RFP 20-1311
TECHNICAL PROPOSAL
ATTACHMENT F

Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses. Please review the requirements in Attachment I – Scope of Work carefully and address each section and requirement as prompted below. Please describe your relevant experience and explain how you propose to perform the work in its entirety. These technical proposal instructions are divided into three sections: an overview, general questions that are applicable to most or all service lines, and specific questions for each service line.

1. **Overview**

1.1 Please confirm your understanding and acceptance of the details listed in Attachment I - Scope of Work. If you have any exceptions to any aspect and/or requirement of Attachment I - Scope of Work, please indicate so here.

Propio's management has reviewed Attachment I – Scope of Work. Because Propio has serviced the existing Telephonic Interpreting contract for over 5 years, we have a complete understanding of all the requirements. We accept all the requirements of the Scope of Work.

1.2 Please describe your past experience conducting Interpretation and Translation Services.

Propio Language Services has been in business for over 20 years. We provide instant access to over 200 languages, and serviced by over 4,000 interpreters and 3,000 translators. Propio services over 2,000 accounts located throughout all 50 states.

Propio Language Services has successfully serviced this contract for the past 5 years. We have provided Telephonic Interpretation and Document Translation with 100% availability at all times. Our customer survey results and key performance indicators are excellent. If Indiana selects Propio to continue servicing this contract, there will be no convoluted conversion to a new vendor. Your agencies will be able to continue to use Propio's services, whom they like and trust.

1.3 Please describe your ability to provide language interpretation and written translation services for the Core Languages listed in Section 1 of Attachment I - Scope of Work.

Propio has been serving state governments and/or quasi-governmental accounts for over 20 years. We have provided Telephonic Interpreting (200+ languages) and Document Translation (100+ languages) for 20 years. **Propio has been successfully serving the State of Indiana on this contract for the past 5 years**. Following is a partial list of state contracts we currently service:
- Indiana
- Pennsylvania
- Illinois

1.4 Please provide a list of all core language dialects that you agree to provide language interpretation and written translation services for.

Please see the list of languages on Attachment 1 (Telephonic Interpreting) at end of this document on page 15, and Attachment 7 on page 21 (Document Translation).

1.5 Please provide a list of all non-core languages (and dialects) that you agree to provide language interpretation and written translation services for.

Please see the list of languages on Attachment 1 (Telephonic Interpreting) at end of this document on page 15, and Attachment 7 on page 21 (Document Translation).

1.6 Please explain how you will locate qualified interpreters who are experienced or familiar in subject matters **not** listed in Section 1 of Attachment I - Scope of Work and in non-core languages that you have **not** listed in your response to Question 1.3.

Propio has been sourcing interpreters for a wide range of languages and subject matters for over 20 years. It is <u>very rare</u> that a client requests a language or a subject matter which we don't already cover. However, if a situation arises where you need a language or subject matter we don't have, a request should be sent to your dedicated Account Manager . Out team will then immediately work with our Interpreter Sourcing department and our nationwide partners to find and secure an interpreter who has the language and subject-matter skills required. We source rare languages and special subject-matter skills through a wide variety our sources including:
1. Propio's extensive database of interpreters and associated network
2. Propio's nationwide partners in our industry
3. Job boards i.e. Linked-in, Indeed etc.
4.

1.6 Please provide the number of interpreters, by region (see Attachment J) for each core language (including ASL) listed in Section 1.4.

Propio is <u>not</u> bidding on In-Person interpreting, so the number of interpreters by region is not applicable in our bid. However, we are bidding on Telephonic Interpreting and Document Translation for the entire State of Indiana. We provide instant access via phone or tablet to over 200 languages, and serviced by over 4,000 interpreters and 3,000 translators. Propio covers all of Indiana's Core and Non-Core language requirements.

2. General Questions for all Service Lines
2.1 Overview

2.1.1 Please describe how you will ensure that necessary and appropriate interpreters and translators will be available in after-hours, emergency, and/or expedited situations.

> Propio has been providing 24/7/365 Telephonic Interpreting for 20 years. We provide you access to over 4,000 interpreters covering 200+ languages.
>
> Likewise, Propio provides access to over 3,000 translators
>
> As we've proven during the past 5 years of servicing the existing contract, Propio is responsive to Indiana's needs. We have filled 99.8% of all requests.

2.2 Certifications, Qualifications and Testing

2.2.1 Please describe how you will ensure that interpreters are licensed, pre-qualified, and trained for industry standard terminology.

Propio Quality Assurance for Interpreting Services

Quality interpretation is critical to our shared success, and it is only possible by bringing you the best interpreters in the industry.

We are able to find and engage the best by setting high standards and then ensuring that our interpreters meet them before ever taking their first assignment.

Requirements for Contract Interpreters New to Propio

- A minimum of two-years interpreting experience. Most interpreters exceed this. On average, Propio interpreters have eight years of interpreting experience.

- A resume that demonstrates successful prior experience as an interpreter.

- A culture-fit interview. We only want interpreters who have a sincere desire to use their language skills to help people and are passionate about what they do.

- A 150-question medical terminology assessment with a passing score of 90% or greater. Required for all languages where assessment is available.

- A third-party oral test for medical interpretation with language rating of "technical proficiency" (3 or higher on the nationally-recognized ILR scale). Required for all languages where assessment is available.

- A "mock" oral interpretation session. Interpreters are evaluated against 25 quality standards and must attain a score of 80% or greater to pass.

- A full background check and security screen.

- A signed commitment to adherence to interpreter code of ethics.

- A signed commitment to maintain data security, confidentiality, and full HIPAA compliance.

- Verified compliance to workplace standards, including broadband connectivity, computer specs, audio/mic headset specs, private work location. Workplace standards apply to both call centers and home offices.

