

Kenton County School District | *It's about ALL kids.*

**THE KENTON COUNTY BOARD OF
EDUCATION**

1055 EATON DRIVE, FORT WRIGHT, KENTUCKY
41017

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WEBSITE: www.kenton.kyschools.us

Dr. Henry Webb, Superintendent of Schools

KCS D ISSUE PAPER

DATE:

1/25/2022

AGENDA ITEM (ACTION ITEM):

Consider/Approve a contract for a pilot program with TranslateLive for the use of one Instant Language Assistant (ILA) to be used free for 30 days, and the purchase of seven ILA devices at the conclusion of the pilot program if the ILA device is successful in meeting our needs.

APPLICABLE BOARD POLICY:

01.1 Legal Status of the Board

HISTORY/BACKGROUND:

There are currently over 35 languages spoken in KCS D and 529 English Learners. To ensure meaningful communication and to comply with Title III federal guidelines, interpreters are needed for families with limited English proficiency. Interpreters take time to schedule and can be costly for schools. The ILA devices will be purchased primarily for the use of the English Learner Department, but will be housed in school offices and will translate in real time, with accuracy. The ILAs will also allow families to call the device directly in order to speak to office staff. The devices do not require additional software, user accounts, student/family information, and do not store information. A total of seven devices will be purchased to be placed at River Ridge Elem., Caywood Elem., Beechgrove Elem., Ft. Wright Elem., Turkey Foot MS, Dixie Heights HS, and the district office.

FISCAL/BUDGETARY IMPACT:


One-time purchase price of \$1,990.00 per device, to be paid from Title III funds. Total purchase price of \$13,930.00 for seven devices. This also includes training.

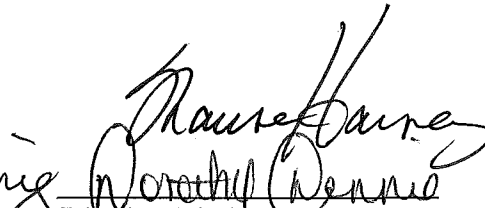
RECOMMENDATION:

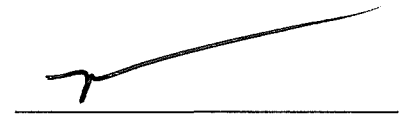
Approval of a contract for a pilot program with TranslateLive for the use of one Instant Language Assistant (ILA) to be used free for 30 days, and the purchase of seven ILA devices at the conclusion of the pilot program if the ILA device is successful in meeting our needs.

CONTACT PERSON:

Kacie Adams-Browning


Principal


District Administrator


Superintendent



TranslateLive Pilot Program

Project Background

Organization Name	Kenton county KY District Schools	Pilot Length	30 Days
Organization Contact	Kacie Adams Browning	Hardware Provided	1 ILA Pro unit
Expected Start Date	Date 02/14/2022	Licenses Provided	1 Months ILA Interaction (\$60)
Initial Training	02/14/2022 2.30pm EST	Total List Cost	\$2000
Midpoint Survey	03/01/2022 2.30pm EST	Funding by TranslateLive	100%
Pilot Conclusion Meeting	03/15/2022 2.30pm EST	Funding by Organization	0%

Project Details

TranslateLive (TL) is the developer of ILA (Instant Language Assistant), a proprietary software product designed to enable organizations to effectively communicate with others that might have a disability or speak another language, with the aim of simplifying communications, improving overall engagement and experience, and reducing the cost of that engagement.

The Pilot Program will establish a communication solution for Kenton KY District Schools front office locations to support communication and family engagement with those that come on-site. Kenton KY District Schools also have the option to share their "ILA Interaction Code" if they wish to allow others to connect with them off-site. Kenton KY District Schools can use the ILA Pro where they see fit to test the usefulness of the product.

ILA can also be pre-loaded with commonly used phrases or processes for even faster and accurate interactions. If phrases are provided by Kenton KY Schools, TL will load those in for access during the pilot.

A pilot at Kenton KY District Schools would involve TranslateLive (TL) providing:

- 1 (one) ILA Pro Device with ILA Interaction Code (licenses for one-to-one communication) for 30 days. Delivered to Kenton County before Training start date
- 30 minute live Initial Training via video conference on 02/14/2022
- Ongoing customer support
- Loading of phrases if required

Not Provided:

- ILA Broadcast Code (license for one-to-many communication)
- Professional translation and review of provided phrases
- Custom Translation
- Over-the-phone (OPI) or Video Remote Interpretation (VRI) services

TL will complete all required security reviews to ensure compliance with location's IT requirements. Upon IT approval, TL would provide an Initial Training meeting with the staff via video conferencing call, as well as ongoing support throughout.

Halfway through the pilot, a Midpoint Survey meeting will be conducted with Kenton KY District Schools ILA users, to ensure the solution is working and no additional training or changes are needed. If additional requirements are necessary for success, TL will provide additional support and recommendations where necessary.

