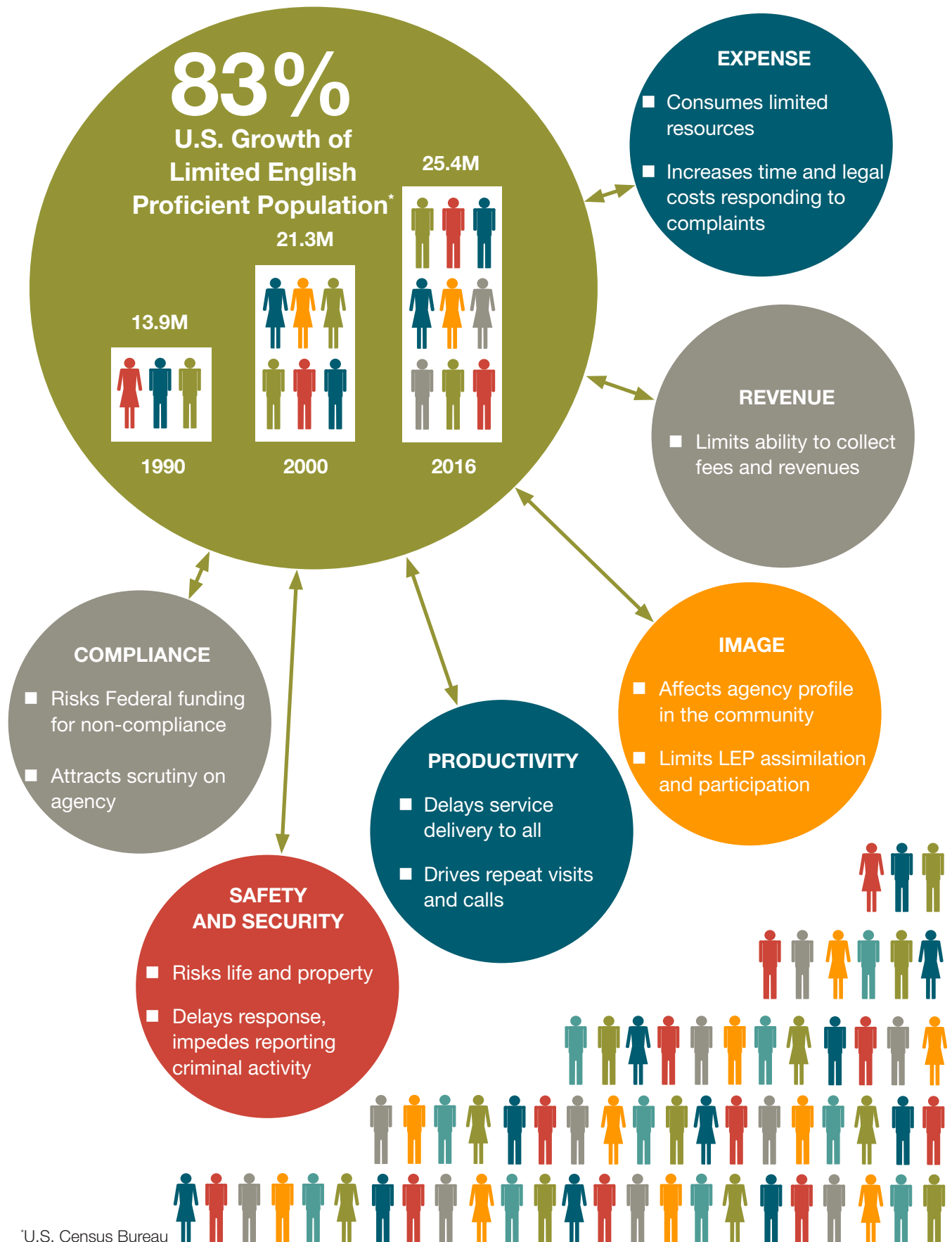
Government Language Access Solutions

from the industry's most trusted partner



Proudly Serving Federal, State, and Local Government

Language barriers impact government services





Title VI
of the Civil Rights Act
of 1964 prohibits
discrimination on the
basis of national origin



**Executive Order
13166**

Recipients of federal
funding must take
reasonable steps to
provide Limited English
Proficient persons
meaningful access
to services normally
provided in English.



