



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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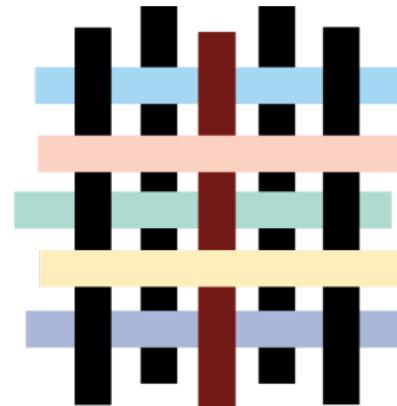
Defense Language & National Security Education Office



# 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.



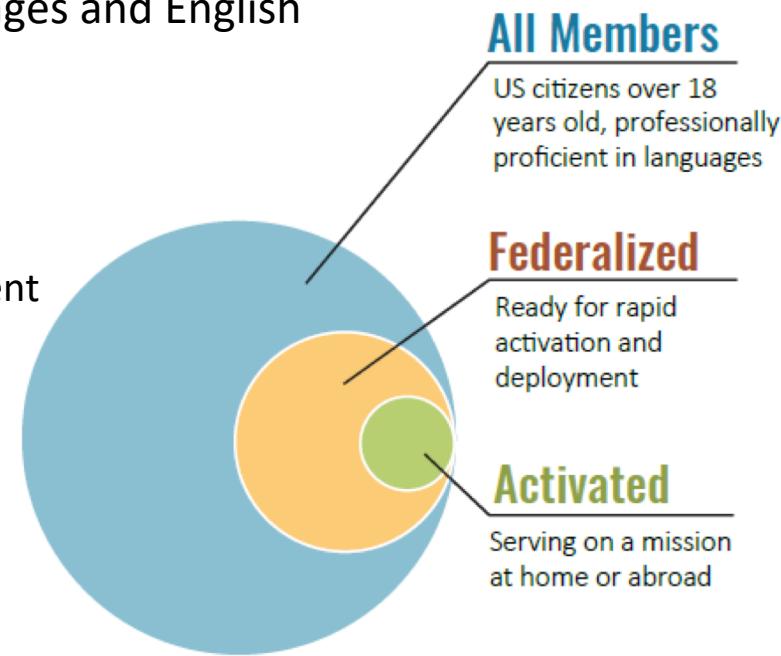


# NLSC MEMBER CHARACTERISTICS

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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

