



May 7, 2020

Encompass Northwest has been utilizing Foreign Language Specialists, Inc. (FLS) interpreters since December of 2013. In March when we moved to virtual visits, Olga the owner of FLS was quick to help find out a way to ensure that interpreters would be able to work with our providers and families virtually. Olga has always been a delight to work with and so accommodating, she always wants to make sure that we are happy with the services and with her process. Over the years our relationship with her has helped us provide interpreter services to families that for whatever reason may have otherwise not been able to access these services. Her scheduling process is easy and for ongoing visits that are reoccurring it makes our life so much easier because her process is simple!

The interpreters are professional and on time. If we have ever run into an issue with an interpreter Olga wants to know. She also will check in with the Family Resources Coordinator when she has a new interpreter scheduled for one of our visits so that she can ensure she is only scheduling the best of the best. I highly recommend FLS for any interpretation needs.

Sincerely,
Melissa Hammond



NorthwestCenterKIDS

7272 W Marginal Way S.
Seattle, WA 98108

To Whom It May Concern,

Northwest Center Kids Early Intervention has been using Foreign Language Specialists, Inc's interpreters for telehealth visits since March of 2020. Since the beginning, Foreign Language Specialists, Inc has been responsive to any needs we have had. We have had last minute jobs that were picked up without a problem and have had no issues with getting a job filled in any language we have needed. Olga Afonin, the company's owner, has been quick to communicate about job statuses and answering any questions that have come up. The interpreters we have worked with have been professional, on time, and provided high-quality interpreting services. Foreign Language Specialists, Inc has also done an exceptional job of providing the same interpreter for repeat jobs with a family, helping ensure the family feels comfortable and communication between our team and the family runs smoothly. I would highly recommend using Foreign Language Specialists, Inc for any of your telehealth interpreter needs.

Warmly,

Jen Jones

Intake Coordinator

Northwest Center Kids Early Intervention



March 24, 2015

Re: Foreign Language Specialists, Inc.
Olga Afonin, President

To Whom It May Concern:

This is a letter of reference regarding Foreign Language Specialists, Inc. This company is a valuable resource for us here at Children and Family Services, Children's Administration, Department of Social and Health Services. There is another vendor that we are contracted to use before any other but they are often not able to produce an interpreter on short notice, nor are they often able to find interpreters of languages that are somewhat uncommon, as Foreign Language Specialists, Inc. is able to do.

That is why I turn to Olga. It is almost a sure thing that she can provide an interpreter on short notice for just about any language that I need. I've been amazed the variety of languages that Olga's language bank has.

Some of the languages for which Foreign Language Specialists, Inc. has provided interpreters for us are: Tagalog, Farsi, Samoan, Bulgarian, Ukrainian, Arabic, Thai, Romanian, Vietnamese, and Swahili. I'm sure there are others that I've forgotten.

When I need an interpreter, and the vendor that I must check with first is unable to help me, I then send an email to several vendors, including Foreign Language Specialists, Inc. In almost every case, it is Foreign Language Specialists who responds first with an interpreter. I believe this is because they have a much larger interpreter base and because their interpreters are skilled in so many languages.

I depend very heavily on Foreign Language Specialists, Inc. I often get reports back from the social workers here that use their services about how professional and helpful they were, and when they need an interpreter who speaks the same language, they want that same interpreter.

I've been the coordinator for arranging interpreters for several years, and to the best of my knowledge, we have never had an interpreter provided by Foreign Language specialist, Inc. who did not show up for the job. The interpreters at Foreign Language Specialists are professionals and meet the needs of the social worker staff. I've had complaints from other vendors about their timeliness and about the quality of their interpreting, but only compliments about the interpreters from Foreign Language Specialists.

I can't tell you how many times Olga has pulled a rabbit out of her hat and saved my life at the last minute, by finding an interpreter. I've sent requests to her a few times saying that I don't really expect that she'll find an interpreter given that my request is so late, and guess what? She does the impossible and finds interpreters for me.

Olga always says that the best compliment anyone can give her is to tell someone about her business. If I knew anyone that need interpreter services, Foreign Language Specialists, Inc. would be who I would recommend. One couldn't go wrong with Olga and her team.

Sincerely,

A handwritten signature in black ink that reads "Dean Gardunick". The signature is written in a cursive, flowing style.

