



KANSAS GOVERNOR'S GRANTS PROGRAM NON-DISCRIMINATION POLICY

Notice of Prohibited Discrimination:

It is the policy of the Kansas Governor's Grants Program (KGGP) that all individuals have the right to participate in employment, programs, and activities operated by the KGGP and KGGP Subgrantees regardless of age and perceived or actual race, color, national origin, sex, religion, sexual orientation, gender identity, and disability. As a condition of state and/or federal grant funding, the KGGP agrees to operate in compliance with the following statutes and regulations and all other regulations implementing the same:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin in the delivery of services and which entails taking reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access to funded programs or activities. An LEP person is one whose first language is not English and who has a limited ability to read, write, speak, or understand English. (42 U.S.C. § 2000d), and the Department of Justice (DOJ) implementing regulations at 28 C.F.R. Part 42, Subpart C;
- The Omnibus Crime Control and Safe Streets Act of 1968, which prohibits discrimination on the basis of race, color, national origin, religion, or sex in the delivery of services and employment practices (34 U.S.C. § 10228 (c)(1)), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart D;
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in the delivery of services and employment practices (29 U.S.C. § 794), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart G;
- Title II of the Americans with disabilities Act of 1990, which prohibits discrimination on the basis of disability in the delivery of services and employment practices (42 U.S.C. § 12132), and the DOJ implementing regulations at 28 C.F.R. Part 35;
- Title IX of the Education Amendments of 1972, which prohibit discrimination on the basis of sex in educational programs (20 U.S.C. § 1681), and the DOJ implementing regulations at 28 C.F.R. Part 54;
- The Age Discrimination Act of 1975, which prohibits discrimination on the basis of age in the delivery of services (42 U.S.C. § 6102), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart I;
- Executive Order 13,559, amending Executive Order 13,279, and the DOJ implementing regulation, Partnerships with Faith-Based and Other Neighborhood Organizations 28 C.F.R. pt. 38 (prohibiting discrimination in federally assisted social service programs based on religion in the delivery of services or benefits);

- The Victims of Crime Act (VOCA) of 1984, which prohibits discrimination on the basis of race, color, national origin, religion, sex, or disability (34 U.S.C. § 20110(e) *et seq.*); and
- Violence Against Women Act (VAWA) of 1994, as amended, 34 U.S.C. § 12291(b)(13) (prohibiting discrimination in programs either funded under the statute or administered by the Office on Violence Against Women, both in employment and in the delivery of services or benefits, based on actual or perceived race, color, national origin, sex, religion, disability, sexual orientation, and gender identity) (referring to the Safe Streets Act for enforcement).

The KGGP complies with all gubernatorial executive orders including but not limited to the following.

Kansas Executive Order 19-02 (EO 19-02) expressly requires all hiring must be on the basis of individual merit and qualifications and expressly prohibits discrimination based on race, color, gender, sexual orientation, gender identity or expression, religion, national origin, ancestry, age, military or veteran status, disability status, marital or family status, genetic information, or political affiliation that is unrelated to the person’s ability to reasonably perform the duties of a particular job or position.

Kansas Executive Order 18-04 (EO 18-04) requires state agencies comply with all state and federal employment discrimination laws prohibiting sexual harassment and retaliation in the workplace; establish agency policies regarding sexual harassment, discrimination, retaliation, confidentiality and anonymous reporting, applicability to intern positions, and training of the policy; and conduct annual mandatory training seminars for all staff, employees, and interns in regard to the office regarding the policy against sexual harassment, discrimination, and retaliation, and shall maintain a record of attendance.

In addition to the protections listed above, these laws prohibit the KGGP from retaliating against an individual for taking action or participating in action to secure rights protected by these laws.

Language Access

Meaningful Access. The KGGP shall take reasonable steps to ensure meaningful access to services, programs, and activities by LEP persons, which will be determined by the totality of the circumstances including: the number or proportion of LEP persons served or encountered in the eligible service population; the frequency with which LEP persons come in contact with the services, programs, or activities; the nature and importance of the services, programs, or activities; the resources available to the KGGP and the costs.

