



## INTERPRETATION & TRANSLATION MADE SIMPLE

*A streamlined platform that lets you book high-quality language services fast*

### Prepared For:

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## Executive Summary

**As a woman and minority-owned California Certified Small Business**, Hanna Interpreting Service's mission is to help every individual we encounter by providing meaningful access through language and technology. By doing so, we are confident that we can bridge any language gap to help your district fulfill its goal to embrace diversity, ensure academic success, and empower tomorrow's leaders.

Our specialization in Education has allowed us to add more than **20 California school districts** to our current client list, including **the Los Angeles Unified School District** - the largest, and most diverse, district in the state. We have also provided services to the **California Department of Education** and have been the sole provider to the **California Office of Administrative Hearings** since 2015. Through these partnerships, we have interpreted and translated thousands of IEPs, meetings, conferences, special education mediations, and hearings.

We understand that your district has numerous responsibilities in meeting the needs of your students, staff, faculty, parents, and your community and we can ensure a worry-free process in meeting your district's needs for interpreting and translation services.

Since 2010, Hanna has provided in-person, telephonic, and video-remote interpretation, as well as translation and transcription services. We have more than 7,000 interpreters and translators, throughout California, available who can provide services in well over 200 languages and dialects, including American Sign Language. Our staff of 45 full-time employees administer the project management, recruitment, acquisition, background checking, onboarding, certification, and scheduling of our select group of highly-qualified independent linguists to meet the many requirements of our diverse client base.

We are currently on track in meeting our goal to service **100,000 interpreting jobs** and **15,000 document translations** in 2021.

In addition to a concentration in Education, Hanna has risen to the top of California's language industry with an impressive client list in the Medical, Legal, Social Services, and Government sectors. Since 2010, we have been highly active in the Inland Empire and surrounding areas and entrusted with many high-volume Government contracts, including:

- The **Los Angeles Unified School District**
- The **County of Riverside**
- **Inland Empire Health Plan**

As our clients will attest, our ability to fulfill almost any language request is unmatched. Our innovative technology and streamlined workflow **allow us to provide premium value services at a competitive cost**. Our company growth is a testament to our service ability, as more and more clients are leaving their current providers and choosing Hanna for their language needs.

You've got interpreting and translation needs. We understand. It's what we do.

## Services Offered



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### In-Person Interpreting



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### Telephonic Interpreting



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### Video-Remote Interpreting



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### Document Translations

## How We Help

### Our Mission

To help every individual we encounter by providing meaningful access through language and technology.

### The Hanna Vision

To simplify access to language services - driving development, growth, productivity, success and well-being for all.

99.9%  
FULFILLMENT  
RATE

At Hanna, we help people understand one another no matter how uncommon the language or how complex the situation. Since 2010, Hanna has had an unprecedented 99.9% fulfillment rate in all service categories, including document translations, in-person interpreting, telephonic interpreting, and video-remote interpreting. Virtually all language service requests have not only been accepted, but Hanna has successfully provided a linguist nearly 100% of the time one has been confirmed.

Where our competitors regularly decline requests, accept and then cancel requests, or fail to provide a linguist after confirmation, Hanna takes pride in never allowing our clients' customers to go without the help they need. Our top priority is to fulfill every job request that our clients make.

Our commitment to this philosophy is so great that Hanna would rather take a monetary loss on a request rather than cancel it.

Hanna stands alone in its quest for fulfillment perfection.

HANNA =  
PEACE OF MIND

Hanna's scheduling platform utilizes artificial intelligence to significantly reduce expenses, overhead, and waste – resulting in accuracy and savings for our clients. We are regularly surveyed as one of the most consistent and high-value providers of interpreting and translation services in California.

Our automated scheduling system intelligently selects the most cost-effective linguist for every job – considering the linguist's experience, expertise, distance, and pricing before assigning them to a job.

In addition to our competitive interpreting and translation rates, we do not charge any non-disclosed or extra fees. Our clients are never surprised by any hidden charges that suddenly appear on an invoice. Instead, our simple and transparent pricing structure allows our clients to know and forecast exactly how much language services will cost.

## RARE LANGUAGES

The fastest growing sector of the language economy is that of rare languages, or “languages of limited diffusion.” We have professional linguists skilled in a wide array of rare languages that our competitors are often unable to offer. We pride ourselves on our ability to service most any language--taking great measures to source and contract with a dynamic range of highly vetted, professional linguists in rare languages.

