

## Milestones & Achievements

2006

Spun-off our in-house custom scheduling platform into a separate company, Fluency, Inc. to license a HIPAA-compliant SaaS agency platform and Interpreter App for interpreting agencies, hospitals non-profits nationally. ([www.tryfluency.com](http://www.tryfluency.com))

2008

First online validated linguistic assessment available to the medical interpreter (MITI Test).

2009

Transitioned all Independent Contract interpreters to W-2 employees a first for a California based on-site, spoken language interpreting agency.

Fluency, Inc. selected as the primary vendor to establish the Bay Area's first regional, multi-payor network for on-site spoken language interpreting in partnership with Alameda County, and the Alameda Contra Costa Medical Association. (<https://bit.ly/3rYj1p5>)

2011

Producer of the world-famous Interpreters Save Lives Public Service Announcement, a national ADDY Award-winning public awareness ad that has been utilized worldwide for teaching and public education purposes. (<https://nkmedia.biz/work-fluency-psa.html>)

2014

Opened Video Remote Interpreting call center in Sacramento – to provide overflow Spanish language interpreters to the Health Care Interpreting Network of nationally recognized hospitals.

Interpreted for the two Mexican Presidents, during their official visits to California -President Vicente Fox (2002, California Chamber of Commerce) & President Enrique Peña Nieto (2014, State Luncheon hosted by Governor Jerry Brown).

Launch of *Language World Learns* - fully interactive online training center currently with 50 hours of available CEU's.

2016

Pioneered sourcing, and staffing of full-time/part-time shift workers for UCSF Hospital and Clinics and Children's Hospital Oakland.

2017

Opened state-of-the-art 21-seat VRI call center in Sacramento.

2018

Partnered with American River College to offer preceptorships to students enrolled in the Healthcare Interpreting Program.

Deployed cutting-edge Twilio-enabled technology to deliver and manage remote video and telephonic modalities.

2019

Received ASTM F3130-18 Certification, an elite distinction achieved by only three language agencies.

2020

Approved as a Boostlingo Professional Interpreter Network Member to fulfill overflow volumes.

2021

Awarded California State Department of Health Care Services Interpreter Pilot Project to create a unique pilot program that seeks to understand the nature of on-site and remotely delivered health care interpreting services throughout the state.

2022

Relocated in Rancho Cordova, CA to unify operations and expand the VRI call center with updated technologies.