The number or proportion of LEP persons served or encountered in the eligible service population

The KGGP administers grants across Kansas. Kansas census data:

<https://www.census.gov/quickfacts/KS>

The frequency with which LEP persons come in contact with the services, programs, or activities

In 2023, KGGP did not encounter or receive an inquiry from any LEP person regarding services, programs, or activities.

The nature and importance of the services, programs, or activities

The KGGP is the state administering agency for 20 federal and state grants and values Kansans living in healthy communities where they can grow, learn, feel safe, and thrive.

The resources available to the KGGP and the costs

The KGGP is funded by an administrative fee percentage allocated by each grant. The KGGP foresees no limitation in its resources to acquire and /or obtain the necessary language services to assist any LEP person and will assist all LEP persons in providing translation and interpretation services as needed.

Language Services. When an LEP person seeks to access the KGGP’s services, programs, or activities, the staff member contacted by the LEP person will direct the inquiry to the Civil Rights Liaison or the KGGP Administrator (Juliene Maska, juliene.maska@ks.gov, 785.291.3205). The Civil Rights Liaison or the Administrator will attempt to identify the language spoken by the LEP person using an I Speak booklet (attached) or a telephonic language line (attached). Through the use of the language line the individual requesting the service will be verbally notified, in their language of choice, that language services are provided at no cost to the LEP person.

Notifications. I Speak booklet is posted on the KGGP website and in the KGGP office. Notifications are posted on the KGGP website and in the KGGP office that state language services, including interpretation and translation of KGGP vital documents, are available at no cost to LEP persons.

Vital Documents. Vital documents include KGGP issued solicitations, grant assurances, and grant reporting forms.

How to File a Complaint:

If anyone believes the KGGP or a Subgrantee has discriminated against an employee, a client, a customer or a program participant, or anyone else, and/or if an employee or subgrantee receives a complaint of alleged discrimination, please notify the KGGP’s Civil Rights Liaison by e-mail, letter, telephone, or fax:

Kansas Governor’s Grants Program
Civil Rights Liaison: Erica Haas
900 SW Jackson St.
Landon State Office Building, Room 304 North
Topeka, KS 66612
Telephone: 785-291-3205
Fax: 785-291-3204
e-mail: erica.haas@ks.gov

Or notify:

Office of Justice Programs
Office for Civil Rights
810 7th Street NW
Washington, DC 20531

<https://ojp.gov/about/ocr/complaint.htm>

Telephone: 202-307-0690

Fax: 202-616-9865

TTY: 202-307-2027

The KGGP Civil Rights Liaison will provide written acknowledgement of receiving the complaint, will coordinate the complaint process, and will urge the charging party to file a complaint with the Kansas Human Rights Commission (KHRC) and/or for employment discrimination claims, the Equal Employment Opportunity Commission (EEOC) and the Office for Civil Rights (OCR). Additionally, the KGGP Civil Rights Liaison will advise the charging party that a complaint must be filed with KHRC and EEOC within either 180 days or one year from the date of the alleged violation, depending on the relevant statute, in order to protect the charging party's rights.

The KGGP Civil Rights Liaison will request the charging party provide the following information when making a complaint:

1. Date of alleged discrimination;
2. Protected class claimed;
3. Written detail of the alleged discrimination; and
4. A signature attesting to the facts alleged.

In no later than five business days after receiving a complaint in the form described above, the KGGP Civil Rights Liaison will refer the complaint in writing by e-mail to the KHRC and/or for employment discrimination claims, the EEOC, and/or the OCR depending on the nature of the complaint. The KGGP Civil Rights Liaison will, along with the submission of the complaint, submit a request to be notified of the findings of the relevant agency/agencies. The KGGP will not conduct an independent investigation but will assist the relevant investigative agency/agencies in the investigation as requested.