Propio's evaluation process conforms to interpreting standards defined by:

- National Council on Interpreting in Healthcare (NCIHC)
- International Medical Interpreters Association (IMIA)
- California Healthcare Interpreters Association (CHIA)

Based on this high standard, on average only 20% of prospective interpreters pass the screening and interpret for Propio.

Ongoing Interpretation Quality Checks

We not only engage the best interpreters, we ensure they stay the best with ongoing, quality checks using recordings of interpretation sessions they have delivered. This occurs multiple times throughout the year. We use the same 25 quality standards from our vetting process for new interpreters and require the same passing score of 80% or higher. These checks are conducted for interpreters taking 85% of the calls. Over-the-phone interpreters who take a low number of calls are given random quality spot checks.

Nationally Recognized Interpreter Standards

Interpreters are expected to adhere to the following interpreting standards and procedures:

1. **Interpreter Code of Ethics**
   - Accuracy – conveying the content and spirit of what is said
   - Completeness – conveying everything that is said
   - Conveying Cultural Frameworks – explaining cultural differences or practices
   - Non-Judgmental Attitude – an interpreter's function is to facilitate communication. Interpreters are not responsible for what is said by anyone for whom they are interpreting.
   - Client Self-Determination – The interpreter will not influence the opinion of patients or clients by telling them what action to take.
   - Attitude Towards Clients – Interpreter should strive to develop a relationship of trust and respect with the client by adopting a caring, attentive, yet discreet and impartial attitude towards the patient.
   - Acceptance of Assignments – An interpreter shall decline an assignment if their competency or personal sentiments make it difficult to act in a professional manner.

2. **Role of the Interpreter**
   Propio only partners with interpreters who demonstrate they understand that their primary role is to provide an accurate and impartial interpretation of what each party is trying to communicate to the other. Interpreters know they must be watchful for verbal cues that may indicate the listeners are confused and to seek clarification as needed. Interpreters know that they need to manage the smooth flow of communication and the amount of information presented, avoiding side conversations with both parties, and preventing them from speaking simultaneously.

3. **Interpreting Protocol**
   Propio only partners with interpreters who possess strong understanding of industry-recognized skills for conducting over-the-phone interpreting. These skills include:

   - Use of the "first person" method of interpreting
   - Attending to verbal cues that may indicate the listeners are confused or do not understand, and to get clarification as needed
   - Managing the smooth flow of communication by, for example, pacing the amount of information presented & avoiding side conversations with either party.
   - Asking the client for clarification when the interpreter does not understand the terminology or message.

- Interpret meaning-to-meaning (listen carefully to the speaker, determine the meaning, and accurately convey speaker's message and intent).

4. **Cultural Competency**

Propio only partners with interpreters who demonstrate that they will comply with industry-recognized interpreter standards for culture brokering. Interpreters seek to understand how cultural similarities and differences have a fundamental impact on the interpreting encounter. Interpreters play a critical role in identifying cultural issues and considering how and when to move to a cultural clarifier role.

Quality Assurance and Additional Certifications for Propio Contract Interpreters

100% of the interpreters who contract directly with Propio pass the rigorous quality assurance screening process detailed above. In addition to passing the screening process above, many have also received one or more of the following external formal certifications:

1. Healthcare

Certification by the Certification Commission for Healthcare Interpreters; certification by the National Board of Certified Medical Interpreters

2. Legal

Certification by NAJIT (The National Association of Judiciary Interpreters and Translators), federal certification with the AOUSC (Administrative Offices of the United States Courts) or state certification with the Consortium Project of the NCSC (National Center for State Courts)

3. All-Calls Certification for OPI Interpreters
   - 4 weeks of formal training, including study material with glossaries, documents, and practice scenarios for each specific industry
   - 1½ hour oral exam
   - Industries tested: Medical, Insurance, Financial, Legal

2.2.2 Please describe how you will conduct background checks for interpreters and translators.

Background Checks and Security Screen

As part of the contracting process, interpreters must pass multiple background checks:

- Social Security Number Trace/Address History/Alias Names
- Criminal Record Search – 10 years where allowed by law for felony and misdemeanor
- National Criminal Database Search
- Sex Offender Registry Search
- Homeland Security Check (OFAC Compliance)
- Office of Inspector General/EPLS Search – Identifies individuals that are barred from working with government-reimbursed expenses

2.3 Customer Support

2.3.1   Please describe the electronic tools you will provide to the State to help State personnel determine the needed language for a requested interpretation.

We offer a "Point to Your Language" poster that the LEP can use to self-identify their language (please see example in Attachment 2 on page 16 at the end of this document). Also, if the poster is insufficient, our language coordinators can assist identifying the language over-the-phone.

2.3.2   Please describe your approach to and experience with customer support, technical support, and dispute resolutions programs. In your answer, please include average response and resolution times.

Propio has experienced strong sales growth and high customer retention because we provide a strong customer service experience. **Propio services Indiana's current Telephonic Interpreting contract.** We assigned Windy Taylor to be Indiana's dedicated account manager and she will continue this role if Propio is selected to be your vendor in the new contract. It is her responsibility to see that all your needs are met and that questions/issues are promptly addressed. She acts as a liaison between you and the rest of the Propio organization. For example, if you have a technical issue, she will coordinate with Propio's IT department to secure a quick resolution. Likewise, if you have a dispute, Windy will work with Propio's Finance department to get the issue resolved. Most issues are resolved within 1 business day.

2.4 Confidentiality, and Accountability, and Disclosure of Conflict

2.4.1   Please describe your approach to and experience with Emergency Business Continuity and Disaster Recovery Plans.

Propio has developed a proprietary automated call distribution system that has the scalability to handle up to several thousand simultaneous calls. Our process and system provide real time information about how many interpreters are logged in, how many are taking calls, and how many are available. By utilizing our historical call data, we make sure there are an appropriate number of interpreters to handle every call that is received. In those rare instances when a spike in call demand exceeds the supply of interpreters, we have a highly qualified backup interpreting company that handles our overflow. This assures the client always has instant access to all languages offered.

