



CIVILIAN AGENCIES CAPABILITY STATEMENT

Helping Government Communicate with Every Community

30 YEARS
In Business

300+ LANGUAGES
Spoken & Signed

International
Interpreter Network

FEDERAL
Past Performance

COMPANY OVERVIEW

The Language Bank, Inc. delivers professional translation, interpretation, ASL/CDI, OPI/VR, language access, and multilingual project management services for federal, public-sector, and regulated environments. TLB helps citizen-facing agencies provide accurate, accessible, and culturally appropriate communication for limited English proficient communities, individuals with disabilities, patients, claimants, veterans, families, and the general public.

CORE COMPETENCIES

- Medical, public health and behavioral health interpreting
- SSA and benefits-related language access support
- Legal, court and immigration interpretation
- Patient education and informed-consent translation
- ASL, CDI and ADA communication support
- OPI/VR for public service settings
- Plain-language multilingual outreach materials
- Section 508 remediation and accessible documents

DIFFERENTIATORS

- Built for public-facing, service-heavy environments
- HIPAA-aware and confidentiality-focused workflows
- Supports Title VI, ADA and language access obligations
- Rapid response for appointments, hearings and public contact
- Experienced with legal, healthcare and education contexts
- Professional project management for high-volume needs

PAST PERFORMANCE

- SSA - Nationwide interpretation and language access support
- DHS - Translation and interpretation services supporting mission requirements
- Federal Courts - Court/legal language support experience
- Public health, education and university language services

MISSION FIT

Designed for SSA, HHS, CMS, CDC, NIH, VA, DOJ, EOIR, USCIS, IRS, Department of Education, and other agencies that communicate directly with the public and require dependable language access.

BUYER KEYWORDS

LEP, Title VI, ADA, Healthcare Translation, Medical Interpreter, Court Interpreter, Public Health, Veterans, USCIS, SSA, Language Access

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