



NATIONAL LANGUAGE SERVICE CORPS
Language for the good of all.



Program Summary for the Interagency Language Roundtable Plenary

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Need and Mission

- The Federal government, as well as state and local governments, can never possess the organic capability to address immediate and emergency surge requirements across a wide range of languages.
- The National Language Service Corps (Public Law 108-147)
 - Identifies and maintains a national organization of certified capabilities in critical languages, to be available when needed.
 - Provides a surge capability for the full range of language needs to USG.
 - Complements existing programs
 - Brand is focused on service

***The NLSC is a tactical and strategic solution for
Language support needs***

NLSC Design Participants

Organization		Functional Assistance
DoD Components	4 Services	Operations, Personnel, Civilian Workforce, Mobilization, Administration, Legislation, Language Requirements
	OSD	
	Joint Staff	
Other Federal Depts and Agencies	OPM	Operations, Recruiting, Personnel, Civilian Workforce, Mobilization, Administration, Legislation, Language Requirements, Cultural Expectations
	CPMS	
	DOS (CRC)	
	HHS/FEMA (DMAT)	
	FBI	
	NIH	
DHS		
Intell	DIA	Operations, Language Requirements
NGO	Red Cross	Recruiting
	Other	Consultants



Member Status

- NLSC members are temporary federal employees on an intermittent work schedule
 - Pending legislation proposed USERRA-Type protection be accorded to members
- General Population (age 18 years and older)
 - U.S. Citizens (Pilot program legislation requirement)
 - Possess certified language proficiency
 - Proficient in all modalities of English

Federal agencies contract with NLSC for the services of NLSC members

Organizational Structure

- National pool – all members
 - NLSC activates Members who are available for responding to national emergencies, or other local or national needs
- Dedicated sponsor pool - subset of the national pool
 - Individuals who agree to provide dedicated support to a sponsoring agency/ organization by performing defined duties on a recurring basis
 - Sponsor provides specialized training and support for other job-related qualifications (high level clearances, polygraphs, specific medical screenings)
 - Members are activated through the NLSC at the request of the dedicated sponsoring agency or organization

Organization designed to cover the full range of user requirements

Program Status

- Established a fully operational prototype NLSC and demonstrated that the concept works
 - Exercises and Operations exceeded expectations
 - Service perspective of members is the key
 - 12 total with 3 conducted overseas - 404 man/days provided
 - Produced a Bravanese speaker for FBI
 - Current operations – 6 underway, 14 in planning
 - Clients and partners, PACOM, EUCOM, AFRICOM, CENTCOM, SOCCENT, PACAF, ARPAC, MARFORAF, DIA, NSA, ODNI, FBI, FEMA, CDC, DLIFLC, DOJ INTERPOL, National Guard (HQ, Washington, Utah)
- Pursued initiatives for improving the government's capacity for language testing and efficient low cost initial screening of large numbers of candidates
 - Validated self assessment tools as a viable initial language proficiency screen
 - Initiated and led ongoing development of an ASTM standard for language testing
 - Resulted in development of ASTM Language Services and Products Technical Committee
 - First to use remote Defense Language Proficiency Test (v5) testing capability in Military Entrance Processing Stations
- Legislation for permanent NLSC submitted to DoD for FY 2011/12
 - Pilot extension to FY14 as well

2,000 Members representing 185 Languages

Member Language Breakdown

Acholi	1	Belarusan	5	Dinka		
Afrikaans	1	Belize Kriol English	1		Northeastern	1
Albanian, Tosk	2	Bengali	10		Northwestern	1
Amharic	3	Berber	1		South Central	1
Arabic		Bhojpuri	1		Southeastern	1
Algerian Saharan Spoken	6	Bicolano, Albay	1		Southwestern	1
Algerian Spoken	8	Bosnian	5	Dutch		6
Chadian Spoken	1	Bulgarian	3	Efik		1
Eastern Egyptian Bedawi Spoken	5	Catalan-Valencian-Balear	1	Farsi		
Egyptian Spoken	23	Cebuano	1		Eastern	9
Gulf Spoken	13	Chinese			Western	14
Hadrami Spoken	1			Fijian		1
Hijazi Spoken	1	Gan	1	Filipino		1
Judeo-Iraqi	3	Hakka	3	Finnish		1
Judeo-Yemeni	1	Mandarin	517	French		116
Libyan Spoken	3	Min Dong	2	Fulfulde, Western Niger		1
Mesopotamian Spoken	5	Min Nan	28	Garre		1
Moroccan Spoken	4	Taishan	2	Georgian		1
North Levantine Spoken	6	Wu	5	German, Standard		29
North Mesopotamian Spoken	1	Xiang	1	Gikuyu		4
Saidi Spoken	2	Yue	40	Greek		3
South Levantine Spoken	2	Creole		Gujarati		30
Standard	48	Guadeloupean French	2	Haitian		33
Sudanese Spoken	6	Guianese French	1	Haitian Vodoun Culture Language		2
Ta'izzi-Adeni Spoken	1	Karipúna French	1	Hassaniyya		1
Tunisian Spoken	3	Louisiana French	1	Hausa		13
Armenian	2	Saint Lucian French	2	Hebrew		3
Assyrian Neo-Aramaic	1	Sudanese Arabic	1	Hindi		190
Azerbaijani, North	1	Croatian	8	Hindi, Fiji		1
Batak	2	Dari, Zoroastrian	2	Hindko, Northern		1