Fully-redundant telephony servers monitor all telephone lines simultaneously. The primary servers are programmed to answer after one ring. In the event that the phone is not answered the backup servers will answer automatically after 3 rings. All primary servers are backed up on a daily basis, with one set of backups located off-site. All failures are immediately communicated to a technician who is available 24/7. In the unlikely event of a catastrophic system failure such as a natural disaster, our system is set up to be manned by personnel at contingency sites located throughout the U.S.

2.4.2   Please describe your approach to and experience with Quality Assurance Programs.

Please see our response to 2.2.1 on pages 3-5. This describes Propio's approach to testing and monitoring interpreters to assure your agencies recent high-quality interpreting.

2.5 Billing
2.5.1   Please describe and attach the template and format of a monthly invoice that, if awarded this contract, would be used to detail individual services and overall monthly utilization to state agencies requesting the service.

Please see an example of the monthly invoice on page 17, Attachment 3

2.5.2   Please describe how you will share billing information that can help the State link services to individuals without including Personal Identifiable Information (PII).

You, the client, can tell Propio the specific information you wish us to collect. If you don't want PII information on the invoice, it won't be there. However, if we do wish us to included PII information on the invoice, we will send it to you via encrypted email.

2.6 Account Management and Reporting
2.6.1   Please describe your proposed account management approach and structure. When applicable, please provide names, roles, contact information, and resumes.

Propio has experienced strong sales growth and high customer retention because we provide a strong customer service experience. Propio services Indiana's current Telephonic Interpreting contract. We assigned Windy Taylor to be Indiana's dedicated account manager and she will continue this role if Propio is selected to be your vendor in the new contract. It is her responsibility to see that all your needs are met and that questions/issues are promptly addressed. She acts as a liaison between you and the rest of the Propio organization. In addition a to Windy, Katie Miller, our VP of Client Success, will continue to oversee all of Propio accounts, including Indiana. Propio also make available a group email and phone number that reaches the Account Management team that serves as an extension of your dedicated Account Manager,
Background Information on Windy Taylor:

Company Role: Ms. Taylor oversees Propio's client care and support activities across Propio, including quality assurance monitoring, issue resolution, and bringing cost and time saving recommendations to clients. She currently serves as the State of Indiana's primary point of contact with Propio.

Background: Ms. Taylor received her MBA with an emphasis in Marketing Management from William Carey University. Prior to joining Propio as an account manager, she provided clients with employee benefits services through MetLife, Fox Everett, Inc. and Lockard & Williams Insurance, P.A. In addition to her professional

experience in the healthcare industry, Windy has experience working directly with municipalities, industrial corporations, and non-profit organizations.

Company Role: Katie leads the Client Success department and in this role, she oversees client relationships across Propio's extensive portfolio. She is responsible for client retention, satisfaction, organic growth, and implementation of all client-facing initiatives. She works with the management team to establish the company strategy and put it into action, always with client needs at the forefront of her decision making.

Background: Katie earned her Bachelor of Science degree in Journalism and Mass Communication from Iowa State University. Prior to joining Propio, Katie spent ten years with Service Management Group (SMG) to develop, implement, oversee, and consult on consumer behavior to drive measurable outcomes. In addition to directing partnerships with clients and prospects, Katie led SMG's International Cadre. Before working with SMG, Katie worked as a Client Service professional in the Advertising industry.

2.6.2   Please describe and attach the template and format of a usage report that, if awarded this contract, would be used to detail the data listed in a. through s. of Section 2.6 of Attachment I - Scope of Work.

Please note that section 2.6 of Attachment I pertains to In-Person Interpreting Services. However, we are bidding on Telephonic Interpreting. The data requirements for Telephonic Interpreting are listed in section 3.5 of Attachment I. You can see how we fulfill the requirements of 3.5 by reviewing Attachment 3 (page 17), and Attachment 5 (page 19) at the end of this document.

2.6.3   Please describe, attach, and provide a list of your company's standard reports.

Please refer to the following reports at the end of this document:

Attachment	Page	Name of Report
3	17	Detailed Invoice
4	18	Amount Billed by Agency
5	19	Language Usage Report
6	20	Reported Concerns Report

2.6.4   Please describe your customized and ad hoc reporting capabilities.

Propio offers a secure Client Portal which generates the reports shown in Attachments 3-5 (see pages 17-19 at the end of this document). If these reports do not meet your needs, tell your Account Manager what you need and then Propio's IT staff will develop the report for you.

The Propio Client Portal provides clients secure, instant access to usage data 24/7/365.

Developed to provide access to data in near-real time, the Propio Client Portal adds value to the data with intuitive navigation and easy-to-read visualizations. The Client portal was designed to display a summary view, plus all of the details that go into it—quickly and easily. We understand the need to drill-down, cut, and export data to use for managing their Language Services. Any authorized staff member can view, download reports and invoices through this secure, password-protected portal. Key features include:

- Account selection
- Summary by Account, including usage and cost
- Summary by Language, including usage and cost
- Detailed usage and cost per service line
- Archived invoices
- Export to Excel and PDF

2.6.5   Please describe how you will establish and provide an online survey or other survey tool that can be sent to agencies utilizing the Contractor's service.

For the past 5 years, Propio has worked closely with the Indiana Procurement Agent assigned to this contract in order to conduct these online surveys. First we drafted a survey and worked with the Procurement Agent to make sure it covered all necessary questions. Next we placed this survey on a secure survey website. This survey website automatically tabulates the results of responses. Finally, we worked with each agency leader to get the word out to their staff about the importance of responding to this online survey. This approach was successful in attracting responses from hundreds of agency workers who used our service. The tabulated results were then presented in an easy-to-understand graphical presentation.