Pierce West
Children and Family Services
Department of Social and Health Services

3/24/2015



State of Washington
DIVISION OF CHILDREN & FAMILY SERVICES
1949 S. STATE ST N27-31
Tacoma, WA 98405-2850

To Whom It May Concern:

As the interpreter scheduler, I have been working with Olga and the Foreign Language Specialists, Inc for almost a year now. While working in Children's Administration we have had quite a few urgent language needs requiring an interpreter on short notice. FLS has repeatedly fulfilled this need. Also, the FSL team works through the night to find an interpreter for these exact needs. Not only do they keep the lines of communication open during the whole process, they are always able to find an alternative that works well for everyone. I have even received a couple of rare language requests that FLS was able to fill promptly, which allowed the social worker to complete their investigation within the case's time frame. The interpreters are always prompt to their meetings which allows the social worker to meet with them before the actual appointment takes place. I have high confidence that when I schedule an interpreter request with FLS, I know it will be taken care of. Foreign Language Specialists, Inc is one of the most reliable providers I have worked with when scheduling services and I look forward to working with them in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Danielle Evans", with a long horizontal flourish extending to the right.

Danielle Evans



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aberdeen Home & Community Services
415 West Wishkah 1B, Aberdeen, WA 98520**

March, 23,2015

To whom it may Concern:

Foreign Language Specialists, Inc. (FLS) has provided very important services to our rural area. Olga Afonin has been amazing, as she is actively involved with providing customer service to assure that her customer have interpreter services

FLS has been able to provide Punjabi interpreter in Aberdeen, WA when other agencies indicated they had none. I contacted FLS, Olga said, I have none, but I will look. My experience continues to be positive with FLS, they go above and beyond to assist in providing interpreter for our rural area, which is often time consuming.

I have also been extremely happy with the quality of the interpreter that FLS provides.

Please do not hesitate to contact me if you have any questions or inquiries regarding my positive experience with Foreign Language Specialists, Inc.

Sincerely

Patience Jones

**Patience Jones
Social Worker III
Division of Home and Community Services
415 W. Wishkah St. Suite 1B
Aberdeen, WA 98520
360-533-9252
Fax: 360-533-9782**

From FLS clients:

From: Humphrey, Linda (ATG)

Sent: Tuesday, May 13, 2008 4:09 PM

RE: Urgent (within two working days) translation of the 10 legal documents (13,068 words) from English into Spanish.

Thank you so very much for your assistance with this translation project, I knew I could count on you to get it done!

Linda Humphrey
Attorney General Office
Agriculture & Health Division

.....
Sent: Wednesday, May 28, 2008 3:01 PM

Subject: RE: INVOICE for translation of the Educational Material for CHCKC - Punjabi

Thank you very much Olga,
It was a pleasure doing business with FLS!

Yours truly,
Michelle Schouteren
Medical Staff Coordinator
Community Health Centers of King County

Sent: Thursday, February 26, 2009 3:56 PM

Subject: RE: Translation of Parents Needs Assessment Survey
Great. I'm impressed with the timeliness. I'm sure we will have additional work for you. Thanks.

Mark L. Anderson
Special Programs/Disability Coordinator
Washington Education Association

Sent: Wednesday, April 29, 2009 2:37 PM
Subject: RE: Arabic translation COMPLETED

Olga,

I was impressed by your endeavor to give us the best translation, communicating and seeking the opinion of an Arabic translator in Egypt who checked and edited a few words translated probably by a local specialist. It just showed me that there are no small or big jobs for you and you are trying to give the best to your clients.
Thank you!

Toni Peycheff
Office of the Education Ombudsman

Sent: Thursday, May 07, 2009 11:43 AM

Subject: RE: REQUEST FOR INTERPRETER - Russian Interpreter 4-21-09

I love working with you, you always come thru.

Thanks

Judi Feliciano

Secretary Senior for

Daniel M. Fitzpatrick

Correctional Program Manager

Sent: Friday, May 15, 2009 7:32 AM

Subject: RE: Foreign Language Service

Thank you for working with us on this one. Many of our employees tell me that FLS is the only service they like to use.

Have a great weekend.

Julie Rich

Vendor Payments

Dept. of Early Learning

Sent: Tuesday, September 01, 2009 9:50 AM

Subject: RE: Urgent Translation into Spanish: Hector Cervantes case p-1-23 (6.900 words)

I can't tell you how much I appreciate your assistance with getting these translated. You've went above and beyond. You're the best!

Thank you,

Berni Baldwin

Board of Industrial Insurance Appeals

Sent: Tuesday, September 01, 2009 1:07 PM

Subject: Thank you very much for your services...