## PROFESSIONAL LINGUISTICS

Hanna has a systematic method of separating bilingual speakers from qualified linguists to ensure we are not a training ground for bilinguals. Instead, we are the standard for professional linguist excellence. On average, our linguists possess 7.68 years of experience prior to joining our team.

## LEVERAGING TECHNOLOGY

Hanna is not just a language services company; we are a technology company. With a team of dedicated software partners at our fingertips, we leverage our technology to enhance service delivery. We can customize and fine-tune our delivery system, thus ensuring the best and most cost-effective solutions possible for your needs.



**SERVICES AVAILABLE ACROSS THE US!**

## Award Winning Customer Service

With more than 40 years of combined language industry experience, our staff has proudly earned:



We are rated so highly because our customer service team considers itself to be an extension of each client's organization. **Our job is to make your staff's job easier.** Plain and simple.

- ✓ **Live representatives and linguists available 24/7/365**
- ✓ **Reduction of consumer 'no shows' through complimentary 24-hour reminder service**
- ✓ **Rapid confirmation of in-person interpreting requests – often within an hour**
- ✓ **Custom Invoicing & Reporting**
- ✓ **Client Satisfaction Guarantee** - If a linguist or project does not meet the standards our clients come to expect, the service is free of charge – no questions asked.
- ✓ **Smooth Transition** - Hanna currently is active nationwide, with linguists readily available to service any location, any time.

## Sample Language List

Afrikaans	Farsi (Persian)	Kanjobal (Q'anjob'al)	Moldavan	Slovak
Akan	Fijian Hindi	Karen	Mongolian	Slovenian
Albanian	Finnish	Kashmiri	Montenegrin	Somali
American Sign Language	Flemish	Kazakh	Moroccan	Soninke
Amharic	French	Khmer	Arabic	Sorani
Arabic	Canadian	(Cambodian)	Navajo	Spanish
Armenian	Fukienese	Kinyarwanda	Neapolitan	Sudanese
Ashante	Fula	Kirghiz	Nepali	Arabic
Assyrian	Fulani	Kirundi	Nigerian	Sundanese
Azerbaijani	Fuzhou	Korean	Pidgin English	Susu
Azeri	Ga	Kosovan	Norwegian	Swahili
Bajuni	Gaddang	Krio	Nuer	Swedish
Bambara	Gaelic	Kurdish	Oromo	Sylhetti
Basque	Garre	Kurmanji	Pahari	Tagalog
Behdini	Georgian	Laotian	Pampangan	Taiwanese
Belorussian	German	Latvian	Pangasinan	Tajik
Bengali	Greek	Lingala	Pashto	Tamil
Bosnian	Gujarati	Lithuanian	Patois	Telugu
Bulgarian	Haitian Creole	Luganda	Pidgin English	Thai
Burmese	Hakka	Luo	Polish	Tibetan
Cantonese	Hakka – China	Luxembourgeoi	Portuguese	Tigre
Catalan	Hassaniyya	Maay	Creole	Tigrinya
Chaldean	Hebrew	Macedonian	Pothwari	Toishanese
Chaochow	Hindi	Malagasy	Pulaar	Tongan
Chavacano	Hmong	Malay	Punjabi	Tshiluba
CherokeeChin	Hokkien	Malayalam	Putian	Turkish
Chuukese	Hunanese	Maltese	Quichua	Twi
Cree	Hungarian	Mam	Romani	Ukrainian
Croatian	Ibanag	Mandarin	Romanian	Urdu
Czech	Ibo	Mandingo	Russian	Uyghur
Danish	Icelandic	Mandinka	Samoan	Uzbek
Dari	Igbo	Maninka	Sango	Vietnamese
Dinka	Ilocano	Marathi	Serbian	Visayan
Diula	Indonesian	Marshallese	Shanghainese	Vlach
Dutch	Inuktitut	Mexican Sign Language	Sichuan	Wenzhou
Estonian	Italian	Mien	Sicilian	Wolof
Ewe	Jakartanese	Mina	Sinhalese	Yiddish
	Japanese	Mirpuri	Sindhi	Yoruba
	Javanese	Mixteco		Yupik
				Zapotec

## Certifications



**Better Business Bureau**

A+ Rating



**DGS California Small Business Certified**

Supplier # 1769257



**Metro Disadvantaged**

**Business Enterprise Certified (DBE)**

Supplier # 6452



**Metro Minority**

**Business Enterprise Certified (MBE)**

Supplier # 6452



**Metro Woman-Owned**

**Business Enterprise Certified (WBE)**

Supplier # 6452



## Affiliations



American Translators Association



California Healthcare Interpreting Association



Registry of Interpreters for the Deaf, Inc.



