

LANGUAGELINE® FOR GOVERNMENT

# Better Serve the Public, in 240+ Languages



**LanguageLine**  
Solutions®

# Ensure Equal Access to Programs and Services, 24/7

Between 1980 and 2020, the number of U.S. residents who spoke a language other than English at home nearly tripled to 67+ million. All levels of government responded to mandates to ensure meaningful access to services, but mandates rarely come with funding.

The lack of effective language access leads to disparities impacting public health, safety, justice, education, and civil rights. But there is an innovative, cost-effective way to serve the public better: partner with LanguageLine Solutions.

We're the world's most dependable language service provider, handling 64+ million interactions annually. Our On-Demand Interpretation services connect you to 20,000+ professionally trained interpreters fluent in 240+ languages, including American Sign Language. Our decades of expertise can help your organization strengthen its language access and support compliance at all public touchpoints.

## LanguageLine offers:



On-Demand Interpretation



In-Person Interpretation



Translation & Localization



Language Testing & Training



A police officer founded LanguageLine over 40 years ago to eliminate language barriers for public safety. The service quickly found applications across social services, public health, schools, Homeland Security, and countless non-profits and local service providers.

# On-Demand Interpretation

## Provide meaningful access to services while maximizing efficiency

Communication barriers can quickly create bottlenecks and consume the limited resources of any government agency. LanguageLine delivers the expertise, interpreters, and advanced technology you need to overcome language challenges in seconds. You'll also help reduce disparities across the diverse communities you serve.

We handle 64+ million interactions annually. We have the capacity and experience to support your organization's needs. In fact, every day we help thousands of federal, state, and local government agencies across North America, and a wide range of NGOs and local service providers. Plus, our flexible connectivity options, advanced data collection capabilities, and robust reporting will save you time and provide the information you need to effectively manage your language access programs.



## Over-the-Phone (OPI) Interpreting

If you need help enrolling a child in school, answering 3-1-1 contact center calls, or conducting outbound contact tracing, call us. We founded the OPI industry in 1982 and today we're the global leader. With LanguageLine Phone Interpreting<sup>SM</sup> you can count on the industry's most reliable connections across the highest call volumes, exceptional SLA performance, and 99.99% platform uptime. All calls are confidential, secure and compliant.

- Connect to expert audio interpreters in 240+ languages, 24/7
- Customize call flows and overflow solutions
- Use traditional telephonic and digital access methods



## Video Interpreting

Get the benefit of visual cues and facial expressions to build trust, reduce misunderstandings, and improve customer or patient experience in the moment of need. Connect your team to our professionals to ensure accurate, meaning-for-meaning interpreting in 40+ top languages, including American Sign Language and British Sign Language.

### With LanguageLine® Video Interpreting<sup>SM</sup> you can:

- Reach interpreters qualified for medical and legal conversations
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support adherence to ADA and Title VI laws and regulations
- Comply with ACA Section 1557 and HIPAA