A Pilot Conclusion Meeting will be held at the end of the Pilot Program, and a Pilot Conclusion Survey will be conducted to help determine the success and usefulness of the ILA.

If the pilot is successful, TL would work with Kenton KY Schools on production pricing. The unit given during the Pilot Program will be included in the initial order, and an invoice will be sent to Kenton KY Schools with Net 7 terms for payment.

The cost for each ILA Pro device is \$1990, and the ILA Interaction Code is included for unlimited AI usage in one-to-one communication, for the life of the supplied hardware.

If it is determined that Kenton KY Schools would not like to purchase at the conclusion of the Pilot Program, a shipping label will be sent so the products can be returned to TL at no charge. If the product is not shipped out in 7 days of the Pilot Program conclusion, Kenton KY Schools will be charged for each device at \$2000



TranslateLive Pilot Program

<p>Scope</p> <ul style="list-style-type: none"> Length - 30 Calendar Days # of Users – TBD by Kenton KY Schools Locations – School Admin Office. TBD by Kenton KY Schools Hardware – (2) ILA Pro hardware devices, including Interaction Code licensing fee Additional Software - None 	<p>Pilot Program Objectives:</p> <ul style="list-style-type: none"> Increased effective communication with LEP/DHoH individuals interactions with office staff Expand family engagement efforts Aid in student registration process with ELL's families <p>Ongoing Communications</p> <ul style="list-style-type: none"> <i>Security Review and IT Requirement Approval:</i> <ul style="list-style-type: none"> TBD <i>Initial Training Meeting:</i> <ul style="list-style-type: none"> 02/14/2021 @ 2.30-3.30pm EST <i>Midpoint Survey Meeting:</i> <ul style="list-style-type: none"> 03/01/2021 @ 2.30-3.30pm EST <i>Pilot Conclusion Meeting:</i> <ul style="list-style-type: none"> 03/15/2022 @ 2.30-3.30pm EST
<p>Program Impacts</p> <ul style="list-style-type: none"> Time of IT & Security personnel to review and allow access Compilation of at least 10 common phrases Time for office staff Initial training Time for Midpoint Survey Meeting Time for Pilot Conclusion Meeting 	<p>Dependencies</p> <ul style="list-style-type: none"> Security approval Network Connectivity Staff availability for training & survey meeting Mobile Device Management Compatibility (if applicable) Staff availability for process & phrase collection
<p>Concerns of Not Implementing</p> <ul style="list-style-type: none"> Risk of miscommunications between staff and ELL parents/guardians Use of costly OPI or on-site interpreters Time loss due to interpretation and interactions Inability to remotely communicate with LEP parents/guardians when not in the same room 	<p>Project Benefits</p> <ul style="list-style-type: none"> Better overall student care through instant communication between office staff and LEP/DHoH individuals Significant cost savings on human interpreting 20-40% reduction in communication time between office staff and LEP/DHoH individuals Ability for staff to communicate with LEP/DHoH individuals when not in the same location Backup to the use of future OPI vendor Backup to the use of a family member
<p>Assumptions</p> <ul style="list-style-type: none"> Kenton KY Schools will provide a project owner/stakeholder who will use, evaluate and oversee the testing of the product Kenton KY Schools has internet connectivity in all places where the application is to be used Kenton KY Schools will allow connectivity to TL's cloud service TL is allowed to follow up for training, testing, and completion of survey. Top Languages to be reviewed: Spanish, French, Arabic, Japanese Haka (Hakha) Chin from Burma 	<p>List of Hardware and Software provided for this Pilot</p> <ul style="list-style-type: none"> 1 ILA Pro Device 1 ILA Interaction Code installed on the device (Interaction Code for one-to-one communication)

Indemnification

You agree to defend, indemnify and hold harmless Translate Live LLC and its licensee and licensors, and their employees, contractors, agents, officers and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees), resulting from or arising out of a) your use and access of the Service, by you or any person using your account, or b) a breach of these Terms.



TranslateLive Pilot Program

Contact Sheet

TranslateLive

Company Address:	PO Box 292 Clearwater, FL 33757
Main Contact:	Jason Velasco
Direct Phone Number	(202) 795-0067
Email	jason.velasco@translatelive.com

Organization

Company Name	Kenton County KY District Schools
Company Billing Address	1055 Eaton Drive Ft Wright Ky 41017
Main Phone Number	270-769-8800
Main Email	

Main Contact Name	Kacie Adams Browning
Direct Phone Number	859-344-8888
Email Address	Kacie.adamsbrowning@kentonkyschools.us

Implementation Coordinator	?
Direct Phone Number	?
Email Address	

IT Contact Name	?
Direct Phone Number	?
Email Address	?

Site Location Address	1055 Eaton Drive Ft Wright Ky 41017
Initial Shipping Address	1055 Eaton Drive Ft Wright Ky 41017

Name: _____

Signature: _____

Date: _____



TRANSLATE LIVE

TranslateLive Pilot Program