Public Notification:

The KGGP shall make available the KGGP Non-Discrimination Policy (Policy) to all KGGP employees, program beneficiaries, and Subgrantees. The Policy is to be included with information materials given to all new KGGP employees and posted on the KGGP's website. Non-discrimination clauses and a link to the Policy will be incorporated in all agreements, award packets, and contracts that operate with the KGGP.

The KGGP will ensure that Subgrantees have procedures in place for responding to any discrimination complaints that they receive from beneficiaries by requiring such procedures to be provided in writing to KGGP, and by including such requirement in grant assurances. KGGP employees shall conduct annual civil rights compliance reviews of all Subgrantees.

Required Training

The KGGP Administrator and Attorney shall provide annual training on civil rights laws; complaint procedures; and non-discrimination obligations, including language access, to KGGP employees and Subgrantees. This includes providing training, on behalf of the Kansas Criminal Justice Coordinating Council (KCJCC), to the KGGP employees who staff the KCJCC and to Subgrantees of grants the KCJCC oversees.

The training will include an overview of complaint policies and procedures, including staff responsibility to refer discrimination complaints from program beneficiaries and Subgrantees to the appropriate agencies listed above and to the designated Civil Rights Liaison. KGGP employees will sign a form certifying receipt of the Policy and completion of Policy training. KGGP employees will receive Policy training within 60 days of start date.

KGGP staff shall provide civil rights training, one time per grant period, to all Subgrantees. The training addresses the applicable civil rights laws and the Subgrantees' responsibility to notify employees and beneficiaries of non-discrimination practices, to have a policy to process civil rights complaints, and to designate a civil rights liaison. Attendance at the training is a condition of receiving a federally funded subgrant award.

All trainings shall be documented by the KGGP including a copy of the written material provided, the date of the training, and a list of attendees.

Policy Review

The Policy will be reviewed on an annual basis and revisions will be made as needed.

Revised: May 2024

I speak ...

A

Amharic

እኔ አማርኛ ነው ምናገረው.

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমী বাংলা কথা বলতে পারী

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

C

Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

Catalan

Parlo català

Croatian

Govorim hrvatski

Czech

Mluvím česky

D

Danish

Jeg taler dansk

Dari

من دری حرف می زنم

Dutch

Ik spreek het Nederlands

E

Estonian

Ma räägin eesti keelt

F

Finnish

Puhun suomea

French

Je parle français

G

German

Ich spreche Deutsch

Greek

Μιλώ τα ελληνικά

Gujarati

હુ ગુજરાતી બોલુ છુ

H

Haitian Creole

M pale kreyòl ayisyen

Hebrew

אני מדבר עברית

Hindi

मैं हिंदी बोलता हूँ ।

Hmong

Kuv has lug Moob

Hungarian

Beszélek magyarul

I

Icelandic

Èg tala íslensku

Ilocano

Agsaonak ti Ilokano

Indonesian

syay bisa berbahsa Indonesia

Italian

Parlo italiano

J

Japanese

私は日本語を話す

K

Kackchiquel

Quin chagüic'ká chabal' ruin' rí
tzújon cakchiquel

Korean

한국어 합니다

Kurdish

man Kurdii zaanim

Kurmanci

man Kurmaanji zaanim

L

Laotian

ຂອຍປາກພາສາລາວ

Latvian

Es runāju latviski

Lithuanian

Aš kalbu lietuviškai

M

Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

Mam

Bán chiyola tuj kíyol mam

Mon

အဲဟို အင်္ဂလိပ် ချာန်

N

Norwegian

Jeg snakker norsk

P

Persian

من فارسی صحبت می کنم.