Ms. Afonin,

Greetings. I wanted to just drop you a note saying how much I appreciate your staff in helping me secure an interpreter for a deposition tomorrow at the very last minute. It was a huge relief for my attorney! I was very impressed with the courtesy and responsiveness I received from the young woman who helped me. Thank you. Your company is at the very top of my Rolodex for next time.

Bradford Kinsey
Legal Secretary
Tousley Brain Stephens PLLC

Sent: Tuesday, December 15, 2009 9:30 AM

Hi Olga,

I wanted to let you know how pleased we are with the Vietnamese translator you used on this job. My reviewer said that it was the best translation she's seen on these types of projects. The word choice was an excellent match to the original meaning. And the flow of the document read very well. I was also pleased to have the translator submit questions to clarify some terms that were somewhat questionable. I think that helped solidify the quality of this translation. If at all possible, we would like to use this translator on all our future Vietnamese translations.

Moon Callison
City of Seattle
Department of Planning and Development
Community Relations

Sent: Tuesday, November 24, 2009 10:55 AM

Subject: RE: Dkt Nos 09 12824 & 09 18427; Claim Nos AJ-20002 & AJ-20003

Thank you! I very much appreciate how efficient the company is!!

Peggy Bertrand
Judicial Assistant Supervisor, New Appeals
Board of Industrial Insurance Appeals

Sent: Thursday, April 08, 2010 2:19 PM

Subject: RE: Spanish to English Translations-QUOTE

You guys are fabulous!! Thanks so much.

Best Regards,

Alicia Reise, Clinic Office Manager
SEATTLE UNIVERSITY SCHOOL OF LAW

Sent: Thursday, February 17, 2011 7:59 AM

Subject: RE: Samoan Interpreter Request

Thank you so much. We haven't been able to get a Samoan Interpreter for the last 2 years. 😊😊 Have a great day.

Kathryn Cusack, CSS2
Tacoma Home & Community Services

Foreign Language Specialist, Inc.
Olga Afonin
390 E. Sunset Way
Issaquah, WA 98027

Re: Letter of Reference

To Whom It May Concern,

This is a letter of reference validating Foreign Language Specialist, Inc. as an ongoing business partner with Hopelink Interpreter Services.

Foreign Language Specialists, Inc. has been a business partner with Hopelink for the past eight and a half years (8 ½) furnishing interpreters in twenty three (23) languages. Foreign Language Specialists, Inc. fills requests for interpreters for both the medical and social services needs of Hopelink clients. Foreign Language Specialists, Inc. has met the licensing and insurance requirements of our organization.

Hopelink has no reason to expect any change in its relationship with Foreign Language Specialists, Inc. in the foreseeable future.

Sincerely,



Darci Samad
Hopelink
Partner Relations

TRANSPORTATION
14812 Main Street
Bellevue, WA 98007-5245

425.943.6789
fax 425.644.9956
www.hope-link.org

A community action agency.

Hopelink programs
Emergency Services
Bellevue
Redmond
Kirkland/Northshore
Sno-Valley
Shoreline
Family Development
Housing
Transportation
Adult Education



STATE OF WASHINGTON
DEPARTMENT OF EARLY LEARNING

1313 W. Meeker Ste. #102 TB-97
Kent, WA 98032-4623

August 13, 2010

To Whom It May Concern:

I am writing to recommend the services of Olga Afonin's Foreign Language Specialists, Inc. who have been providing interpretation/translation service to the Department of Early Learning for the past several years now. Their work has been consistently excellent, on time and invaluable.

The Department of Early Learning issues child care licenses to Washington State residence. In the past several years there has been an influx of immigrant providers which has put the pressure on for finding interpreters in a timely manner. FLS has always been there to serve our department whenever needed. I've worked with other companies and found making request to be cumbersome. Given our high caseload the ease of putting in a request is essential. I've always appreciated FLS accepting request by email or just calling in. I have always received a quick response letting me know they are filling my request and confirmation the request has been filled.

In issuing child care licenses we visit the homes for inspection to make sure it is a safe place for children. The interpreters have always been professional, respectful and polite. They have also assisted me in not so easy situations when I have had to take legal action against a facility. They interpret what I am saying to the provider's in addition to translation of facility licensing compliance agreements that list the facilities deficiencies as it applies to the Washington Administrative Codes.

We have also used FLS at our monthly family home orientations for new providers. Most of our request has been for Somali or Spanish interpreters. Prior to contracting with FLS it was very difficult to get Somali interpreters in particular but that was never a problem with FLS. We have also used them for other languages, and they always scheduled for us high quality professionals. We contract with many vendors, but I find myself using Ms. Afonin's company the most because of her reliability and quality of services offered. I cannot recommend her highly enough.

