



NATIONAL LANGUAGE SERVICE CORPS
Language for the good of all.



***Using Your Foreign Language Proficiency and
Cultural Expertise in Service to the Nation***

ILR Plenary Session - September 26, 2014

Presented by Bill Castan

NLSC Background

- The National Language Service Corps (NLSC) is a civilian corps of volunteers with certified proficiency in foreign languages important to the security and welfare of the United States.
- Surge capability designed to complement not to replace any existing program or vendors
- Members serve as on-call temporary federal employees, using their diverse language skills to support federal agencies.
- The opportunities for service include emergency relief as well as supporting agencies' short-term language needs.



Our Members are Valuable!

The NLSC is now comprised of over 5,400 Members who...

- Speak more than 317 languages.
- Come from diverse backgrounds and occupations.



Members Worldwide (2014)

Algeria
Argentina
Australia
Bermuda
Brazil
Canada
Chile
China
Czech Republic
France
Germany
Hong Kong
Iran
Japan
Kenya
Korea
Malaysia



Marshall Islands
Mexico
Morocco
Myanmar
Nicaragua
Panama
Peru
Portugal
Puerto Rico
Qatar
Russia
Spain
Switzerland
Taiwan
Thailand
Turkey
United Kingdom

Members live in all 50 states and 37 countries

Full Range of Language Support

Interpretation (Simultaneous, Consecutive, Escort, etc.)

International Events (preparation, on-site, VTC)

Instruction/Training Role-Playing (Regional/Cultural Expertise)

Translations and Quality Control/Editing

Testing & Assessment Standard Setting

Trang Tieu, *Joint Prisoners of War Accounting Command*, June 2012



William Rougle, *U.S. Africa Command*, September 2012



NLSC Members with *162nd Infantry Brigade Army*, August 2012

NLSC Program Status

- **NLSC exercises and operations exceed expectations**
 - International, domestic, and telework missions
 - 85 missions completed to date with 25 conducted overseas
 - Supported 34 Department of Defense (DoD) and non-DoD agencies, departments, and components with full range of language services



Member Trang in Vietnam assisting the Joint Prisoners of War Accounting Command

Client Feedback Summary

- *“Your response to us was the fastest and most comprehensive of the several avenues that we had tried. Within days you provided us with a list of individuals who would be interested in working with the DoD.”*
- *“Our website strategy for reaching speakers of other languages will be impacted by these three weeks. We will be implementing many immediate, important changes over the next two months. We believe that the American public will ultimately benefit from this partnership.”*
- *“[NLSC Member] was very professional and diligently participated into every session during the four days of the study. Please send our deep gratitude to him”.*
- *“[NLSC Member] has been very professional and focused in his work, and has been producing high-quality material. He’s had a very positive attitude in getting settled in, receiving training, and communicating with us, and the overall process since his arrival has been by-and-large seamless for us”.*
- *“In many instances, the NLSC interpreter knew more than the instructor and taught the class himself. He is an awesome asset.”*

***Exercises and operations exceed expectations –
Continue to consistently receive client service
evaluations of 4.9 - 5 out of 5***

NLSC Member Feedback

- From an NLSC member employed to support the DoD's Joint Prisoners of War / Missing in Action Accounting Command (JPAC) in recovery operation in remote parts of Vietnam:

"Thank you so much for giving me this opportunity to work with JPAC. I've learned so much in so little about so many things and would definitely go on another mission if feasible.... It is an experience of a lifetime and to take part of such a mission brings so much meaning to being American, proud & brave."

- From two NLSC members who supported the US Department of Labor (DOL) Wage and Hour Division (WHS) Investigative Mission in Hawaii:

"The mission location, accommodations...have been so impressive."

"It [the mission] was a great learning experience."



How to Use the NLSC

- Register your requirement
 - <http://www.nlscorps.org/clients/>
 - toll-free, at (888) SAY NLSC (729-6572) ext 801
 - Urgent Service Request: submit a request for services needed within the next three calendar weeks via above web-site
 - DD1144 or IA required

The NLSC is a requirements-driven service organization.



Contact Information for Federal Agencies

Christine Healy-Rendel

Deputy Director, Plans and Chief Linguist

1-888-729-6572 (SAY NLSC) ext. 802

crendel.ctr@nlscorps.org

Ray Morris

Plans and Policy

1-888-729-6572 (SAY NLSC) ext. 808

rmorris.ctr@nlscorps.org



How Can I Help?

Join the NLSC – Become a Member!

- 18 or Older
- US Citizen
- Proficiency in English*
- Proficiency in Languages Other than English*
- Apply Online at <http://www.NLSCorps.org>

Refer Others to the NLSC!

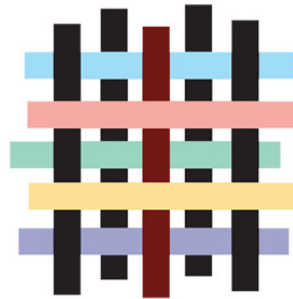
- *Members are generally proficient at the Interagency Language Roundtable (ILR) Level 3 or Better.*



How Do I Apply?

- Online at <http://www.NLSCorps.org>
 - Initially provide contact information, password and languages.
 - Next step will include a short call with a recruiter to review your application.
 - Final step will involve a language screening.





NATIONAL LANGUAGE SERVICE CORPS

Language for the good of all.

www.NLSCorps.Org