Polish

Mówię po polsku

Portuguese

Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal

Ayin tí chí walq' anjob' al

Quiche

In kinch'aw k'uin ch'e quiche

R

Romanian

Vorbesc românește

Russian

Я говорю по-русски

S

Serbian

Ja govorim српски

Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

Slovak

Hovorím po slovensky

Slovenian

Govorim slovensko

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

T

Tagalog

Marunong akong mag-Tagalog

Tamil

நான் தமிழ் பேசுவேன்

Thai

พุดภาษาไทย

Turkish

Türkçe konuşurum

U

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

V

Vietnamese

Tôi nói tiếng Việt

W

Welsh

Dwi'n siarad

X

Xhosa

Ndithetha isiXhosa

Y

Yiddish

איך רעד יידיש

Yoruba

Mo nso Yooba

Z

Zulu

Ngiyasikhuluma isiZulu

Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáují úza' é~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk èts nkajpyxyppy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Yeracruz y San Luis Potosí)	yo hablo náhuatl	Na nilajitowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja 'ke'ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	'unj a'mii xna' ánj nu'a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo'one ja k'op te bats'il k'op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu'une jna'xi k'opoj ta bats'i k'op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné' diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo'n jujimí kíee 'dsa mo'kuöo

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Amharic
Arabic
Armenian

B - pg. 3

Bengali
Bosnian
Bulgarian
Burmese

C - pg. 4

Cambodian
Cantonese
Catalan
Croatian
Czech

D - pg. 5

Danish
Dari
Dutch

E - pg. 5

Estonian

F - pg. 5

Finnish
French

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German
Greek
Gujarati

H - pg. 7

Haitian Creole
Hebrew
Hindi
Hmong
Hungarian

I - pg. 8

Icelandic
Ilocano
Indonesian
Italian

J - pg. 8

Japanese

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Kackchiquel
Korean
Kurdish
Kurmanji

L - pg. 9

Laotian
Latvian
Lithuanian

M - pg. 10

Mandarin
Mam
Mon

N - pg. 10

Norwegian

P - pg. 11

Persian
Polish
Portuguese
Punjabi

Q - pg. 11

Qanjobal
Quiche

R - pg. 12

Romanian
Russian

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Serbian
Sign Language
Slovak
Slovenian
Somali
Spanish
Swahili
Swedish

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Tagalog
Tamil
Thai
Turkish

U - pg. 14

Ukrainian
Urdu

V - pg. 14

Vietnamese

W - pg. 14

Welsh

X - pg. 15

Xhosa

Y - pg. 15

Yiddish
Yoruba

Z - pg. 15

Zulu

See page 16,17
for selected
indigenous
languages
of Mexico.

Limited English Proficiency Resources

<https://www.lep.gov>

“I Speak” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL).

Special thanks to the Department of Justice Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services, for inspiration and permission to use their “I Speak” guide as the initial source.

Office for Civil Rights and Civil Liberties

www.dhs.gov/crcl

Toll Free: 1-866-644-8360

Toll Free TTY: 1-866-644-8361

Email: crcl@dhs.gov



Kansas Department of Administration Contract # 47763

LanguageLine® Solutions & Pricing Schedule

Omnia Partners Language Access Contract Services

- Over-the-Phone Interpretation & Direct Response
- Video Remote Interpretation
- Translation & Localization
- Bilingual Proficiency/Fluency Testing & Interpreter Training

Dedicated Strategic Account Executive

Krys Brightwell

Phone: 831-521-4871

Email: Kbrightwell@languageline.com



Contact Krys to establish an account for any or all services, or for general questions

Dedicated Translation Support Specialist

Joseph Varda

Phone: 818-344-8003

Email: Jvarda@llts.com



Contact Joseph for any translation inquiries or to discuss potential translation projects