2.6.6   Does your company provide online Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities including reporting.

Yes. Propio has an online, secure Client Portal. Breadth of access to the information is based on the authorization from Procurement and agency leaders. For example, the head of an Agency call see information for just the users who belong to their agency. On the other hand, State Vendor Management could be authorized to see ALL information for the entire states.   The Client Portal generates the reports shown in Attachments 3-5 (see pages 17-19 at the end of this document).

The Propio Client Portal provides clients secure, instant access to usage data 24/7/365. Developed to provide access to data in near-real time, the Propio Client Portal adds value to the data with intuitive navigation and easy-to-read visualizations. The Client portal was designed to display a summary view, plus all of the details that go into it—quickly and easily. We understand the need to drill-down, cut, and export data to use for managing their Language Services. Any authorized staff member can view, download reports and invoices through this secure, password-protected portal. Key features include:

- Account selection
- Summary by Account, including usage and cost
- Summary by Language, including usage and cost
- Detailed usage and cost per service line
- Archived invoices
- Export to Excel and PDF

2.7 Implementation
2.7.1   What is your company's proposed implementation plan? In your answer, please cite specific tasks, dates, and milestones.

Propio has been providing Telephonic Interpreting to all Indiana state agencies, along with several county and local agencies, for the past 5 years. Unless the State plans to add new agencies, there will be no need for an implementation plan - - because everything is already implemented.

2.7.2   Please identify specific tasks and milestones which require State involvement and collaboration during contract implementation.

Not applicable as Propio has already implemented our services across the state

2.7.3   Please identify any innovative solutions your company would offer in order to drive contract compliance and savings.

1. **Reduce In-Person Interpreting** – In-Person interpreting is cost-inefficient because you may be paying a minimum of 1-2 hours, even if the encounter is only for 15 minutes. We can partner with State Vendor Management to identify heavy users of In-Person interpreting, then work with these agencies to explore the benefits of switching much of their interpreting to Telephonic Interpreting. We have used this approach with other clients and have help them saved thousands of taxpayer dollars.

2. **Reduce Lengthy Calls** – At AMS's request, we can produce a list on calls lasting more than an hour. If we detect a pattern of certain agencies that have an inordinate number of lengthy calls, AMS may want to follow up with these agencies about ways to cut the length of calls.

3. **Contract Compliance** – If AMS is concerned about whether all agencies are utilizing the contract, Propio can help out. AMS could give Propio a list of all agencies in the state. Propio would compare that list to our list of active users of the service. If we find some agencies on the AMS list are not using the service, we can follow up with the leaders at those agencies – and encourage them to sign up for the service (at no extra cost to the State!)

2.8 Extension to Other Entities

2.8.1 Please detail how you will make this contract and its pricing available for use by other governmental bodies.

> 1. Propio would ask AMS for a list of all agencies and their contact information. Our Account Management team would then follow up with those agencies not currently using the service.
>
> 2. Propio's Sales team could contact Indiana county governments and make them aware of the favorable terms negotiated by the State to provide Telephonic Interpreting.

3. Specific Questions for Each Service Lines

Propio is NOT bidding on this Service Line

3.1 In-Person Language Interpretation Services

3.1.1 Please describe your capabilities to provide Video Remote Interpreting (VRI) services for in-person language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.

> Not Applicable

3.1.2 Please describe and attach the template and format of a timesheet that, if awarded this contract, would be used to verify precise lengths of provided services.

> Not Applicable

3.1.3 Please describe how you will determine the limited English proficient (LEP) individual's language within three (3) minutes for at least ninety-five (95) percent of all requested services

> Not Applicable

3.1.4 Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of all in-person interpretation service requests.

> Not Applicable

3.1.5 Please describe how you will provide a replacement interpreter within one (1) hour of an interpreter's cancellation.

> Not Applicable

3.2 Telephonic Language Interpretation Services

3.2.1 Please describe how you will make a fourth port available at no additional cost to the State.

Propio is able to conference in up to 6 different parties at no additional cost to the state. Conferencing in other parties should be requested at the beginning of the call.

> 3.2.2 Please describe how you will track billable time through your telecommunications platform.

Propio's phone system automatically begins tracking the call length when the interpreter comes on the phone line. The system stops tracking the call when the client hangs up the phone line.

> 3.2.3 Please describe how you will determine the LEP's language within three (3) minutes for at least ninety-five (95) percent of all requested services. We recognize that this question is similar to question 3.1.3, but we would like this answer to be specific to telephonic interpretation services.

From past experience, we have found that about 98% of LEPs can self-identify their language. When that doesn't work, the agency can use the "Point to Your Language" poster which we will supply (please see Attachment 2, on page 16, at the end of this document). If the LEP doesn't know their language, and if the "Point to Your Language" poster doesn't work, simply call Propio's Customer Service Line. Our agents have been trained in how to quickly identify the language.

> 3.2.4 Please describe how you will ensure that interpreters are available for at least ninety-nine (99) percent of all service calls. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to telephonic language interpretation services.

Propio provides your agencies with Access to over 4,000 interpreters. We constantly monitor demand volume by language to assure we provide sufficient capacity. Additionally, in those rare occasions when all of our interpreters are busy due to a call spike, we can route the call to a trusted third-party interpreting company. Given our approach, we fulfill 99.8% of all call requests.

3.3 Written Language Translation Services
3.3.1 Please describe how you will make yourself capable of receiving documents in need of translation services via email or other electronic delivery methods, U.S. postal service or courier delivery, and fax.

Our standard approach for receiving documents is via email. However, we can also receive documents via mail or fax. Our translation team will begin work on your document the same day we receive it.

> 3.3.2 Please describe how you will ensure ninety-eight (98) percent of documents meet the standard and expedited turnaround timeframes.