Member Language Breakdown

Hindko, Southern	1	Malay	6	Sindhi	2
Huba	1	Malayalam	2	Sinhala	1
Hungarian	3	Mandinka	1	Slovak	2
Igbo	4	Marathi	9	Somali	25
Ijo, Southeast	1	Marshallese	19	Soninke	1
Indonesian	104	Mongolian, Halh	5	Spanish	132
Italian	10	Moro	1	Sunda	2
Japanese	25	Murik (MALAYSIA)	1	Swahili	54
Javanese	8	Nepali	8	Swedish	2
Kalenjin	1	Nupe-Nupe-Tako	1	Tagalog	9
Kannada	2	Obolo	1	Tajiki	3
Kashmiri	1	Oromo, Borana-Arsi-Guji	2	Tamil	2
Kazakh	1	Pampang	1	Telugu	2
Khmer		Panjabi		Tetun	1
	Central		Eastern	Thai	
	Northern		Western		Thai
Kissi, Northern	1	Parsi-Dari	2	Northeastern	83
Korean	30	Pashto		Northern	7
Lao	15		Central	Southern	4
Liberian English	1		Northern		3
Lithuanian	4		Southern	Tigrigna	1
Luo	2	Pidgin Chinese English	1	Turkish	4
Maay	1	Pidgin- unknown	1	Ukrainian	33
Maithili	1	Polish	14	Urdu	50
Malagasy		Portuguese	14	Uzbek	
	Northern Betsimisaraka	Pulaar	1		Northern
	Plateau	Romanian	4		Southern
	Sakalava	Russian	320	Vietnamese	2
	Tandroy-Mahafaly	Seraiki	1		1
	Tsimihety	Serbian	3	Vlaams	1
				Wolof	1
				Zarma	1

