



NATIONAL LANGUAGE SERVICE CORPS

NLSC – U.S. FEDERAL GOVERNMENT PARTNERSHIP

DISCUSSION OF PROGRAM CAPABILITIES AND SERVICES FOR DIGITAL.GOV LANGUAGE COMMUNITY

NOVEMBER 12, 2019

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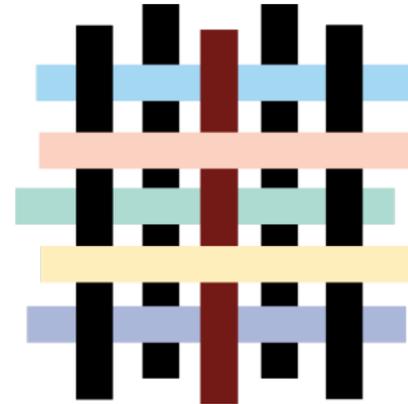
Defense Language & National Security Education Office



AGENDA

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- About the NLSC
 - Program Overview
 - Member Characteristics
 - NLSC Capabilities
 - Sample of Support, FY19
- Partnering & Mission Support Methodology
 - Interagency Agreement
 - Mission Support Process
 - Why NLSC
- NLSC Points of Contact





NLSC PROGRAM OVERVIEW

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Mission & Vision

- The NLSC is America’s premier community of language professionals, serving language needs across the Federal Government at home and abroad

NLSC Background

- In 12 years, the NLSC has grown from a small pilot initiative into a broad-spectrum language, regional expertise, and culture (LREC) service corps supporting global mission requirements throughout the Federal Government.



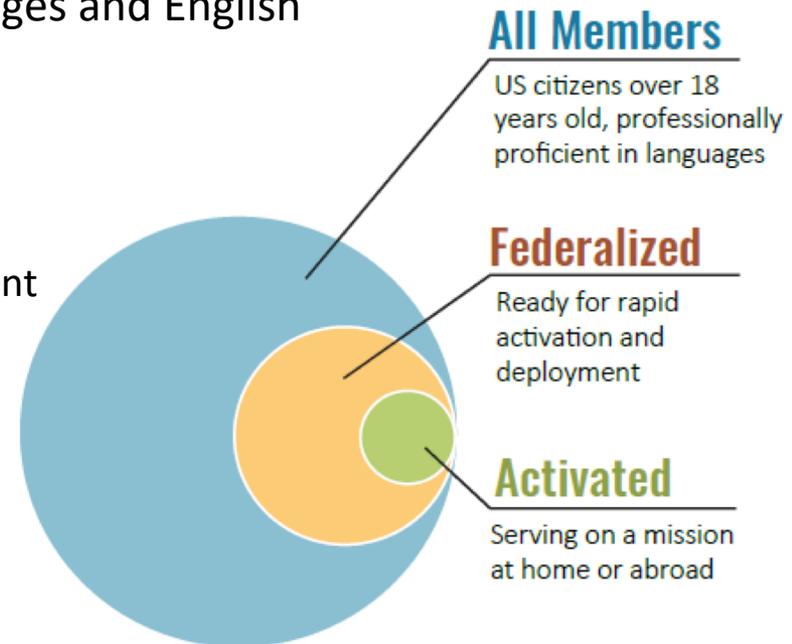


NLSC MEMBER CHARACTERISTICS

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NLSC's Overall Membership Pool

- 10,000+ members proficient in over 430 languages and English
- All U.S. citizens, 18 years and over
- NLSC's Mission-ready Federalized Component
 - 1,224 members proficient in 235 languages
 - Eligible for rapid activation as temporary government employees
 - Receive small honorarium for hours worked
 - Diverse backgrounds result in members uniquely qualified for missions
- Membership characteristics
 - Frequently Cleared (Secret, Top Secret)
 - Often Professionally Certified (Medical, judicial, ATA)
 - Field experienced professionals
 - Former military/ intelligence / diplomatic community personnel