> Propio provides access to over 3,000 translators. Our Translation Team uses a translation management system to assure that all documents are properly assigned and completed in the timeframe you require. Historically we have achieved 99%+ success rate in meeting standard and expedited turnaround timeframes.

3.3.3   Please describe how you will ensure that translators are available and able to translate at least ninety-nine (99) percent of all jobs. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to written language translation services.

> Propio provides access to over 3,000 translators covering over 100 languages (Please see Attachment 7 on page 21 for the list of available languages. We currently fulfill 99.8% of all translation job requests.

1. **Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing**

Propio is NOT bidding on this Service Line

1.1.1   Please describe your capabilities to provide Video Remote Interpreting (VRI) services for American Sign Language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.

> Not Applicable

1.1.2   Please describe your capabilities to provide Communication Access Realtime Translation (CART) services or describe your plan to work with CART transcribers and agencies if you are unfamiliar with CART services.

> Not Applicable

1.1.3   Please describe how you will hire interpreters who qualify per the guidelines listed in Paragraph 3 of Section 5.2 of Attachment I - Scope of Work.

> Not Applicable

1.1.4   Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of in-person American Sign Language interpretation and CART service requests. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to American Sign Language interpretation services.

> Not Applicable

1.1.5   Please describe how you will ensure that ninety-eight (98) percent of VRI services are be provided within five (5) minutes.

Not Applicable

Attachment 1 – List of Languages Available for Telephonic Interpreting

Achi	Danish	Ixil	Malayalam	Shona
Afghani *(Dari)*	Dari	Japanese	Malinke	Sicilian
Afrikaans	Diejiu	Jarai	Mam	Sinhala *(Sinhalese)*
Akan	Dinka	Javanese	Mandarin	Sinhalese *(Sinhala)*
Akateko	Djoula *(Jula, Dyula)*	Kanjobal	Mandingo	Slovak
Albanian *(Gheg, Tosk)*	Dutch	Kannada	Mandinka	Somali
Algerian	Estonian	Kagchikel	Marathi	Soninke
Amharic	Ewe	Karen	Marshallese	Spanish
Anuak	Falam	Karenni	Matu	Sudanese
Arabic	Farsi *(Persian)*	Kazakh	Mende	Swahili
Armenian	Finnish	Keija *(Hakha-Chinese)*	Mien	Swedish
Asante	Flemish	Khmer *(Cambodian)*	Mina	Sylheti
Assyrian	French	Kikongo	Mixteco Alto	Tagalog *(Filipino)*
Azerbaidjani *(Azeri)*	Fujian	Kikuyu	Mixteco Bajo	Taiwanese
Bahasa	Fukienese	Kinyarwanda	Mongolian	Tajik
Bamanankan *(Bambara)*	Fulani	Kirgiz *(Kyrgyz)*	Moore	Tamil *(Sir Lankan & Indian)*
Bambara *(Bamanankan)*	Fuzhou	Kirundi	Navajo	Tedim
Bangla	Ga	Kiswahili	Nepali	Telugu
Basque	Garre	Korean	Norwegian	Teochew *(Teochiu)*
Bassa	Georgian	Krahn	Nuer	Thai
Baungshe *(Hakha-Chin, Lai, Lai-Chin, Pawni)*	German	Krio *(Sierra Leone)*	Oromo	Tibetan
Belarusian	Greek	Kunama	Pashto *(Afghani)*	Tigre *(Tigrinya)*
Bengali	Guarani	Kurdish	Patois	Tigrinya *(Tigre)*
Bosnian	Gujarati	Kurdish Badini	Pawni *(Hakha-Chin)*	Toisan *(Chinese, Taishan)*
Bulgarian	Haitian Creole	Kurdish Kurmanji	Persian *(Farsi)*	Tongan
Burmese	Hakha-Chin *(Baungshe, Lai, Lai-Chin, Pawni)*	Kurdish Sorani	Pidgin	Turkish
Cambodian *(Khmer)*	Hakha-Chinese	Kyrgyz *(Kirgiz)*	Pohnepeian	Twi
Canadian French	Harar	Lai *(Baungshe, Hakha-Chin, Lai-Chin, Pawni)*	Polish	Ukranian
Cantonese	Hassaniva	Lai-Chin *(Baungshe, Hakha-Chin, Lai, Pawni)*	Portuguese	Urdu
Cape Verdian Creole *(Portuguese Creole)*	Hausa	Lao	Portuguese Creole *(Cape Verdian Creole)*	Uzbek
Castilian *(Spain-Romance)*	Hebrew	Laotian	Pulaar	Vietnamese
Catalan	Hindi	Latvian	Punjabi	Visayan
Castellano	Hmong	Lebanese	Q'anjob'al	Wolof *(Ouoloff)*
Cebuano	Hungarian	Lingala	Quiche	Yiddish
Chaldean	Ibo *(igbo)*	Lithuanian	Rohingya	Yoruba
Chin	Igbo *(Ibo)*	Luganda	Romanian	Yupik
Chuukese	Ilocano	Luo	Russian	Zomi
Croatian	Ilonggo *(Ilongot)*	Maay Maay	Samoan	Zotung
Czech	Ilongot *(Ilonggo)*	Macedonian	Sango	Zou
Dan	Indonesian	Malay	Serbian	
	Italian			

Attachment 2 – Point to Your Language Poster

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

Amharic: አማርኛ
እስተርጓሚ የሚፈልጉ ከሆነ እባክዎን ጣትዎን ቋ ይጠቁሙ

Arabic: عربي
إذا كنت في حاجة إلى مترجم أشر إلى اللغة المطلوبة

Armenian: Հայերեն
Եթե դուք թարգմանիչի կարիք ունեք, խնդրում ենք մատնանշեք ձեր լեզուն