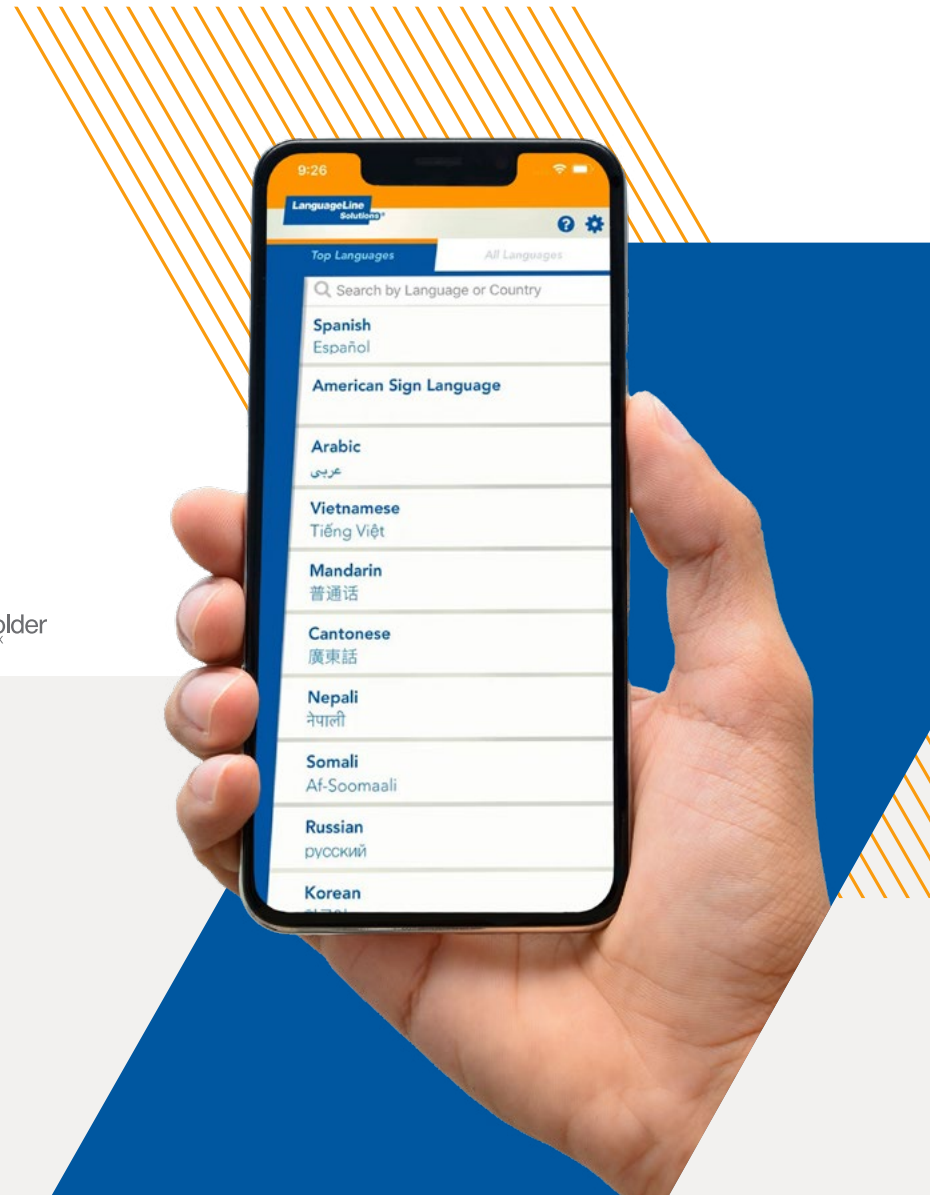


## LanguageLine® App

The LanguageLine App empowers your frontline staff to bridge language barriers whenever they arise. The LanguageLine App is the easiest and fastest way to access an interpreter, without dialing or entering access codes. It increases productivity, saves time and eliminates frustration. They can connect in seconds to our team of 20,000+ interpreters from most digital devices 24/7 with:

- 240+ audio languages
- 40+ video languages including American Sign Language and British Sign Language

\* Full language list available at [LanguageLine.com](https://www.LanguageLine.com)





## Custom Inbound Call Solutions

Streamline inbound calls to provide a total in-language experience when community members call you. LanguageLine® DirectResponse<sup>SM</sup> improves engagement in programs and hotlines serving diverse communities.

In-language phone tree options help connect your callers to the right department with an interpreter on the line, saving time and maximizing productivity of your English-speaking agents. You can customize the call flow from start to finish to reduce caller frustration and increase efficiency.