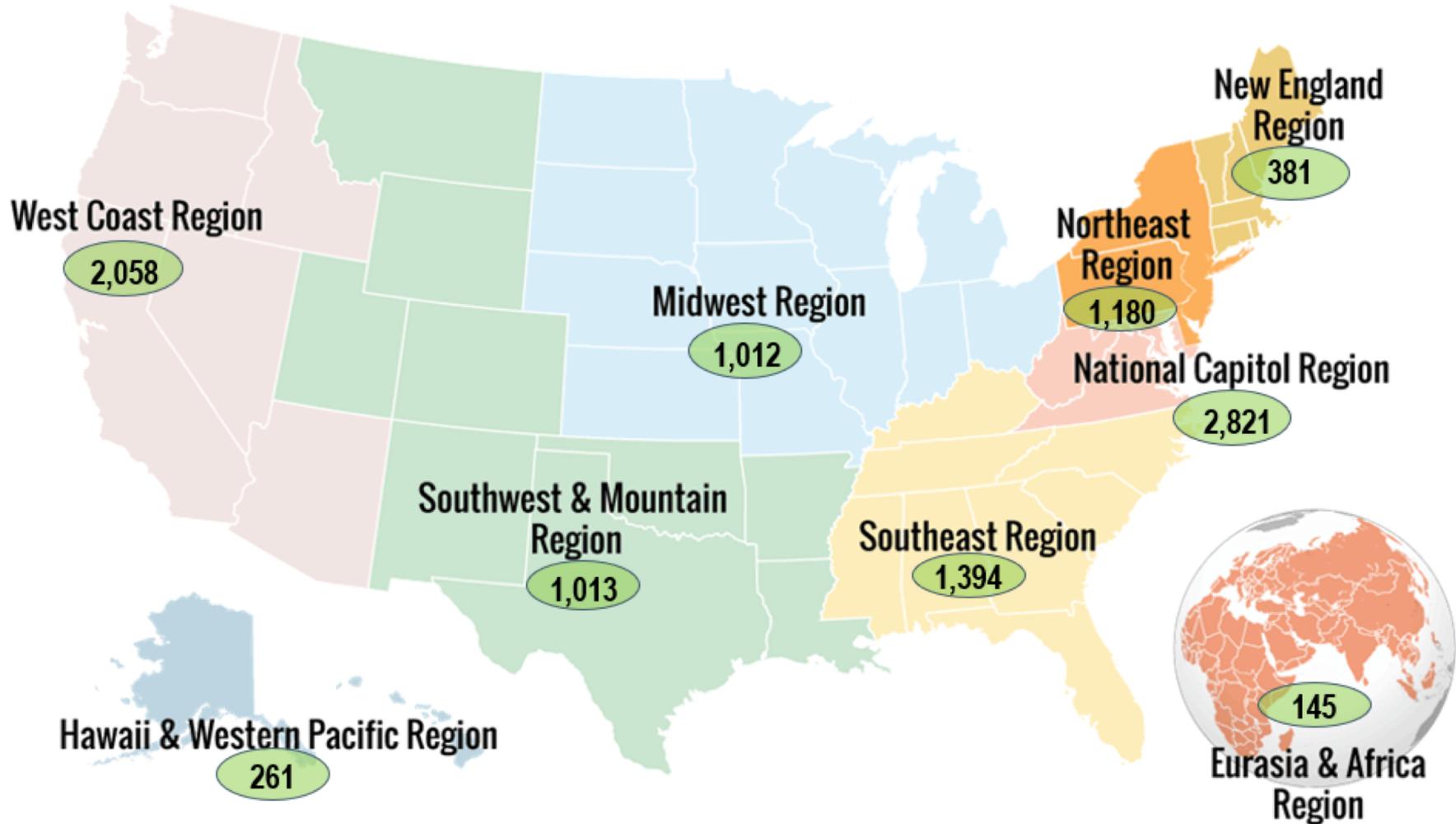




THE GLOBALLY POSITIONED MEMBERSHIP

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Members Per Regional NLSC Chapter





MEMBER MISSION PREPARATION

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Chapter event



Los Angeles Chapter Event

FEMA Emergency Preparedness Training



Hawaii Chapter Event

Interpreter Strategies for Effective Partner Communication



Washington, D.C. Chapter Event

NLSC Federalization Workshop

- Chapter Events promote:**
- Language Sustainment and Enhancement
 - Emergency Response Skills
 - NLSC Mission Readiness
 - Cultural Awareness
 - Professional Development
 - Networking Opportunities



NLSC CAPABILITIES

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The NLSC offers Federal Government partners flexible and efficient full-spectrum linguistic services.

Interpretation



- Simultaneous
- Consecutive
- Interpretation Skill Set Training

Translation



- Technical Translation
- QA/QC Editing Process
- Classified Document Translation

Instruction



- All Levels of Language Instruction
- Tutoring and Group Sessions
- Phone Instruction

Cultural Support



- Cultural Sensitivity Education
- Cultural Advising
- Document Screening

- NLSC identifies, vets, and selects U.S. citizens to support a wide array of missions for U.S. Federal agencies
- NLSC volunteers provide over 1,000 hours of linguistic support, at home and abroad, annually