Bosnian: Bosanski
Ako vam je potreban prevodilac, pokažite na svoj jezik

Burmese: ဗမာစာ/မြန်မာစာ
အကယ်၍ သင် စကားပြန်တစ်ဦးလိုအပ်ပါက ကျေးဇူးပြု၍ သင်၏ ဘာသာစကားကို ညွှန်ပြပါ

Cambodian: ភាសាខ្មែរ
 បើសិនណាអ្នកត្រូវការអ្នកបកប្រែ សូមបង្ហាញទៅកាន់ភាសារបស់អ្នក

Croatian: Hrvatski
Ako vam je potreban prevoditelj, pokažite na svoj jezik

Dutch: Nederlands
Als u een tolk nodig hebt, wijs dan uw taal san

Farsi: فارسی
اگر به مترجم شفاهی نیاز دارید، به زبانی که تکلم می کنید اشاره نمایید

Finnish: Suomi
Jos tarvitset tulkin, osoita kielivalintaasi

French: Français
Si vous avez besoin d'un interprète, indiquez votre langue

German: Deutsch
Wenn Sie einen Dolmetscher benötigen, bitte Ihre Sprache anzeigen

Greek:Ελληνικά
Αν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας

Gujarati: ગુજરાતી
જો તમારે ભાષાંતરકર્તાની જરૂર હોય તો તમારી ભાષા તરફ બતાવો

Haitian Creole: Kreyòl ayisyen
Si w bezwen yon entèprèt, montre ki lang ou pale

Albanian: Shqip
NËSE keni nevojë për përkthyes, ju lutem referojuni gjuhës tuaj

Hindi: हिन्दी
यदि आपको भाषा अनुवादक की आवश्यकता हो, तो अपनी भाषा की ओर इशारा करें

Hmong: Hmoob
Yog koj xav tau ib tug kws txhais lus, thov tau tes rau koj hom lus

Hungarian: magyar
Ha tolmácsra van szüksége, nézze meg a saját nyelvét

Italian: Italiano
Se avete bisogno di un interprete, indicate la vostra lingua

Japanese: 日本語
通訳が必要な場合は、あなたの言語を指し示してください

Kirundi: Kirundi
NIWOBA WIFUZA UWOGUSIGURIRA URURIMI FYONDA AHANDITSE URURIMI RWAWE

Korean: 한국어
통역자가 필요하시면 사용하시는 언어를 말씀해 주세요

Laotian: ພາສາລາວ
ຖ້າທ່ານຕ້ອງການນາຍແປພາສາ, ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ

Nepali: नेपाली
यदि तपाईंलाई दोभाषे आवश्यक भएमा, कृपया आफ्नो भाषा देखाउनुहोस्

Norwegian: Norsk
Hvis du trenger en tolk, kan du peke på landet ditt

Polish: Polski
Jeśli potrzebujesz tłumacza, wskaż swój język

Portuguese: Português
Se precisa de um intérprete, aponte para seu idioma

Punjabi: ਪੰਜਾਬੀ
ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਸੰਕੇਤ ਕਰੋ

Romanian: Română
Daca aveţi nevoie de un interpret, vă rugăm indicaţi limba dvs

Russian: Русский
Если вам нужен переводчик, выберите ваш язык

Serbian: Српски
Ако вам је потребан преводилац, покажите на свој језик

Somali: Soomaali
Hadaad u baahan tahay turjumaan, tilmaamo luqdaada

Spanish: Español
Si necesita un intérprete, por favor seleccione su idioma respectivo

Swahili: Kiswahili
Ikiwa unahitaji mkalimani, tafadhali rejelea lugha yako

Swedish: Svenska
Om ni behöver en tolk, var god ange ert språk

Taglog: Tagalog
Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika

Tamil: தமிழ்
மொழிபெயர்ப்பு தேவையென்றால் தங்களின் மொழியைச் சுட்டிப்பிடவும்

Thai: ภาษาไทย
หากคุณต้องการล่าม กรุณาชี้ไปที่ภาษาของคุณ

Tigrinya: ትግርኛ
እስተርጓሚ ተደልዩ እንተኾይኑ፣ ብኽብረትኩም ኣብ ቛንቋኹም ምልክት ግበሩ

Urdu: أردو
اگر آپ کو ایک مترجم درکار ہے، برائے کرم اپنی زبان بتائیں

Vietnamese: Tiếng Việt
Nếu cần thông dịch viên, xin hãy chỉ vào ngôn ngữ của quý vị

	Simplified Chinese	Traditional Chinese
Cantonese	粤语	粤语
Chaochow	潮州语	潮州話
Fukienese	福建语	福建話
Fuzhou	福州语	福州話
Mandarin	普通话	國語
Shanghai	上海话	上海話
Taiwanese	台湾话	台語
Toishanese	台山话	台山話
Ning Po	宁波话	寧波話
	如果您需要译员，请指向您的语言	如果您需要譯員，請指向您的語言

propio language services
1-888-528-6692

Attachment 3 – Example of Invoice

propio *language services*

P.O. Box 12204
Overland Park, KS 66282-2204
913-381-3143

**For Telephone
Interpreting Only**

Div. of Disability and Rehabilitative Svs. (497)
402 West Washington St.
Indianapolis, IN 46204

Attention: Tammie Welker

Invoice Date:	12/4/2018
Invoice Number:	434343423
Billing Period:	11/1/2018 to 11/30/2018
P.O. Number:	17522800
Account Number:	3423
Master Account Number:	103415