## Virtual Meetings

It is essential to reduce the digital divide for those who speak languages other than English or are Deaf or Hard of Hearing. That's why we provide easy access to audio and video interpreters within the virtual meeting platforms that are common to government agencies, schools, and courts, including:

**zoom**

**Teladoc**  
HEALTH

**caregility**  
Connecting Care Everywhere

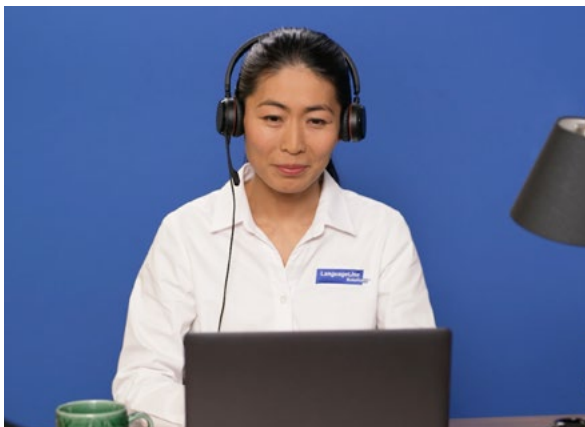
**amwell**

**Vidyo**



# In-Person Interpretation

*You can book the same certified interpreter for continuity in-person and online*



## Earn the trust of your community through effective communication

Onsite interpretation is ideal when professionalism and accuracy matter most—such as for public meetings, hearings, and press conferences. Our services can improve the workflow and overall effectiveness of any agency dealing with the public in sensitive situations or when making important decisions. Having an expert interpreter present can help ensure you're serving the interests of constituents while making the best use of your resources.

With LanguageLine® OnSite<sup>SM</sup>, your employees can connect to 10,000+ professionally trained interpreters across the U.S.—experts fluent in more than 150 languages, including American Sign Language. You can choose OnSite Interpreting or LanguageLine® Virtual OnSite Interpreting<sup>SM</sup>. Virtual OnSite Interpreting ensures equal access to justice, healthcare, and other vital services. It's also beneficial for rural areas where access to qualified interpreters may be limited. Assignments can range from the two-hour minimum to full or half-day shifts.

## OnSite Interpreting

Book an appointment in advance for a LanguageLine® Certified<sup>SM</sup> Interpreter to visit your location. You can choose the interpreter's gender and language and count on them being dressed professionally.

## LanguageLine Virtual OnSite Interpreting

Our scheduling system enables online access 24/7 to book an interpreter for virtual meetings. Choose the interpreter and schedule your video conference time. You can even book your same OnSite interpreter for continuity and use a variety of popular platforms.

# Translation & Localization

## 5 ways to improve your agency's communications and ensure accessibility

As communities become more diverse, the need for organizations to engage in multiple languages is essential for programs and services to reach linguistically diverse populations. Creating an inclusive environment that extends equal access to all can pose a challenge.

Get the expertise you need to communicate clearly at any scale. Our professional linguists will help you execute your mission more cost-effectively by relieving your staff of the burden of addressing language challenges.

We can also develop documented policies and procedures for working with LEP and blind or visually impaired populations. Plus, we can prepare you for effective outreach to underserved communities.

## 1. Translation Services

Our expert linguists provide high-quality translations and get to the true meaning of every phrase through a human touch and the ability to relate to the reader. We readily adapt translations to any project by thoroughly considering the intended target population. We also implement different workflows depending on your needs, which can include up to three different linguists to translate, edit, and proofread your content.

**Our experts translate all types of written content, including:**

- Brochures
- Reports
- Website content
- Public notices
- Signage
- Forms
- Legal documents
- Constituent communications



## 2. Localization Services

We can localize your content for specific language and cultural sensitivities to provide a natural experience for the populations you serve. We'll also devise a customized solution that delivers higher-quality work with shorter turnarounds.

Our team of full-time, accredited quality engineers oversees all project management, publishing, and quality assurance in-house—with no offshoring to cheaper, unreliable resources. To ensure successful on-time delivery, we embrace comprehensive, end-to-end quality-control procedures for every project.

