



Foreign Language Specialists, Inc.® 1992-2013
390 E Sunset Way; Issaquah, WA 98027
Ph: (206) 261-0999 or (425) 369-3096 ♦ Fax: (206) 267-9115
4schedulers@flsincorp.net ♦ www.flsincorp.net

Foreign Language Specialists, Inc. mission is to be the most trusted provider of foreign language communication, known for its professionalism and integrity.

BRIEF COMPANY HISTORY

Foreign Language Specialists, Inc., founded, owned & operated by Olga Afonin, foreign MD graduate backed up by 12 years of clinical and managerial experience in the former USSR. After immigrating to the U.S. in 1990, Olga discovered the need in the medical field for a professional translation and interpretation provider with a medical background.

In May 1992 she was one of the pioneers to become an independent provider of medical and social Russian interpreter services for the Department of Social and Health Services (DSHS) and in August 1992 she formed an agency, which offered interpretation and translation for legal, technical, medical and social services for the DSHS, Home and Community Services, City of Seattle, Aging and Disability Services, State of Washington Department of Labor and Industries and various private clients. The company qualifies as a small business under U.S. Small Business Administration guidelines and is certified as a Women's Business Enterprise, CCR and DUNS registered, and is covered by \$2,000,000 Liability Insurance.

In the past twenty years the immigrant community has come to trust and rely on our company's quality services. FLS has been awarded the following contracts related to language services:

- ❖ DSHS/General Administration contract #15398 for the State of WA regions 3 and 4 1999-2000
- ❖ DSHS/GA contract #13000 for regions 3, 4 & 5 2001-2002
- ❖ Department of Social and Health Services/Hopelink (DSHS broker in King County)- Spoken Interpreter Services: Medical & Social 1/01/2003-8/31/2012
- ❖ Department of Labor & Industry - present
- ❖ City of Lynnwood contract #P00302 2001-2002
- ❖ DSHS/Snohomish 2003-2004
- ❖ DSHS/Paratransit 2003-2007
- ❖ GA contract #07603 for the State of WA Board Of Industrial Insurance Appeals 2003
- ❖ Valley Medical Center 1994-present
- ❖ Evergreen Healthcare 2001-present
- ❖ UW Medical Center 2001-2006
- ❖ Seattle Housing Authority since 2001
- ❖ Columbia Legal Services 2003-present
- ❖ Community Health Services of King County 2003-present
- ❖ GA Contract #10306 (#06806) - Spoken, Court & Other Interpreter Services - for All State Agencies, Political Subdivisions of Washington, Qualified Non-profit Corporations, and Participating Institutions of Higher Education (College and Universities, Community and Technical Colleges) 3/03/05-present
- ❖ City of Seattle #2067-Interpreter, Translation & Court 2/01/07-present
- ❖ IT 1093-07-VZN award for Public Health, Seattle and King County 2/01/08
- ❖ DSHS/ Office of Refugee and Immigrant Assistance - Telephone Interpreter Services Contract #1041-90023 05/01/10
- ❖ DSHS /Office of the Deaf and Hard of Hearing- Sign Language Interpreter Contract #0945-004.
- ❖ King County Contract for Translation services #5491421 9/16/13-9/16/17

SERVICE DELIVERY

Foreign Language Specialists, Inc. provides the interpreting services in more than 130 languages and dialects in the State of WA and the translation related services in most world languages internationally, is contracted with near 1000 interpreters and translators, and is in the constant process of screening prospective contractors.

We can accept up to 200 **interpreter requests** per day via Internet, fax or phone. To request an interpreter, you can use the FLS Interpreter Request Form found on our website www.flisincorp.net page [Our Services](#). FLS courteous Interpreter Coordinators locate and dispatch interpreters to appointments, conferences or meetings for either emergency or prescheduled assignments for in person (simultaneous or consecutive) or telephonic interpretation. In case of emergency, they respond within 5-30 minutes (depending on the language). Non-emergency requests usually are confirmed within 24 hours.

FLS interpreters per your request would call your clients to remind them of their appointments. This practice dramatically reduces costly no shows and last minute cancellations. We offer this service free of charge. To keep cost down and eliminate mileage charges we always try to schedule local interpreters first. Every interpreter and translator signs a Confidentiality Agreement before they start to work on our client's requests. They are sworn by the National Code of Ethics and DSHS Code of Professional Conduct for Interpreters.

Our company manages **written translation projects** of all sorts, sizes and in any format: medical, social, technical or legal, business or personal documents, letters, manuals, books, websites, business cards, and brochures. Nothing is too small, too big or too complicated for our experts: translation, proofreading, localization, editing & formatting are provided in most world known languages. The timing and quality of the translated documents are unbeatable.

We offer special discounts for big projects, long term and exclusive contracts.

Among our happy clients are Attorney General, Office of the Governor, Seattle Police Department, Division of Disability Determination Services (State of WA and Oregon), The Everett Clinic, Snohomish County Superior Court, City of Seattle, Hopelink, Home and Community Services, Evergreen Hospital (EvergreenHealth), Costco, Columbia Legal Services, Seattle University School Of Law, Seattle Office of Emergency Management, Indeterminate Sentence Review Board, Board of Industrial Insurance Appeals, Department of Corrections, Department of Early Learning, Disability Rights Washington, Community Health Centers, Adoption Advocates International, Child Care Resources, School Districts, Department of Licensing, Utilities & Transportation Commission, Public Utilities, Aging and Disability Services, Department of Planning and Development, Child Protective Services, New Freedom / Sunrise Services, Inc. and many others.

[**Accolades from Our Clients**](#) [\(click here\)](#)

Our company successful expansion is built on referrals from satisfied clients who have chosen us because of our remarkable quality standards and comprehensiveness.