Worldwide Membership

Hawaii

Puerto Rico

Marshall Islands

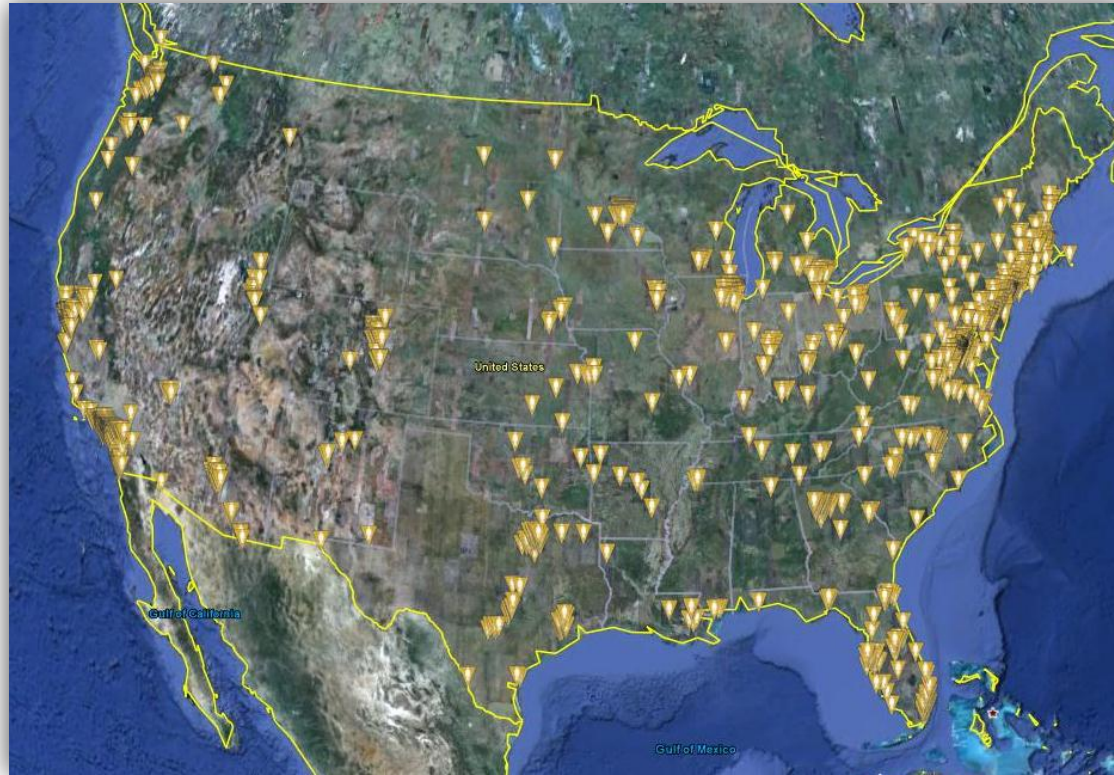
China

Japan

Canada

Mexico

Russia



Germany

France

Kenya

Indonesia

Malaysia

Morocco

Myanmar

Panama

***Approximately 500 applicants and 29 more languages
with the number growing every day***

Overview of Assignments

- **Domestic Emergency Support** – Centers for Disease Control Pandemic Preps, SECNAV Gulf Oil Spill Response
 - SECNAV interpreter, translation
 - Language and cultural improvement to CDC websites
- **Overseas Military or Disaster Support** – Garuda Shield & COIN SMEE
 - Garuda Shield: First major US PACOM Exercise with Indonesia
 - COIN SMEE: Counter Insurgency Subject Matter Expert Exchange between the US and Thai armies
 - Multilateral Training event between US Africa Command, Mauritania, Algeria, Mali, and Senegal
- **National Need** – e.g. IC Community
 - DIA Operations
 - NVTC
 - NSA, CIA, FBI
- **Upcoming Events**
 - DOJ/INTERPOL – International criminal message translation
 - CDC – Standing by for possible assistance with Cholera Crisis
 - Pacific Angels program support for PACAF



I welcome any opportunity to use Marshallese, especially when it helps the people I love so much.
Carol Curtis
Marshallese Speaker



I felt like I did something good. I would do it again and again.
Densy Chandra
Indonesian Speaker

This was the most satisfying thing I've ever done.
Will Vattananun
Thai Speaker



I welcome the opportunity to do this again
Michael Vetman
Russian Speaker

Exceeded Expectations – Organization Brand Works

Support to SECNAV, Gulf of Mexico

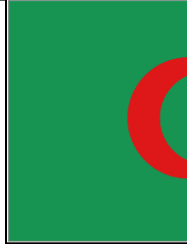
- Within 24 hours of a request from the White House Initiative for Asian Americans and Pacific Islanders (WHIAAPI), NLSC provided language support to the Secretary of the Navy during his Gulf Coast Reconstruction Trip, August 2-6, 2010
 - Consecutive interpretation (one-on-one questions and answers)
 - Simultaneous interpretation (for addressing the broader audience)
 - 6 Town Hall Meetings, 6 remote Gulf locations in Alabama, Louisiana, and Mississippi
 - Consulting support to SECNAV staff on how to best employ an interpreter in various town hall settings
- Member received strong praise directly from the Secretary of the Navy and his staff for his continuous support during this trip.
- NLSC's Deputy Director for Operations provided on-scene language service consulting with the Secretary's staff during the meeting



Overseas Operation – Supporting a Key Military Partnership



Grafenwoehr, Germany – Training Course for 25 individuals from Algeria, Burkina Faso, Mali, Mauritania and Senegal



- Member deployed to assist with Arabic interpretation
- Member used to interpret, translate, and teach
- “Member was critical to the mission.”
- “We are very happy we made the decision to bring him here.”

Future AFRICOM services are planned

Current Activity

- Wrapping up AFRICOM Support: Arabic Interpretation & Translation/Teaching
- Wrapping up FBI Support: Bravanese Interpretation
- Sourcing members in 9 African languages in response to OUSD (I), AFRICOM, IC organizations and FBI needs
- Support to White House Initiative on Asian Americans and Pacific Islanders
 - Using NLSC as part of the plan for support to their constituents
 - Advocate for NLSC with the 23 partner agencies in their initiative.
- MOA development
 - INTERPOL, DLIFLC, CDC, DIA,
- FEMA Emergency Planning and Exercise Support
- Sourcing for Maldives request
- Preparing for Earthquake and Tsunami relief efforts
- Support to State and Local governments during emergencies
 - Engaging National Guard Bureau for language requirements within each state

Agencies have an interest in using

NLSC Future - Cost Effective Tactical and Strategic Language Solution

- Tactical – surge across a wide range of languages
- Strategic – warehouse past capabilities and mitigate future needs
- Economic – single source, managed reserve capability
 - ↗ Consolidate overhead costs
- Potential – center of excellence for language support needs

The real value of the Corps rests in its core function – to maintain a large reserve of language skilled individuals across a wide range of languages and cultures that are readily accessible to the department and ultimately the entire federal government.