**We're experts at localizing:**

- Websites
- Software
- Online applications
- Mobile apps
- Training materials
- Subtitles and graphics
- eLearning and training
- And more

### 3. Transcription Services

Count on LanguageLine to take the work out of transcribing video and audio recordings. We provide audio-to-text transcription, voiceover, and translation in 290+ languages. Rest assured, our linguists will complete your transcription projects with the same high-quality output you can expect from all our language services.

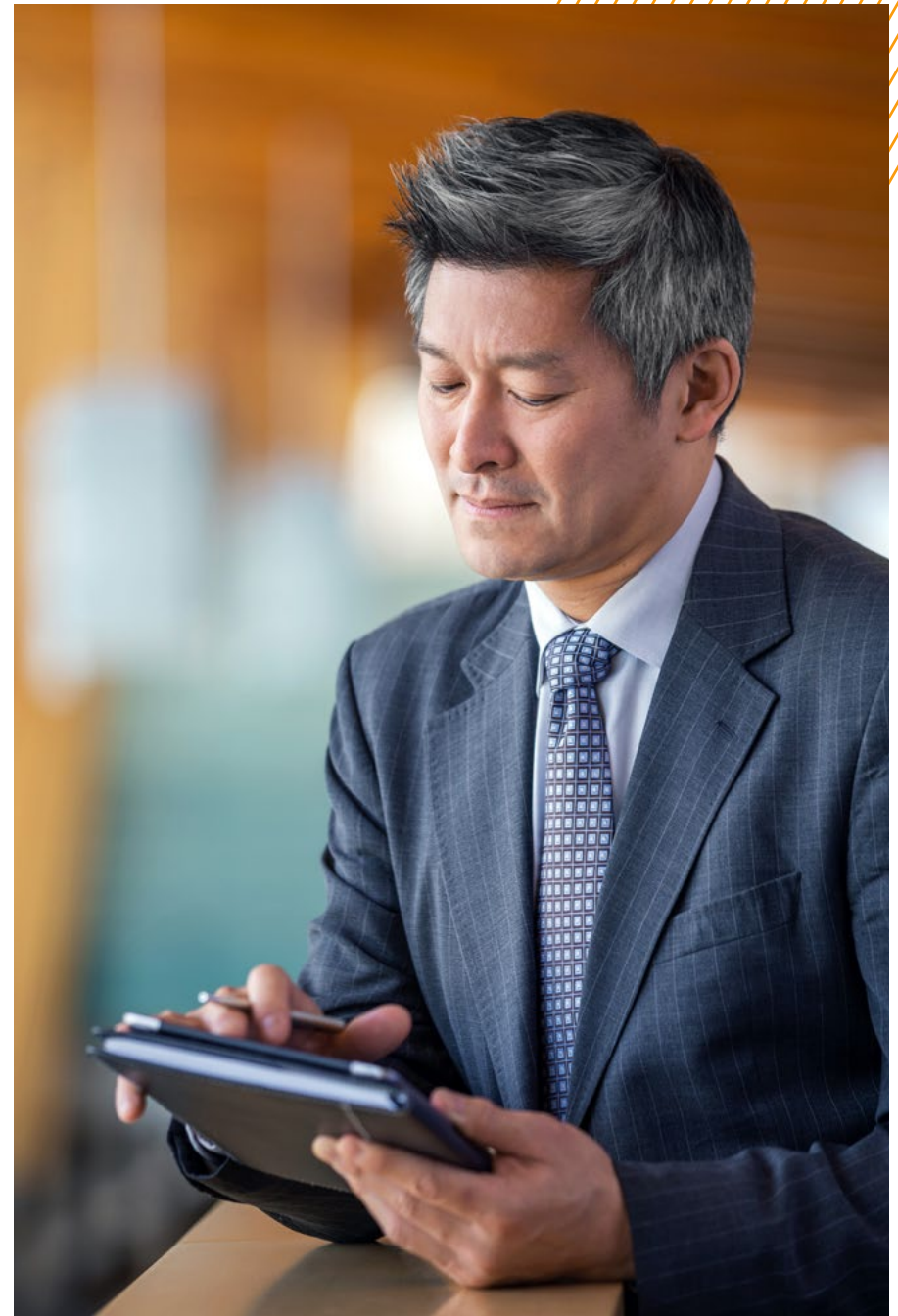
### 4. LanguageLine® Clarity<sup>SM</sup> Services