LanguageLine Resources

- **MyLanguageLine** – Access your account, run historical and real time usage reports, and review past invoices on our website by signing up for MyLLS at <https://my.languageline.com/portal/go/login/signup//>. Once you sign up for an account, you should receive log-in in confirmation from our office within 24 hours. If you do not, please contact Customer Care at customercare@languageline.com.
- **Complimentary Support Materials** – Complimentary hard copy reference and support materials are also available to you and may be ordered through our website using your new Client ID number. To order materials, please visit: <https://www.languageline.com/client-services/support-materials/order-support-materials>. Additional electronic support materials are available at: <https://www.languageline.com/client-services/support-materials>.
- **24/7 Customer Support** – LanguageLine’s Customer Service Team is available for assistance for all services. If you need help with product information or support:
 - By Phone: 1-800-752-6096, option 2
 - By Email: customercare@languageline.com
 - InSight Application Technical Support: 1-844-373-1951
- **Voice of the Customer** – If you wish to submit a comment or feedback on any on-demand interpretation session, please submit a Voice of the Customer (VOC) at <https://www.languageline.com/client-services/provide-feedback>. They welcome your feedback, and all submissions will be reviewed and formally addressed.

Kansas Department of Administration Contract # 47763 LanguageLine® Solutions & Pricing Schedule

LanguageLine® PhoneSM Interpreting

Uses & Benefits:

- 24/7/365 access to over-the-phone or audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Most cost-effective approach to interpretation services

Appropriate for:

- Call/communication centers
- Three-way calling (dial-in, dial-outs)
- Unanticipated interpretation needs
- Languages of lesser diffusion (languages with limited or nonexistent video or face-to-face availability)
- Short encounters (less than 15 minutes) that are less technical in nature

Per Minute Usage Fees for LanguageLine Phone Interpreting and InSight® Audio Interpreting

Tiers	Languages	Per Minute Charge
1	All Languages Flat rate	\$0.79

OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME

- Cancellation per appointment will be charge \$200 for any missed appointment\$200.00

Generic Call Flow Process to Access an Interpreter:

1. Dial LanguageLine at **1-866-874-3972**
2. Input **Client ID** (unique to your Department)
3. Press 1 for Spanish, 2 for all other languages, 0 if you do not know the language you need

Direct Response (Optional add on)

Direct Response offers an LEP-initiated call flow whereby callers self-identify their preferred language when calling an agency or department. Callers are then connected to customized in-language greetings and call prompts before connecting to a LanguageLine interpreter and routing back to the desired agency/department service. This service provides the shortest handle time for the agency/department and the best LEP experience.

Set-Up Fees Include:

- Dedicated Toll-Free Line(s)
- Custom In-Language Greetings and Prompts (greetings and prompts are recorded by a native speaker at the LanguageLine office)

One-time setup fee per language recordings \$650
 One-time setup fees per each toll-free line \$150
 Incremental Rate per Minute..... \$0.25

Kansas Department of Administration Contract # 47763 LanguageLine® Solutions & Pricing Schedule

InSight Video Remote Interpreting®

Uses & Benefits:

- On-demand access to video interpreters in 41 languages including American Sign Language
- One-touch access to interpreters via mobile or desktop application
- 24/7/365 one-touch access to audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Cost effective alternative to onsite interpretation (no minimums, no scheduling/cancellation fees)
- Audio use charged at phone rates (above); video use charged at video rates (below)

Appropriate for:

- Face-to-face encounters lasting less than 30-45 minutes
- Challenging situations benefiting from visual cues and facial expressions
- Encounters with children and/or elderly populations
- Staff working in the field needing quick access to video or audio interpreters (police, caseworkers, code enforcement, public health workers, etc.)

Per Minute Usage Fees for LanguageLine InSight Video Interpreting®

Tiers	Languages	Per Minute Charge
1	American Sign Language	\$2.25
2	Spanish	\$1.50
3	All other languages	\$1.85

VIDEO INTERPRETERS AVAILABLE 24/7

American Sign Language (ASL)	Mandarin	Russian
Arabic	Korean	Spanish
Cantonese	Polish	Vietnamese

VIDEO INTERPRETERS AVAILABLE EXTENDED BUSINESS HOURS, MONDAY TO FRIDAY*

Albanian	Hindi	Portuguese**
Armenian	Hmong	Punjabi
Bengali	Italian	Romanian
Burmese	Japanese	Somali**
Farsi	Karen	Swahili
French	Khmer	Tagalog
German	Laotian	Thai
Greek	Lithuanian	Turkish
Haitian Creole	Malay	
Hebrew	Nepal	