ADA Title II
regulations require
state and local
government to provide
appropriate auxiliary
aids and services where
necessary to ensure
effective communication
with individuals with
disabilities.

Language Access Programs
ensure effective communication
to the populations you serve

It's the right thing to do

- Ensure equal access to the everyday programs, services and activities that you provide — especially those that impact the community's vital safety, health and legal rights.
- Improve the work flow of your organization by making language access a natural part of all public-facing touch points, maximizing your limited resources.
- Increase efficiency by communicating with Limited English Proficient (LEP) and Deaf and Hard-of-Hearing persons in the language they understand best, reducing confusion and time spent during each encounter.
- Reduce frustration by providing staff language tools that make their jobs easier.
- Enhance compliance with regulations and laws by removing language as a barrier with the communities you support.
- Include all members of the community in disaster preparedness to ensure safety for all.
- Promote faster integration and assimilation of immigrant communities into mainstream institutions through multi-language public education and outreach.

Comply with:

- Title VI of the Civil Rights Act of 1964 (Title VI)
- Americans with Disabilities Act of 1990 (ADA)
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Affordable Care Act of 2010 (ACA), Section 1557
- Centers for Medicare and Medicaid Services (CMS)
- Fraud, Waste and Abuse Act (FWA)
- The Joint Commission

Only LanguageLine Solutions enables you to communicate in any situation

Language Access at All Touch Points

WRITTEN

LanguageLine® TranslationSM

- Brochures/manuals/forms/claims
- Vital documents/contracts
- Technical publications
- Marketing materials

LanguageLine® LocalizationSM

- Websites and online applications
- Multimedia
- Training materials/eLearning
- Software

BILINGUAL STAFF TESTING AND TRAINING

LanguageLine® TestingSM

- Language Proficiency Testing
 - Employment candidates
 - Front line staff
 - Call agents
- Interpreter Skills Testing
 - In-house interpreters

LanguageLine® TrainingSM

- Interpreter skills
- Medical

Bridge Language and Cultural Barriers

Improve Productivity / Maximize Revenue / Decrease Expense / Enhance Image / Boost Customer Service / Build Loyalty / Comply with Regulations and Laws



SPOKEN AND SIGNED

LanguageLine® PhoneSM Interpreting

- On-demand access in 240+ languages 24/7/365
- Standard situations, lasting 15 minutes or less
- Direct ResponseSM fields inbound calls, in-language

LanguageLine InSight Video Interpreting[®]

- On-demand access in 35 languages including American Sign Language
- Audio access in 240+ languages 24/7/365
- Challenging situations benefiting from visual cues and facial expressions.
- Encounters lasting 60 minutes or less

LanguageLine® OnSiteSM Interpreting

- By appointment in 95+ languages and American Sign Language
- Complex, critical, sensitive situations
- Group Meetings/conferences/public meetings
- Sessions lasting 60 minutes or more

Personal InterpreterSM

- On-demand access in 240+ languages 24/7/365
- Infrequent, spontaneous interpreting need
- Credit card billing: no contract required
- Available via phone line or iPhone app
- Not recommended for emergency services

HEALTH CARE

Our rigorous Medical Interpreter Training provides critical knowledge of the healthcare system, medical terminology, and procedures and protocols, enabling medical interpreters to provide the most effective communication. That is why 74% of Health Care firms in the Fortune 1000 and 75% of 5-Star rated Medicare contracts choose us for language access.

COURT

Our Court Interpreter Training ensures interpreters are familiar with legal proceedings, master basic terminology and learn how to interpret typical court encounters professionally. Interpreters enable busy courts to conduct business quickly and efficiently.

