

From: Washington State Department of Labor & Industries <lniwa@public.govdelivery.com>
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Washington State Department of
Labor & Industries

Claims & Insurance

New Interpreter Services Contract Awarded to SOSi

L&I entered into a contract with SOSi (SOS International LLC) for on-demand and scheduled spoken language in-person, video, and over-the-phone interpretation services on February 12, 2024.

SOSi will assist L&I in achieving our goal of improving access to and delivery of high-quality interpretation services by:

- Making it easier for providers to request in-person, video, and over-the-phone interpretation services for unscheduled visits as well as scheduled appointments.
- Providing consistent access to high-quality interpretation services.
- Providing hands-on oversight of interpretation services, customer service, and technical assistance.
- Ensuring that Language Access Providers (LAPs) are paid accurately and promptly.

Next steps:

- L&I will announce the go-live date sometime this spring, with at least 60 days advance notice.
- SOSi will lead training and orientation sessions for L&I providers, staff, and LAPs ahead of the launch to ensure a smooth transition into the new system.

Please send all questions and feedback to interpretation@lni.wa.gov.

Thank you for your ongoing support as we embark on this transition to enhance our interpretation services.



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