Certification Commission for Healthcare Interpreters



Northern California Translators Association



National Council on Interpreting in Health Care



Globalization and Localization Association



National Board of Certification for Medical Interpreters

## Rates

DOCUMENT TRANSLATION			
Language	Rate	Minimum	Minimum Total
Spanish	\$0.15/word	-	\$75.00
All Other Written Languages	\$0.25/word	-	\$100.00
Desktop Publishing	\$75.00/page	-	\$75.00
Rush Fees (within 72 business hours)	Waived	Waived	Waived
ON-DEMAND OVER THE PHONE INTERPRETING (OPI)			
Language	Rate Per Minute	Minimum Minutes	Minimum Total
All Spoken Languages	\$1.29	1	\$1.29
Set Up Fees	Waived	Waived	Waived
Monthly Maintenance Fee	Waived	Waived	Waived
ON-DEMAND VIDEO-REMOTE INTERPRETING (VRI)			
Language	Rate Per Minute	Minimum Minutes	Minimum Total
All Spoken Languages	\$2.29	1	\$2.29
American Sign Language (ASL)	\$2.29	1	\$2.29
Set Up Fees	Waived	Waived	Waived
Monthly Maintenance Fee	Waived	Waived	Waived
PRE-SCHEDULED CONSECUTIVE INTERPRETATION (IN-PERSON, OPI, VRI)			
Language	Rate Per Hour	Minimum Hours	Minimum Total
Spanish	\$45.00	2	\$90.00
All Other Spoken Languages	\$60.00	2	\$120.00
American Sign Language (ASL)	\$100.00	2	\$200.00
Rush Fees	Waived	Waived	Waived
Mileage/Travel Expense	Waived	Waived	Waived

PRE-SCHEDULED SIMULTANEOUS INTERPRETATION (IN-PERSON, OPI, VRI)			
Language	Rate Per Hour	Half-Day Minimum Hours	Full-Day Minimum Hours
Spanish	\$100.00	3	6
All Other Spoken Languages	\$200.00	3	6
American Sign Language (ASL)	\$100.00	3	6
Rush Fees	Waived	Waived	Waived
Mileage/Travel Expense	Waived	Waived	Waived
CONFERENCE INTERPRETATION EQUIPMENT			
Equipment	Cost Per Session	Minimum	Total
Digital Medium Area Transmitter	\$100.00	1	\$100.00
Multi-Channel Receivers & Headsets	\$7.00	1	\$7.00
Roundtrip Shipping	\$40.00	1	\$40.00

TERMS AND CONDITIONS
<b>Document Translation:</b>
Cancellation Policy: Client may not cancel a document translation request once a quote has been approved by client.
<b>On-Demand Over-The-Phone Interpretation (OPI):</b>
Cancellation Policy: Client may cancel a telephone interpretation without penalty any time prior to connecting to interpreter.
Billing Increments: Additional time after the minimum shall be billed in one (1) minute increments.
<b>On-Demand Video-Remote Interpretation (VRI):</b>
Cancellation Policy: Client may cancel a video interpretation without penalty any time prior to connecting to interpreter.
Billing Increments: Additional time after the minimum shall be billed in one (1) minute increments.
<b>Pre-Scheduled Consecutive Interpretation (In-Person, OPI, VRI)</b>
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than twenty-four (24) hours prior to the assignment date and time in order to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter).
Billing Increments: Additional time after the minimum shall be billed in fifteen (15) minute increments. Requests estimated to exceed the minimum hours shall be billed for the estimated duration.
<b>Pre-Scheduled Simultaneous Interpretation (In-Person, OPI, VRI)</b>
All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than forty-eight (48) hours prior to the assignment date and time in order to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter).
For Half-Day requests, if the hearing exceeds the three (3) hour minimum, the request shall convert into a Full Day request and a minimum of six (6) hours shall be billed. For Full-Day requests, additional time after the six (6) hour minimum shall be billed in fifteen (15) minute increments of the hourly rate.
<b>Conference Interpretation Equipment:</b>
All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than forty-eight (48) hours prior to the assignment date and time in order to avoid being charged the entire scheduled time.