911/PUBLIC SAFETY

Our company was created by a police officer to protect lives and property. Our 911 Interpreter Training prepares interpreters for the pace, protocols and priorities of first responders. Nearly 3,000 public safety agencies across the U.S., Canada and the U.K. rely on LanguageLine Solutions interpreters every day.

We're proud to connect you to the very best linguists in the world

Our 9,000 experienced linguists can be trusted to do their job, so you can focus on yours.

- Only 1 in 12 applicants that pass rigorous proprietary tests and pass drug and background checks are hired by LanguageLine Solutions. We're that selective.
- We provide our interpreters hundreds of hours of comprehensive ongoing training, monitoring and coaching to ensure the confidentiality of your information and to enforce professionalism in every interpretation.
- Our professional, high-quality, interpreters provide HIPAA compliant, accurate meaning-for-meaning interpreting with cultural sensitivity 24/7/365 in more than 240 languages.
- Our American Sign Language interpreters are nationally certified.
- Our translators, editors and proofreaders are full-time, professional translators who have a minimum of five years of experience.

THE TRUSTED PARTNER



Clients



Experienced



Client Retention

THE PROVEN PARTNER



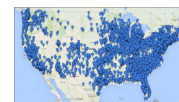
13 of the top 14
Medical Facilities



10 of the top 10
Insurance Companies



15 out of the top 27
Commercial Banks



1,000s of
Government Agencies



A document will be considered **VITAL** if it contains information that is critical for accessing the agency's program or activities, or is required by law.

LanguageLine Translation and Localization

Facilitate understanding of the written word

LanguageLine® TranslationSM provides translation of vital documents, written materials, and media from one language into another. Translation provides everyone in the community essential information about available programs, services and benefits. LanguageLine® LocalizationSM experts ensure your public facing materials and websites are culturally appropriate while maintaining consistency with your original message. Our strict performance standards provide the highest quality deliverables, on time, every time.

- Provide meaningful access to services through consistent messaging across all languages and all public-facing touch points.
- Expand the reach of public information and outreach to LEP communities.
- Reduce time spent by agency staff addressing common questions and issues.
- Dispatch projects easily and securely, track status and archive completed translation projects using the HIPAA compliant LingoNET portal.

Core Services:

- Document Translation (print and digital)
- Localization (websites/software/mobile apps)
- Multimedia (audio/video/Flash engineering)
- eLearning (online apps/simulations)
- LanguageLine® ClaritySM - transforming documents into Plain English

We complete our translation and localization projects with a **99.8%** on-time delivery.



GSA Contract Holder
Contract GS10F0460N



LanguageLine Testing and Training

Build confidence in staff bilingual fluency and interpreting skills

LanguageLine® Testing and TrainingSM enables you to utilize your bilingual and interpreting staff with confidence. As the experienced industry leader, we conduct thousands of assessments and trainings annually for hundreds of clients. With more than 15 years' experience you can be assured that our innovative programs deliver exceptional results. After successful completion of our courses, your staff will be qualified and skilled to effectively communicate in legal or medical situations, mitigating risks of misunderstandings and costly mistakes. To provide proof of interpreter skills for compliance purposes, we provide results via a written report with a Certificate of Competency or a Certificate of Completion for candidates who pass.

LanguageLine administers tests to evaluate language proficiency of your organization's staff and candidates for hire. Tests can be scheduled to be given by a specially trained administrator or for added convenience, our e-versions offer flexibility and speed. Online testing can be delivered anywhere, 24/7 eliminating travel time or missed work. All tests are assessed by human test raters.