SAMPLE OF SUPPORT, FY 19

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Agency	Language(s)	Support Type(s)
Defense Logistics Agency	German, Italian, Japanese, Korean, Spanish,	Translation
Defense Combating Trafficking in Person	Arabic, Chinese, French, Hindi, Kazakh, Korean, Luganda, Malay, Russian, Spanish	Translation, Quality Review
Federal Voting Assistance Program	French, Spanish	Translation, Quality Review, Cultural Sensitivity Review
U.S. Central Command	Russian	Interpretation, Translation
U.S. Special Operations Command	Norwegian	Cultural Support, Instruction, Translation, Interpretation
Defense Language Institute	French, Russian, Somali	Instruction, Cultural Support
U.S. Sothern Command	Spanish, Portuguese	Transcription, Translation



INTERAGENCY AGREEMENT (IAA)

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IAA Must be established prior to mission support

- IAA Process
 - NLSC Partner Liaison reviews process and assists to complete form with Partner
 - DHRA approves and Partner signs IAA
 - DLNSEO signs IAA to complete the agreement

UNITED STATES GOVERNMENT
INTERAGENCY AGREEMENT (IAA)
Agreement Between Federal Agencies
General Terms & Conditions (GT&C) Section

BUREAU OF THE
Fiscal Service
LEAD. TRANSFORM. DELIVER.

IAA Number: _____ GT&C #: _____ Order #: _____ Amendment # / Mod #: _____

DEPARTMENT AND/OR AGENCY

1. Requesting Agency of Products / Services	Servicing Agency Providing Products / Services
Name	
Address	

2. Servicing Agency Tracking Number (Optional): _____

3. Assisted Acquisition Agreement Yes No

4. GT&C Action (Check action being taken)

New

Amendment - Complete only the GT&C blocks being changed and explain the changes being made.

Cancellation - Provide a brief explanation for the IAA cancellation and complete the effective End Date.

5. Agreement Period Start Date: _____ End Date: _____ of IAA or effective cancellation date (MM/DD/YYYY) (MM/DD/YYYY)

6. Recurring Agreement (Check One) A Recurring Agreement will continue, unless a notice to discontinue is received

Yes If Yes, this is an: Annual Renewal Other Renewal State the other renewal period: _____

No

7. Agreement Type (Check One) Single Order IAA Multiple Order IAA

8. Are Advance Payments Allowed for this IAA (Check One) Yes No

If Yes is checked, enter Requesting Agency's Statutory Authority Title and Citation

Note: Specific advance amounts will be captured on each related order.

FS Form 700A (06-10) Department of the Treasury | Bureau of the Fiscal Service

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23.	Requesting Agency	Servicing Agency
Name		
Title		
Telephone Number(s)		
Fax Number		
Email Address		
SIGNATURE		
Approval Date		

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AVERAGE MISSION SUPPORT PROCESS

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Please see below for our mission process and timeline.



- NLSC Activity
- Partner Activity



WHY NLSC

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NLSC is a cost effective, high-quality and agile U.S. Federal language support program

- 1. Affordability and Flexibility** \$25/hour (\$33.79/ hour for Non-DoD agencies)
- 2. Breadth and depth in skills** 400 + languages and dialects, professional level experience across USG/academic domain
- 3. Government to Government Partnership**
- 4. Comprehensive support**

Translation <i>Converting written text in a source language to a target language</i>		
Capability	Description	Rates & Standards
Full translation	NLSC member considers all text from the source document to develop equivalent written text in the target language. Localization (adapting text to target language and culture) and customization (converting non-textual material, e.g.: amounts, currency) for source locale are available.	<ul style="list-style-type: none"> • \$25/ hour • 250 words = 1 hour of labor • Requires two translators: one for initial translation and second for quality review • Third reviewer recommended for complex content
Quality review of full translation	NLSC member reviews text in target language for grammar, formatting, and readability.	<ul style="list-style-type: none"> • 50% of labor required for full translation

NLSC Achievements to Date

We are authorized by law to serve across the Federal Government, providing a full range of language support within the DoD and beyond.



10,000+
Members Worldwide



430
Member Languages

47,600+
Hours Worked

Our global and focused recruiting efforts serve partner request trends and mission-specific requirements.



62% CONUS
24% OCONUS
14% TELEWORK

Missions Completed



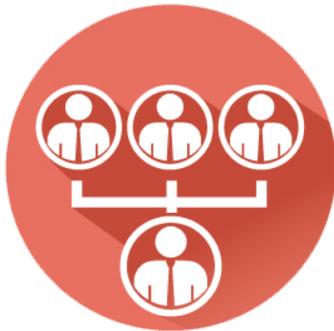
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Agencies Supported

* For NLSC Capabilities and Rates information, please email hickey.ctr@nls corps.org



POINTS OF CONTACT

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