Any dense or jargon-filled written content you share with the public can be confusing and go unread. LanguageLine Clarity provides Plain English content your audience will find easy to understand and act upon. We offer two services for higher-quality translations and lower costs:

- **Clarity Microsimplification:** Simplify individual documents by performing content analysis, purging unnecessary information, and harnessing the power of Plain Language for core content
- **Clarity Macrosimplification<sup>®</sup>:** Reduce the number of documents across your organization by eliminating redundant content and reassembling it into fewer, more effective documents

### 5. Accessibility Services

Make sure your content is available to all members of your potential audience. LanguageLine offers accessibility services that include Braille, large print, audio recordings, and 508-compliant documents.



# Get Faster Results Through Innovative Technology

**LanguageLine provides solutions that make it easier for you to get expert translation and localization services on your timeline and within your budget**



## **LanguageLine® Website Proxy<sup>SM</sup>**

Expand your global reach by localizing your website or eCommerce platform. Website Proxy is the perfect solution for organizations who want a hands-off approach for managing translated versions of their English website—or need the English version and the translated versions to always be in sync.



## **LanguageLine® Translation Portal<sup>SM</sup>**

Use our secure Translation Portal to quickly submit projects from anywhere, at any time. You can also easily download your translations and access project status and reporting online.



## **LanguageLine® Machine Translation<sup>SM</sup>**

Translate any-sized content as quickly as possible. Machine Translation, LanguageLine's AI-driven "best fit" technology, provides fast turnarounds for low-liability content, at the lowest cost. When you combine your raw Machine Translated content with our ISO-certified post-editing process, you can rest assured deliverables will have the highest levels of accuracy.



## **LanguageLine® Connect<sup>SM</sup>**

Increase efficiency by integrating your content management system (CMS) with LanguageLine Connect. We offer more than 60 prebuilt connections to the most popular and common content management systems to securely transfer files. This helps you manage and quickly publish your content once translation is complete. With LanguageLine Connect, you can improve your productivity and reduce human error.

# Language Proficiency Testing & Training

## Ensure bilingual staff have the language skills to fulfill your mission

Language barriers can result in misunderstandings, frustration for the public, and even legal challenges. Your bilingual staff can be a great asset to your organization, but are their language skills up to the job in a way that supports compliance? If you're not sure, we can help. Our language proficiency testing provides a consistent measure across languages to support compliance, justify hiring, and support payroll decisions. Our training programs enable you to provide career development for your staff and better support your objectives.



## Testing

Feel confident that your agency can meet regulatory requirements with fluency assessment testing programs in 50+ languages—and provide consistent, high-quality support across languages.

### Tests include:

- Language Proficiency Assessment
- Written Proficiency Assessment
- Bilingual Fluency Assessment



## Training

Enrich your staff's capabilities with training in more than 50 languages. After they complete our courses, they'll be qualified and skilled to interpret at a professional standard. Our Fundamentals of Interpreting is a 6-hour online training course with a 3-hour instructor-led audio session of role-playing exercises to further cultivate interpreting skills.

# Let's Talk Solutions

Find out how LanguageLine can help you turn your biggest language challenges into opportunities to serve the public more effectively and satisfy compliance.

[1-800-752-6096](tel:1-800-752-6096) / [Inquiries@LanguageLine.com](mailto:Inquiries@LanguageLine.com) / [LanguageLine.com](http://LanguageLine.com)