TESTING PROGRAMS

- Language Proficiency Test*
- Bilingual Fluency Assessment*
- Bilingual Fluency Assessment for Clinicians*
- Interpreter Readiness Assessment*
- Interpreter Skills Test*
- Medical Certification Test
- Court Certification Test

TRAINING PROGRAMS

- Fundamentals of Interpreting
- Advanced Medical Training

* Available online

Be confident in your staff's bilingual skills. Our tests are externally validated by professionals from the Middlebury Institute of International Studies, the University of Maryland, and the Defense Language Institute Foreign Language Center.

Easy Online Testing

LanguageLine's award-winning eLanguage Proficiency Test (eLPT) enables candidates to test online, at any time. Human examiners (not machines) rate recorded test responses and provide results within five days. The LanguageLine Solutions eLPT platform easily integrates into HR platforms or intranets to incorporate fluency assessments into your hiring process with easy-to-access results.





LanguageLine Solutions facilitates nearly **35,000,000** calls every year. That's a new personal interaction every second.

LanguageLine Phone Interpreting

Deliver effective communication of the spoken word

Whether you face language barriers on the phone or in person, trained interpreters deliver immediate and professional language support in more than 240 languages, 24/7/365. Effective communication improves public safety, health and welfare, and enables busy agencies to operate more efficiently. LanguageLine Solutions removes language barriers for thousands of local, state and federal agencies, supporting a broad range of services:

- Call Centers
- Courts and Corrections
- Employment/Labor
- Homeland Security
- K-12 Education
- Public Health
- Public Safety/911
- Social Services

LanguageLine® PhoneSM Interpreting offers agencies a flexible and cost-effective solution to comply with language access mandates and focus on their mission.

- Connect to the highest quality professional interpreters—trained for the rigors of 911, courts and medical settings. Clear communication increases first call resolution, lowers average call handle times, removes bottlenecks and improves productivity.
- All calls are HIPAA compliant, confidential and secure.
- Comprehensive online reporting provides data to monitor language access.
- Customized implementation materials ensure smooth service roll-out and staff awareness, maximizing your investment. Complimentary language access signage provides public awareness that interpreter services are available.
- Use your own telephones or LanguageLine's 1Solution™ Dual handset phone, preprogrammed and ready to use. Additional equipment is also available.



Direct Response



Streamline communications for your staff and LEP callers with Direct Response. It's ideal for community outreach and hotlines. Provide the public a dedicated toll free number in your target languages. LanguageLine interpreters provide callers your organization's custom greeting in the callers' language. The interpreters connect callers to your staff, ready to interpret. Direct Response provides a seamless in-language customer experience and improves staff productivity.





LanguageLine InSight Video Interpreting

The Power of SightSM

LanguageLine[®] InSightSM video interpreting strengthens your organization's ability to provide Limited English Proficient and Deaf and Hard-of-Hearing communities meaningful access to services, in seconds, with interpreting that takes advantage of visual cues and facial expressions. Support ADA Title II compliance, while building trust and rapport by communicating virtually face-to-face. Save valuable time and expense with fast, one-touch access to trained, professional interpreters. InSight is the latest innovation available through LanguageLine's Olympus[™] technology platform, delivering clients an enhanced interpreting experience.

Watch the InSight demonstration video:
<https://www.languageline.com/resources/videos>

<p>EASY</p> <ul style="list-style-type: none"> ■ Download the app from the App Store to your iPad or iPhone or access the cloud-based platform on your laptop, Mac, PC, or Android ■ One-touch access directly to a video or audio interpreter 	<p>ROBUST</p> <ul style="list-style-type: none"> ■ 35 top spoken languages including American Sign Language ■ Meets 98% of language demand ■ 240 audio languages available 24/7 ■ 9,000 professional interpreters ■ Nationally certified ASL interpreters
<p>RELIABLE</p> <ul style="list-style-type: none"> ■ Connect directly to an interpreter in less than 30 seconds ■ 60-second reconnection logic ■ High quality video and audio ■ Video automatically rolls over to audio if connection is lost ■ Comprehensive reporting ■ No hidden license fees ■ 24/7 Tech Support available 	<p>SECURE</p> <ul style="list-style-type: none"> ■ Full end-to-end encryption to secure information ■ No VPN tunnel needed ■ Works through most standard firewall configurations ■ Complies with regulations and laws ■ Video and audio privacy features

InSightSM provides an additional layer of clarity when the customer and interpreter can see each other.





