

Dream Management, Inc. TRANSLATION EXPERIENCE

Social Security Administration – *Legal Translation* (2009 – 2014)

DMI has had a relationship with the Social Security Administration since 2009. During our initial contract, our company provided **confidential translation and transcription** of official hearings to be presented in cases of disability adjudication. This involved a complex overlay of legal, occupational, psychological, medical, governmental, and colloquial terms being fully grasped and rendered without neglecting cultural relevance and local meaning. The translators processed numerous documents that originated from the USA and its territories to be translated from the source language into the English language. The field of the subject matter was **legal** related. Since these were cases that had been appealed several times before, they required the testimony of the claimant, doctors, vocational experts, and other professionals. The contract had **several levels of turn-around deadlines** ranging from one to ten days, depending on the specific cases. During the entire five-year contract span, Dream never missed a deadline nor had to redo any translation for any reason. DMI used eight translators in this contract. In fact, using the **Contractor Performance Assessment Reporting System (CPARS)**, the SSA's contract specialists ranked DMI as an **outstanding contractor** and considered the firm worthy of being awarded a **renewed contract**. Recently, the SSA proactively reached out to DMI **on their own initiative** requesting our services on an upcoming federal project.

Baltimore City State's Attorney's Office – *Translation & Transcription* (2018 – Present)

DMI currently provides **expedited translation & transcription of audio-video content** for the State's Attorney's Office of Baltimore City. The materials processed by our company consist of **English<>Spanish** transcription and translation of bilingual interview transcripts and witness statements to be filed in case files and submitted as evidence in trial. Because of the high quality of our company's work, we receive requests from **multiple departments** in the State's Attorney's Office – including the Homicide Division, Special Victims Unit, and Juvenile Division. All files and materials delivered for our work with this Office were accepted by our company and the final deliverable submitted to the client via **encrypted** mail or cloud services. DMI maintains the ability to send and receive **secure and sensitive** material with our clients.

Henrico County Public Schools – *Multilingual Translation* (2018 – Present)

DMI's performance on this contract demonstrates our exceptional ability to coordinate and deliver professional translations in **diverse languages** (e.g., Chinese, Korean, Russian, French, Vietnamese, Khmer, Swahili, etc.) for the needs of **an entire county**. The translations performed for this contract varied in subject matter. In terms of **educational** content, the translations include notification letters, flyers, and certificates. In the **legal and administrative** realms, our translations include content like

releases of confidential information, information directories, forms, etc. DMI only uses translators of the highest quality on all projects with HCPS. We always meet our deadlines no matter the turnaround time, and we have **never** had a translation returned due to poor quality. Because of our reliable and quality work, HCPS continues to reach out to DMI for any of their translations needs that cannot be performed in-house.

Department of Health & Mental Hygiene – Health & Outreach Translation (2012 – 2017)

In this contract, as a subcontractor to DentaQuest, DMI provided translation services for important **dental health documents**, such as user manuals, educational brochures, posters, advertisements, alert notices, fact sheets, letters, and other types of materials intended to reach the LEP population in the states of **Maryland and Tennessee**. This lengthy project involved the exclusive use of **Chinese** and **Spanish** translators to produce a high volume of quality multilingual publications that are currently being used by the LEP residents in both states. As an example project under this contract, DMI completed the translation of the comprehensive manual for the “**Bright Smile**” Program on behalf of Doral Dental USA, LLC. Additionally, the translation work we performed contributed to the materials used in the **Maryland Healthy Smiles Dental Program**. Today, thousands of Marylanders and Tennesseans who otherwise would not be able to readily important dental services and understand the guidelines and regulations of these programs in their native languages are able to do so.

Maryland State Highway Administration – Official MD Map Translation (2011 – 2012)

DMI was selected to perform the official **Spanish translation** for the official **Map of Maryland**. In this contract, DMI coordinated the translation and desktop publishing of this map. Our translators delivered an accurate, high-quality rendition of the Spanish version for the thousands of maps that are distributed free of charge throughout the entire state. Since completion, more than 50,000 copies of the completed map have been distributed.