*Check interpreter availability within app to view current schedule

**Extended Weekend Hours

AUDIO INTERPRETERS AVAILABLE 24/7 IN ALL 240+ LANGUAGES

Kansas Department of Administration Contract # 47763

LanguageLine® Solutions & Pricing Schedule

Translation & Localization Services

Uses & Benefits:

- ISO 17100:2015-05 audited and certified for translation best practices.
- Multi-step translation process to assure quality and accuracy
- Translated content remains available for countless uses and encounters, reducing the need for spoken interpretation costs to review that content
- Translated content may be updated as needed, with reduced charges for repeated content versus new or updated content
- Resources include in house engineering, desktop publishing, accessibility/508 compliance services, plain English solution (Clarity and MacroSimplification®).

Appropriate for:

- Brochures/manuals/forms/claims
- Constituent letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- Marketing materials
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

Language	Price per Word*
Spanish (US/Latin America)	\$0.16
Chinese (Simplified and Traditional)	\$0.18
Arabic, French, German, Italian, Korean, Portuguese (Portugal), Russian	\$0.24
Bosnian, Bulgarian, Croatian, Czech, Greek, Haitian Creole, Hungarian, Romanian, Serbian, Slovak, Slovenian, Somali, Turkish, Ukrainian	\$0.26
Burmese, Hmong, Japanese, Korean, Nepali, Somali, Tagalog, Thai, Vietnamese	\$0.28
All other languages	\$0.35

Additional Pricing Components

- Proofreading (third linguistic step when required) \$60/hour
- Basic layout / Formatting / Desktop Publishing \$45/hour
- Localization Engineering Services \$55/hour
- In-Language Recordings Individual Quote
- Transcription / Translation of audio or video files Individual Quote
- Project Management 10% of overall project cost (0.5 hour minimum at \$55/hour)
- Rush Fees 50% rush charge applies when an expedited delivery date is requested

**Unless indicated otherwise, a one-hour minimum will apply to hourly services*

Standard Turnaround Times for Translation Projects

LanguageLine’s standard turn-around commitment for simple MS Word document translation, based on the size of the source document(s) being translated, is detailed below:

- Less than 1,000 words..... 1 – 3 business days
- 1,001 to 2,500 words..... 4 – 6 business days
- 2,501 to 7,500 words..... 6 – 8 business days
- Greater than 7,501 words..... 8 + business days

Kansas Department of Administration Contract # 47763

LanguageLine® Solutions & Pricing Schedule

Please note that any complex formatting, engineering, document recreation, screen capture placement, UI review, or other special requirements may extend the timelines below. Estimated timelines will be communicated upon project approval for all special project assignments.

LanguageLine Clarity (Off Contract)

To reduce translation costs while also enhancing communication by improving the understandability of documents, LanguageLine offers a unique, proprietary solution that we call LanguageLine Clarity®. Clarity is a registered, trademarked process that simplifies English source materials by purging documents of confusing, useless content and then redesigning them for functionality and ease-of-use before they are translated. While this process can certainly be used on individual documents, dramatic savings can be achieved when Clarity is applied to entire communication programs or categories across an organization. This solution, which we call MacroSimplification® disassembles all of the dozens or hundreds of documents that comprise the organization's entire communications system and then reengineers the components into leaner, more comprehensible and cost-effective content.

LanguageLine Solutions pricing for Clarity is based on the participating agency's scope of work and project needs. Pricing depends on the size and scope of each project and the services required to complete it. Once the project has been identified and scope defined, LanguageLine will be able to provide pricing.

