

# L&I's Language Access Services in Numbers



All customers have the right to receive services in their language of preference regardless of their immigration status.

**180**

We have over 180 employees in bilingual positions that provide direct customer service in Chinese, Russian, Arabic, Vietnamese, and Spanish.



We receive and respond to messages from customers in their language of preference by email, social media, Whatsapp, and more.

**170**

L&I has more than 170 forms and publications in languages other than English.



We provide virtual interpretation over Zoom and other platforms for meetings with community stakeholders.

**200**

We provide interpretation services over the phone in more than 200 languages, from Amharic to Zapoteco.

## Other work we do

- We collaborate with experts in the fields of cultural diversity and language rights.
- We train L&I staff on appropriate translations and cultural differences.
- We translate any agency document upon our customers' request.
- We translate press releases to inform diverse communities about urgent matters.

Learn more about the services we offer at [www.Lni.wa.gov/agency/languages/language-services](http://www.Lni.wa.gov/agency/languages/language-services)

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