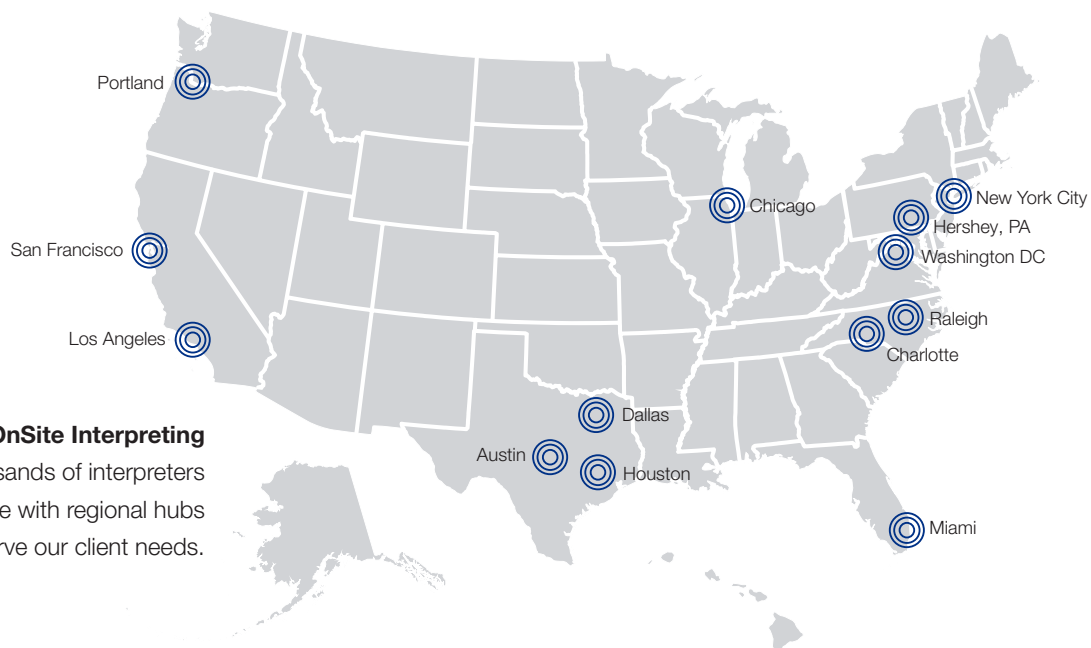
LanguageLine OnSite Interpreting

Dependable delivery of face-to-face interpreting

LanguageLine® OnSiteSM interpreting is designed to support facilities that have an ongoing need for dependable face-to-face interpretation in spoken languages and American Sign Language (ASL). When a professional interpreter needs to be physically present to fulfill compliance for acute, sensitive, or extended encounters, LanguageLine OnSite interpreting ensures understanding and compassionate communication. Onsite is ideal for sensitive discussions, extended engagements, family consults, group discussions, or other complicated situations.

We are committed to creating a reliable, customized onsite solution that meets your unique needs. What truly distinguishes LanguageLine OnSite from any other interpreting service provider is our dedication to quality. We fill every assignment with quality interpreters for an exceptional level of commitment, response and dependability. We also maintain a staff of interpreter managers whose chief responsibility is to recruit, hire, mentor and supervise all onsite interpreters, conducting announced and unannounced observations of assignments. This level of supervision is unprecedented in our industry.

- Onsite ASL interpreters are nationally certified.
- Culturally sensitive – the gender and dialect of the interpreter can be specified.
- Scheduling and reporting is easy and secure through our innovative, online portal.
- LanguageLine OnSite **enjoys a 98% national fill rate** helping you to support staff productivity and ensure compliance.
- Check for onsite interpreting availability in your area.