Interpretation Services

							Central Std Time Time of Call		Call		
Date	Interp.	Contact Name	LEP Name	Number	Dept.	Lang.	Begin	End	Length	Rate/Min	Total
11/1/2018	111	Oney, Courtney	Sakada	LRC: 10/30/18	Disability Determination	Burmese	10:48 AM	10:55 AM	7	$0.73	$5.11
11/14/2018	355	Heather Watson	Angela	1889954		Spanish	9:57 AM	10:11 AM	14	$0.56	$7.84
11/14/2018	998	Courtneey Oney	Sakada	1893267		Burmese	2:23 PM	2:27 PM	4	$0.73	$2.92
11/15/2018	998	Oney, Courtney	Sakada	1893267		Burmese	8:15 AM	8:19 AM	4	$0.73	$2.92
11/20/2018	998	Cortney Oney	Sakada	1893267		Burmese	10:22 AM	10:25 AM	3	$0.73	$2.19
11/21/2018	998	Courtney, Oney	Saaada	18993267		Burmese	1:08 PM	1:13 PM	5	$0.73	$3.65

Have questions? Please contact your Account Manager:

Windy Taylor   Email: WTaylor@Propio-LS.com

1-888-528-6692, option 0

Total Minutes Used	37
Amt Due	$24.63
Sales Tax Due	$0.00
Total Amount Due	$24.63

➡ **This amount due by: 12/28/2018**
Late payments will be assessed a 1.5% late fee

This invoice is being emailed to:
   Email1: claimsinfo@fssa.in.gov
   Email2: Mary.Hazelrigg@fssa.in.gov

To have this email address changed, call 888-528-6692

Send Payment to: Propio Language Services, LLC
                              PO Box 12204
                              Overland Park, KS 66282-2204

Propio's Federal Tax ID: 46-3268968

Attachment 4 – Example of Total Amount Billed By Agency

Propio Language Services
Sales by Customer Summary
January through March 2020

	Jan – Mar 20
3425–Div of Family Resources 500 (3425)	128,270.18
3410–IN Dept of Health WIC Finance (3410	33,726.20
3501–All Other DCS (3501)	10,995.84
3595– Kidsline,PO 0015548926 (3595)	1,917.72
3431–UI Appeals (3431)	1,639.57
3593–Hotline Call Ctr,PO 0015548927(35	1,579.50
3428–UI Adjudication (3428)	937.05
3629–ISDH– MCH MOMS HELPLINE (3629	841.60
3411–Indiana State Dept of Health (3411)	822.91
3471–FSSA Disab. Deter. Bureau (3471)	478.25
3463–DWD Call Center (3463)	416.18
3604–The Julian Center (3604)	409.14
3427–Dept of Workforce Development (34	400.92
3401–IN Civil Rights Commission (3401)	387.94
3433–UI Benefit Payments (3433)	315.28
3412–Ctr for Deaf & Hard of Hearing(3412	309.20
3402–Indiana Dept of Labor (3402)	290.35
3424–Division of Aging 498 (3424)	238.32
3606–Columbus Shelter–Turning PT (360	221.12
3472–Indiana School for the Deaf (3472)	174.29
3409–Vanderburgh Co Health Dept. (340:	154.63
3462–Westside WorkOne – Indpls (3462)	132.72
3464–Monroe Cty Cmmnty School (3464)	79.57
3430–UI Adjudication Ft. Wayne (3430)	77.84
3423–Div. of Disab. & Rehab 497 (3423)	58.40
3618–Crisis Connection (3618)	49.28
7993–YWCA Northeast Indiana (7993)	42.44
3466–Cass County Health Dept (3466)	40.12
3626–Westville Correctional Facili (3626)	38.69
3610–Alternatives Inc (3610)	37.52
3495–IN Housing/Comm Develop (3495)	30.76
3469–Family Svc Assoc of Howard Co (34	29.43
3613–Albion Fellows Bacon Center (3613)	26.32
3473–Indiana State Prison (3473)	26.28
3603–Safe Passage (3603)	1.12
otal 3400-Indiana Master	185,416.03

Attachment 5 – Example of Language Mix Report

Language	Amount Invoiced	Total Minutes	Total # of Calls	% of Total Minutes	AveCall Length (Min)
Spanish	$124,442.64	222219	15219	72.90%	14.6
Burmese	$24,103.14	33018	1960	10.83%	16.8
Hakha Chin	$6,437.14	8818	556	2.89%	15.9
Arabic	$5,269.87	7219	398	2.37%	18.1
Haitian Creole	$5,056.71	6927	321	2.27%	21.6
Hakha-Chin	$2,022.83	2771	168	0.91%	16.5
Kinyarwanda	$1,941.07	2659	116	0.87%	22.9
French	$1,902.38	2606	136	0.85%	19.2
Swahili	$1,827.92	2504	123	0.82%	20.4
Karen	$1,408.17	1929	95	0.63%	20.3
Mandarin	$1,096.46	1502	92	0.49%	16.3
Falam (Chin)	$1,089.16	1492	102	0.49%	14.6
Tigrinya	$835.85	1145	61	0.38%	18.8
Somali	$738.03	1011	52	0.33%	19.4
Vietnamese	$693.50	950	64	0.31%	14.8
Chin	$631.45	865	53	0.28%	16.3
Russian	$488.37	669	36	0.22%	18.6
Hindi	$385.44	528	31	0.17%	17.0
Zou (Zo, Zomi)	$370.84	508	30	0.17%	16.9
Punjabi	$344.56	472	36	0.15%	13.1
Amharic	$333.61	457	21	0.15%	21.8
Mizo (Chin)	$321.20	440	30	0.14%	14.7
Karenni	$229.22	314	22	0.10%	14.3
Serbian	$224.84	308	8	0.10%	38.5
Gujarati	$191.26	262	19	0.09%	13.8
Kanjobal	$184.69	253	7	0.08%	36.1
Korean	$149.65	205	19	0.07%	10.8
Portuguese	$148.92	204	10	0.07%	20.4
Cambodian	$141.62	194	4	0.06%	48.5
Greek	$109.50	150	7	0.05%	21.4
Thai	$105.85	145	7	0.05%	20.7
Pashto	$100.01	137	5	0.04%	27.4
Urdu	$96.36	132	9	0.04%	14.7
Bangla	$94.90	130	3	0.04%	43.3
Turkish	$87.60	120	6	0.04%	20.0
Bengali	$80.30	110	6	0.04%	18.3
Zomi	$76.65	105	5	0.03%	21.0
Yoruba	$75.92	104	7	0.03%	14.9
Chuj	$75.19	103	1	0.03%	103.0
Mizo	$66.43	91	5	0.03%	18.2
Farsi	$65.70	90	4	0.03%	22.5
Qeqchi	$55.48	76	2	0.02%	38.0
Mam	$50.37	69	2	0.02%	34.5
Rohingya	$49.64	68	3	0.02%	22.7
Albanian	$45.99	63	2	0.02%	31.5
Mongolian	$41.61	57	5	0.02%	11.4
Kirundi	$38.69	53	3	0.02%	17.7
Indonesian	$37.96	52	2	0.02%	26.0
Serbo-Croatian	$37.96	52	1	0.02%	52.0
Persian	$37.23	51	2	0.02%	25.5
Polish	$37.23	51	3	0.02%	17.0
Quiche	$34.31	47	1	0.02%	47.0
Totals	$184,755.97	304,840	19,914		15.3