To Request a Translation Quote:

- Send files and quote requests to Translation@LLTS.com and cc Jon Bove at thatch@llts.com
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link
- When available, send original source/native files

Kansas Department of Administration Contract # 47763

LanguageLine® Solutions & Pricing Schedule

Bilingual Proficiency & Fluency Testing (Off Contract)

Assessment/Tests	1 – 49* TESTS	50 - 99 * TESTS	100 - 499* TESTS	500* or MORE
Interpreter Readiness Assessment (IRA)	\$155	\$145	\$135	\$125
eInterpreter Readiness Assessment (eIRA)	\$140	\$125	\$115	\$110
Interpreter Skills Test (IST)	\$200	\$185	\$165	\$150
Specialty IST	\$225	\$225	\$225	\$225
eInterpreter Skills Test (eIST)	\$185	\$165	\$150	\$135
Medical Certification Test (MCT)	\$220	\$210	\$195	\$185
Court Certification Test (MCT)	\$220	\$210	\$195	\$185
Language Proficiency Test (LPT)	\$165	\$155	\$145	\$135
Specialty LPT	\$200	\$200	\$200	\$200
eLanguage Proficiency Test (eLPT)	\$150	\$140	\$130	\$115
Specialty eLPT	\$185	\$185	\$185	\$185
Bilingual Fluency Assessment (BFA)	\$145	\$135	\$120	\$115
Specialty BFA	\$175	\$175	\$175	\$175
eBilingual Fluency Assessment (eBFA)	\$135	\$120	\$110	\$105
Specialty eBFA	\$155	\$155	\$155	\$155
Bilingual Fluency Assessment for Clinicians (BFAC)	\$160	\$150	\$140	\$135
Specialty BFAC	\$190	\$190	\$190	\$190
eBilingual Fluency Assessment for Clinicians (eBFAC)	\$145	\$135	\$120	\$115
Specialty eBFAC	\$175	\$175	\$175	\$175

*Rates are per test.

NOTES

- eTests will be billed when the test link is delivered to the client
- To reschedule or cancel, please email LLA@languageline.com
- Written cancellations or reschedules of live tests made with no less than three business days advance notice before the test date will be credited in full
- Cancellations or reschedules of live tests made less than three business days before the test date will be credited at 50%
- Cancellations or reschedules of live tests made one business day or less before the test date will be charged full price
- Group discounts are applied once the minimum number of tests have been completed within the calendar year.

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LanguageLine® Solutions & Pricing Schedule

Interpreter Training

Training programs focus on the critical interpretation skills of accuracy, efficiency, and cultural competency. These training programs ensure organizations that their interpreter services group is well qualified and prepared to interpret in any situation.

Training Courses	Training Delivery	1 – 4 * Attendees	5 – 9* Attendees	10* or Attendees
Fundamentals of Interpreting	Web	\$445	\$400	\$285
Advanced Medical Training (AMT)	Web	\$575	\$520	\$500
Module 1 – Medical Interpreter Training: Professional Skills and Ethics	Phone or Onsite	**	\$390	\$290
Module 1 – Medical Interpreter Training: Professional Skills and Ethics	Web	\$230	\$230	\$175
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Phone or Onsite	**	\$520	\$400
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Web	\$290	\$290	\$230
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Phone or Onsite	**	\$520	\$400
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Web	\$290	\$290	\$230
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of 3 the above modules)	Phone or Onsite	**	\$805	\$635
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Web	\$460	\$460	\$435

** Via phone or onsite, requires a minimum of 5 participants to conduct the training. Rates are per participant.

NOTES

- A training manual may be purchased for an additional \$69 with the advanced Medical Interpreter Training.
- A training manual with in-language glossary may be purchased for an additional \$99 with the advanced Medical Interpreter Training. Manuals may be purchased as follows: \$69 Standard Manual; \$99 In-language Glossary
- Interpreter Association members qualify for group discounts upon submission of a copy of their membership card to LLA@LanguageLine.com
- Training courses can be rescheduled or cancelled only by the person who submitted the original Training Registration Form. To reschedule or cancel, email LLA@languageline.com
- Written cancellation of onsite courses made no less than 10-business days prior to the course start date will be credited in full
- Written cancellation of the web training courses made no less than three business days prior to the Learning Management System registration will be credited in full.
- Group discounts are based on the actual number participants