Join the more than
27,000
clients who have
depended on us for
more than 35 years
to be their trusted
language services
provider.

Why LanguageLine Solutions?

Technical innovation delivering quality

Our goal is total and complete client satisfaction. To support our commitment, LanguageLine Solutions has made a multimillion dollar investment that has transformed the delivery of language services. Olympus™, our new, cloud-based technology platform, redefines how clients access language solutions across interpreting modalities, enabling communication via phone, video and text. With quality linguists at the heart of what we do, Olympus provides access even more quickly, passing through a more resilient network, offering enhanced security.

Implementation maximizes your investment

LanguageLine Solutions cares that your language access program is successful and maximizes your investment through personalized implementation and service roll out. Our dedicated team of implementation experts can prepare a tailored plan and compliance audit for your agency to ensure staff will be able to access interpreters effectively and efficiently. We provide equipment installation and staff training with minimal disruption to your daily work flow. Or, choose to self-implement or re-train staff with our easy, step-by-step guides and training videos. Empower your staff to become language services experts and provide outstanding customer care.

Secure, compliant, and dependable for your protection

The security of the information you communicate is our top priority, and we've created the most stringent protections to secure communication and ensure compliance. LanguageLine Solutions also carries what we believe is the most comprehensive insurance coverage in the industry to enhance risk management. Our Olympus platform safeguards business continuity through complete system redundancy to ensure you will always have access to our services. We stand by our 99.99% platform availability standard.

MyLanguageLine online reporting to monitor your usage

Our secure, HIPAA compliant, online reporting portal, MyLanguageLineSM, provides daily insight into your LanguageLine Solutions interpreting account any day, any time. This easy to use resource offers your agency data to support compliance reporting. Demographic statistics are ideal for internal management reporting and to share with the media. Monitor usage, assess calls placed, create, download and schedule custom reports, and review current and past invoices to help you increase productivity and manage expenses. For your security, MyLanguageLine is accessed by authorized contacts only.

You care. We understand.

A Greek Interpreter

“Over the eight years that I’ve been a Greek interpreter, I’ve had so many profound experiences where I’ve felt I’ve made a difference. I’ve had the exhilarating experiences of helping save people in emergencies such as heart attacks and accidents. I’ve been fortunate enough to be the voice that gave parents joyous news of a healthy pregnancy and told a frantic mother that her child’s fever had broken and he would be just fine... I am thankful for all these experiences — the happy ones, the sad ones, the frightening ones, even the ordinary ones — not only because I am doing something useful and making a difference — that, in and of itself, is invaluable — but also for a very selfish reason. Each and every experience helps to make me a better, more empathic human being. I like to think I make a difference on every call--sometimes in a small way and sometimes in a very big way. These calls are a constant reminder of the innately and universally human need to communicate--to be understood.”

Our commitment as your partner

Thank you for considering LanguageLine Solutions as your language access partner. Originally founded by a police officer to remove language barriers with the public, we can put our experience to work for your agency. Supporting your language access plan, we can help you ensure compliance, maximize your resources and more efficiently serve a multilingual public. LanguageLine Solutions is the global leader in innovative language access solutions for more than 35 years. Our latest innovation, Olympus™, is an award-winning cloud-based language access platform that is redefining on-demand language delivery. We provide the highest quality phone, video, and onsite interpreting, translation and localization, as well as bilingual staff and interpreter testing and training. Trusted by more than 27,000 clients to enable communication in any situation with the growing Limited English Proficient and the Deaf and Hard-of-Hearing populations, we deliver the industry’s fastest and most dependable access to highly trained and professional linguists in more than 240 languages, 24/7/365. LanguageLine Solutions facilitates more than 36,000,000 phone, video, and onsite interactions each year; a new connection every second.