Attachment 6 – Example of Reported Concerns Report

Propio Acct #	Agency Name	# of Calls	# of Reported Concerns	% of Calls with Reported Concerns
3425	Division of Family Resources (500)	14160		0.0%
3410	Indiana Dept of Health (WIC Finance)	3271		0.0%
3549	DCS Marion County (Location-49)	492		0.0%
3595	DCS KidsLine (Location-95)	343	1	0.3%
3428	UI Adjudication	116		0.0%
3629	ISDH- MCH MOMS HELPLINE	113		0.0%
3633	DCS Marion County North (Location-101)	104		0.0%
3502	DCS Allen County (Location-02)	92		0.0%
3471	FSSA Disability Determination Bureau (405)	89		0.0%
3599	DCS DCS Central Office (Location-99)	85		0.0%
3593	DCS Hotline Call Center (Location-93)	78		0.0%
3431	UI Appeals	72		0.0%
3536	DCS Jackson County (Location-36)	62		0.0%
3463	DWD Call Center	62		0.0%
3433	UI Benefit Payments	59		0.0%
3520	DCS Elkhart County (Location-20)	47		0.0%
3411	Indiana State Department of Health	42		0.0%
3529	DCS Hamilton County (Location-29)	40		0.0%
3412	Center for Deaf & Hard of Hearing	38		0.0%
3402	Indiana Dept of Labor	35		0.0%
3424	Family and Social Services Administration	32		0.0%
3472	Indiana School for the Deaf	31		0.0%
3534	DCS Howard County (Location-34)	29		0.0%
3401	Indiana Civil Rights Commission	28		0.0%
3604	The Julian Center Inc	27		0.0%
3503	DCS Bartholomew Cty (Location-03)	22		0.0%
3414	Monroe Cty Community School Corp.	22		0.0%
3462	Westside WorkOne - Indpls	21		0.0%
3541	DCS Johnson County (Location-41)	17		0.0%
3514	DCS Daviess County (Location-14)	17		0.0%
3512	DCS Clinton County (Location-12)	17		0.0%
3589	DCS Wayne County (Location-89)	11		0.0%
3409	Vanderburgh County Health Dept.	11		0.0%
3594	DCS St Joe Hotline Call Center (Location-94)	9		0.0%
3466	Cass County Health Department	9		0.0%
3585	DCS Wabash County (Location-85)	8		0.0%
3584	DCS Vigo County (Location-84)	8		0.0%
3545	DCS Lake County (Location-45)	8		0.0%
3430	UI Adjudication Ft. Wayne	8		0.0%
3623	Sheltering Wings	7		0.0%
3618	Crisis Connection	6		0.0%
3600	DCS Vanderburgh Hotline Call Ctr (Location-100)	6		0.0%
3591	DCS White County (Location-91)	6		0.0%
3576	DCS Steuben County (Location-76)	6		0.0%
3560	DCS Owen County (Location-60)	6		0.0%
	Totals / Average	**19,914**	**1**	**0.01%**

Attachment 7 – List of Languages Available for Document Translation

Acholi	Igbo	Russian
Afar	Ilocano	Sanskrit
Afrikaans	Indonesian Bahasa	Serbian
Albanian	Italian	Serbo-Croatian
Amharic	Japanese	Sindhi
Arabic	Kannada	Singhalese
Armenian	Karen	Somali
Assamese	Karenni	South Sotho/Sesotho
Azerbaijani	Kazakh	Spanish
Bambara	Khmer	Swahili
Belarusian	Kinyarwanda	Tagalog
Bengali	Kirghiz	Tajik
Berber	Kirundi	Tamil
Bosnian	Korean	Tatar
Burmese	Kurdish *(Bahdini)*	Telugu
Catalan	Kurdish *(Kurmanji)*	Thai
Cebuano	Kurdish *(Sorani)*	Tibetan
Chichewa	Lao	Tigre
Chinese *(simplified)*	Lingala	Tigrinya
Chinese *(traditional)*	Malay Bahasa	Tonga
Creole	Malayalam	Tsonga
Dari *(Afghan Farsi)*	Mandinka/Mandingo	Tswana
Dinka	Marathi	Turkish
Dzongkha	Mauritian Creole	Turkmen
Farsi	Mirpuri	Twi
French	Mongolian	Urdu
Fukienese	Ndebele	Uzbek
Fula	Nepali	Venda
Fulani	North Sotho/Sepedi	Vietnamese
German	Nuer	Wolof
Greek	Oromo	Xhosa
Gujarati	Pashto *(Afghani)*	Yoruba
Hausa	Polish	Zulu
Hindi	Portuguese	
Hmong	Punjabi	