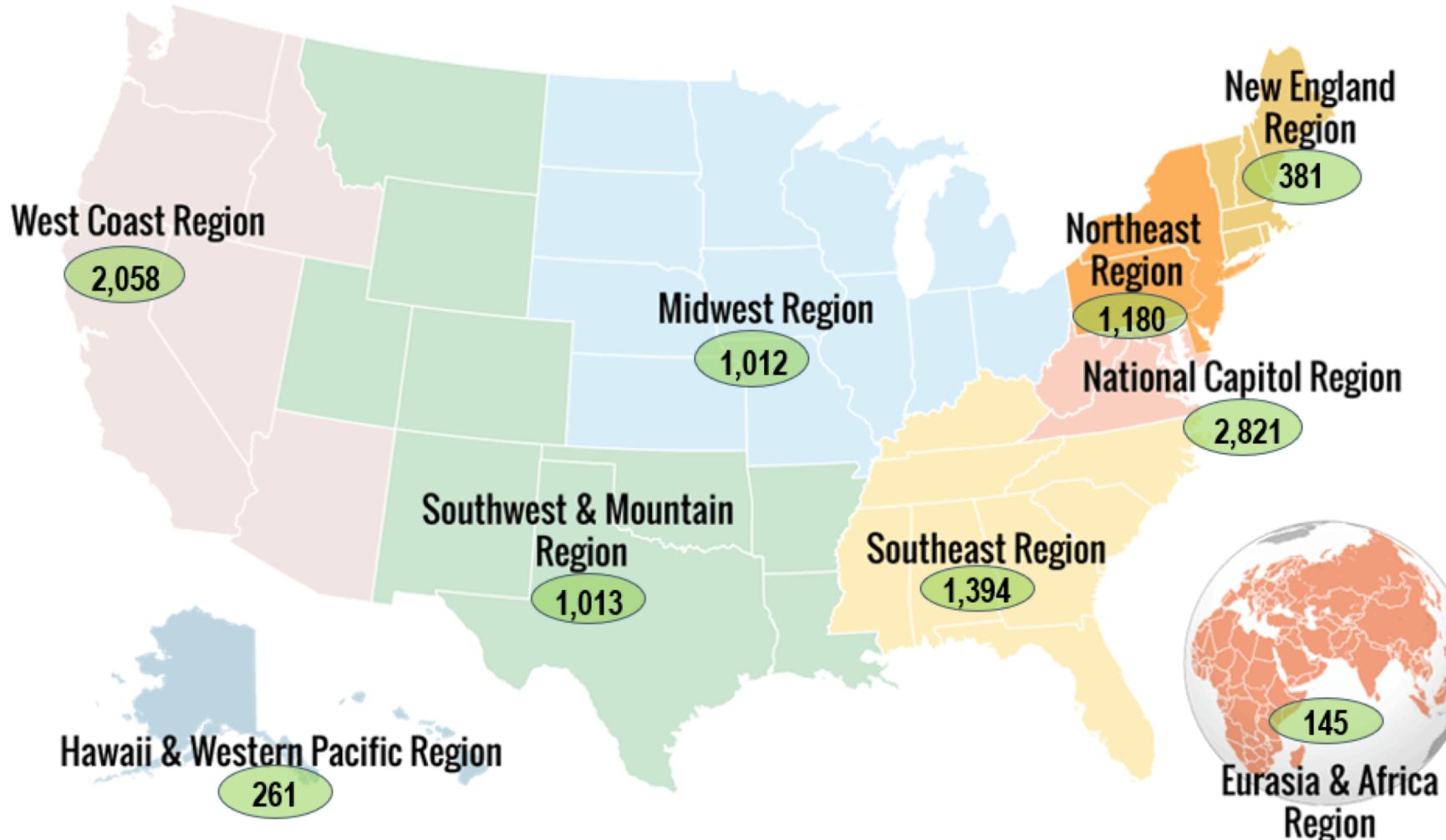




# THE GLOBALLY POSITIONED MEMBERSHIP

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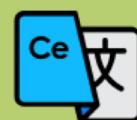
The NLSC offers Federal Government partners flexible and efficient full-spectrum linguistic services.

## 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. Southern 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.

RESET FORM

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

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:  Yes  No Other Renewal: \_\_\_\_\_ State the other renewal period: \_\_\_\_\_

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.

(31) Other Authority   
Capital Fund, or Other Authority

(32) Other Authority   
Capital Fund, or Other Authority

Requesting Agency's Scope:  
The agency awarded and  
Office of its intent  
Agency as a result  
Acquisition  
Assistance for this IAA.  
Causes.)

Agency (State and/or list  
Servicing Agency)

Agreements (Optional) (State and/or attach  
for this IAA.)

Agreement period exceeds one year.  
to any affected Order(s).

ed by the Requesting Agency and  
the general terms and conditions  
of work can be fulfilled as per the  
signature dates.  
Appropriate individuals, as stated in the

FS Form 7000A (06-10) Department of the Treasury Bureau of the Fiscal Service November 2016 - page 3 of 4

FS Form 7000A (06-10) Department of the Treasury Bureau of the Fiscal Service November 2016 - page 4 of 4

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



# AVERAGE MISSION SUPPORT PROCESS

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Please see below for our mission process and timeline.





# 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"><li>• \$25/ hour</li><li>• 250 words = 1 hour of labor</li><li>• Requires two translators: one for initial translation and second for quality review</li><li>• Third reviewer recommended for complex content</li></ul>
Quality review of full translation	NLSC member reviews text in target language for grammar, formatting, and readability.	<ul style="list-style-type: none"><li>• 50% of labor required for full translation</li></ul>

## NLSC Achievements to Date

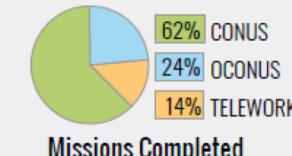
We are authorized by law to serve across the Federal Government, providing a full range of language support within the DoD and beyond.

**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.



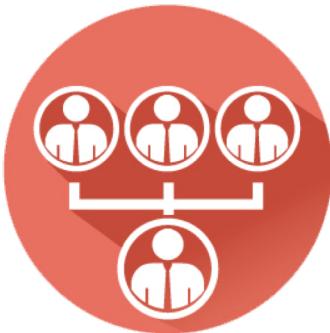
**56**  
Agencies Supported

\* For NLSC Capabilities and Rates information, please email hhickey.ctr@nlscorps.org



# POINTS OF CONTACT

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## DLNSEO Leadership

Michael Nugent, PhD *DLNSEO Director*  
571-256-0702

Clare Bugary, EdD *DLNSEO Deputy Director*  
*Acting NLSC Director*  
571-256-0775

Ernesto Andrada *NLSC Associate Director*  
571-256-0801

## NLSC Support Team Leadership

Barak Salmoni, PhD *Program Manager*  
703-888-7873

André Flores *Mission Support Lead*  
[aflores.ctr@nlscorps.org](mailto:aflores.ctr@nlscorps.org) , 703-377-4314

Christina Lantuh *Mission Support Liaison Lead*  
[clantuh.ctr@nlscorps.org](mailto:clantuh.ctr@nlscorps.org) , 703-377-8192

Hyejin Hickey *Partner Support Liaison Lead*  
[hhickey.ctr@nlscorps.org](mailto:hhickey.ctr@nlscorps.org) , 703-377-4854