Sincerely,

Dionne Milan
Family Home Licensor
(253)372-6094
Dionne.Milan@del.wa.gov





August 16, 2010

RE: Foreign Language Specialists, Inc.
Olga Afonin

To Whom It May Concern:

I am pleased to write this letter of recommendation on behalf of Foreign Language Specialists, Inc. (FLS) and Olga Afonin.

Foreign Language Specialists has been providing translation services for the Ronald A. Peterson Law Clinic here at Seattle University for the past 2 years. The Domestic Violence Clinic that we have recently added to our list of clinics helps women obtain protection orders and many of these women have limited English speaking skills. FLS makes it extremely easy to order an interpreter and they always show up on time, are very courteous and extremely sympathetic individuals. There have also been a few occasions that we need to have documents translated quickly because of urgent deadlines and FLS has always come through with perfect materials and under an impossible deadline.

I would also like to add that in our present economy FLS is most competitive with their prices. They will often add a discount to the project when you have been a frequent customer of theirs.

I highly recommend FLS and Olga Afonin for any in person translation assignment as well as written assignments. You will not be disappointed.

If you need further comments or have questions, please contact me Alicia Reise 206-398-4139.

Thank you for this wonderful opportunity to give back to a five star organization that has been most helpful to us and our clients.

Very truly yours,


Alicia Reise
Clinic Office Manager

RONALD A. PETERSON LAW CLINIC

1215 E. Columbia Seattle, WA 98122-4340 www.law.seattleu.edu Tel.: (206) 398-4130 Fax: (206) 398-4136



King County

Department of Transportation

Community Relations and Communications

KSC-TR-0824
201 South Jackson Street
Seattle, WA 98104-3856

June 20, 2006

To Whom It May Concern:

I am writing to recommend the services of Olga Afonin's Foreign Language Specialists, Inc., who have been providing translation services to the King County Department of Transportation for several years now. Their work has been consistently excellent, on time, and invaluable.

At KCDOT, which includes King County's Metro Transit, we produce publications and conduct public meetings in a variety of languages, including Cambodian, Spanish, Somali, Vietnamese, Russian, and Chinese. We generally need our translated materials done quickly, under urgent deadline, and do not have time for errors, shoddy production, or any other glitches that might delay publication of documents connected with public events or scheduled road closures and changes in transit service. FLS has never failed to deliver for us, no matter how many languages we might need a given publication translated into, and no matter how little time we give them to do it.

As an editor at KCDOT, I have had occasion to ask FLS for translations into Cambodian, Spanish, Somali, and Vietnamese. A number of my colleagues in other divisions here have also worked with FLS, getting everything from posters to multi-page booklets translated into five or more languages simultaneously. Many of these publications are graphically complex, and we require FLS not only to do the translation but also to give us their work with the look and format we have designed into our English-language versions. They have never failed to produce competently translated and sufficiently sophisticated graphic work.

Ms. Afonin is also very responsive during projects, either answering our phone calls herself or returning them almost immediately. We have never had a project miss (or even risk missing) a deadline because of her carelessness or neglect. Of all the vendors I have called on for help, she has been the most reliable and the most skilled. I cannot recommend her highly enough.

Thank you,


Fred Moody
206-263-3703

Fred.moody@metrokc.gov



HIGHLINE PUBLIC SCHOOLS

EDUCATIONAL RESOURCES and ADMINISTRATIVE CENTER
15675 Ambaum Boulevard SW • Telephone 206-433-0111
Burien, Washington 98166

The mission of the Highline School District is to enable all students to acquire the knowledge, skill, values and attitudes to live productively and responsibly in a diverse and ever-changing world.

May 19, 2006

TO WHOM IT MAY CONCERN:

As part of my job with the Highline School District, I request foreign language interpreters for meetings with families, Childfind Screening, and evaluations with students. Foreign Language Specialists, Inc. has been very cooperative and helpful in securing interpreters with a variety of languages to meet our needs.

When there has been a language unknown to me, they have researched the language and given me information regarding that language. They have also given me references to other resources that might be able to provide an interpreter with that language.

The school district has contracted with FLS since September 2000. I have been pleased with their employee's customer service to me. Their response is timely and they have provided many interpreters over the years.

Sincerely,

Judy Diehl
Special Services Secretary
206-433-2589