

Languages & Interpreter Services in Southwest Minnesota



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Document Purpose

Identify pathways to increase outreach with underserved communities in southwest Minnesota. This document can be used by MnDOT to assist in community outreach and information dissemination. Additionally, this work achieves completion of action items in the 2016 Local Human Services-Public Transportation Coordination Plan (LHSPTCP). LHSPTCP's Strategy 2 is to identify languages needed for scheduling service and marketing materials. The purpose of this strategy is to identify non-English languages spoken, written, and read throughout the Region to enhance marketing materials and provide additional languages in transportation scheduling systems. There are three actions related to this strategy:

- Action 1 – Contact local agencies and employers to ascertain languages spoken, written, and read in the Region.
- Action 2 - Identify language resources already in place.
- Action 3 - Identify local Interpreters

The process of obtaining the data compiled was as follows:

- a) Background information to develop baseline data for languages in the region which can be used to assist with information dissemination and public input meetings to reach minority populations;
- b) Identify local interpreters to include costs, contact information, geographical areas they serve; and
- c) Determine alternative methods of outreach in communities that do not use the traditional forms of communication (newspaper, radio, etc.).

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Region 8 Languages Written, Read, Spoken

Table 1: List of languages indicating which are spoken, read, and/or written in Region 8 in southwest Minnesota.

Language	Spoken	Written	Read	Communities / Agencies
Amharic*	X		X	Redwood County, Nobles County, Lyon County, SW PIC
Arabic*	X	X	X	Worthington & Nobles County (SMOC Head Start), Pipestone Area Schools (Iraqi)
Burmese	X			Worthington & Nobles County, smaller in Marshall & Lyon County, SW PIC
English	X	X	X	Region wide
Hmong	X		X	Walnut Grove, Tracy, Redwood Falls, Marshall, Lyon County & Redwood County, Marshall School District, Westbrook Walnut Grove School (WWG), Western Mental Health Center (WMHC)
Karen*	X	X	X	Marshall & Lyon County, Worthington & Nobles County, Marshall School District, SW PIC, Pipestone Area Schools
Karenese	X	X	X	WMHC
Kareni	X			Marshall / Worthington
Laotian	X		X	Worthington - Nobles County Health & Human Services (NCHHS), Southwest Minnesota Private Industry Council (SW PIC)
Mam * (Guatemala dialect)	X			Worthington & Nobles County (SMOC Head Start) Marshall School District
Mandarin Chinese	X	X	X	Redwood Falls Area School District
Onwak (African dialect)	X			SW PIC
Oromo*	X		X	Worthington & Nobles County, SW PIC
Quiche * (Guatemala dialect)	X			Worthington & Nobles County (SMOC Head Start) Marshall School District
Sign Language	X			Avera Tyler – Ambulance, Region Wide
Somali*	X			Marshall School District, SW PIC
Spanish*	X	X	X	Redwood County, Nobles County, Lyon County, Jackson County, Cottonwood County, Rock County, Pipestone County, Lincoln County, Marshall School District, WMHC, SW PIC, Pipestone Area Schools, Redwood Falls ABE
Thai	X			Worthington / Marshall areas

*Notes = Many read the same languages as they speak, however some are not very fluent.

Interpreter Agencies Serving Region 8 MN

According to the Minnesota Department of Health, the terms “translator” and “interpreter” are often used interchangeably, but are in fact very different in practice. Both move a message from one language into a second language, but translators work only with written text while interpreters work with the spoken word. Bilingual individuals not trained as interpreters are often referred to as “ad hoc” or “informal” interpreters. They may be health care providers, employees, members of a person’s family, and/or friends/community members. Ad hoc interpreters often lack fluency in one or both languages, have incomplete knowledge of the English language, or otherwise lack the necessary skills to accurately transmit oral messages between English and the non-English language. However, the ad hoc or informal interpreters are great at disseminating information to their respective communities. Interpreter availability varies greatly by both language and location. A language that is rare in one area may be much more common in another, even within the same Region. The table below lists interpreters, translators, and language service agencies which serve the southwestern region of Minnesota.

Table 2: List of interpreters, translators, and language service agencies serving Region 8 in Southwest Minnesota.

- | | |
|--|---|
| <p>A Z Friendly Languages Inc. 763-566-4312;
 All In One - Translation Agency, LLC 952-435-0799;
 Arch Language Network 651-789-7897;
 Betmar Languages 763-572-9711;
 Bridge-World Language Center, Inc. 320-259-9239;
 GBR Interpreting & Translation Services 763-241-0002;
 Golden Tongue Consultants, Inc. 320-864-3441;
 Global Translation and Interpreters LLC 612-722-1244;
 INGO International 612-819-1314;</p> | <p>Intelligere 952-920-6160;
 International Translation Bureau 612-339-4660;
 International Translation Service 218-233-7841;
 Itasca Interpretation Services 651-457-7400;
 Kim Tong Translation Service, Inc. 651-252-3200;
 Language Bank LLC 320-310-1172;
 Midwest Interpreting Translation Services. 651-735-9586;
 Minnesota Language Connection 651-644-7100;
 Multilingual Word, Inc. 612-929-4203</p> |
|--|---|

Name	Agency	Language	Other information
Call Center	Arch Language Network*	Multiple: 50 languages face-to-face (Includes Spanish, Hmong, Laotian, Somali, Arabic, Russian, & Vietnamese) & 100 languages for translation & transcription	651-789-7897 No pricing on website Contract and costs associated Face-to-Face, Telephone (24/7), Document translation, and transcription services Nobles & Lyon counties are the only counties ARCH services in Region 8.
Call Center	Language Line*	240 spoken languages & Sign Language	(800) 752-6096 https://www.languageline.com/ \$3.95/minute Phone Video Remote, Onsite, Personal Interpreter, iPhone app - 24/7 access to services Also has document translation WMHC - 35.00 an hour up to 250.00 an hour depending on interpreter and where they are traveling from.

Name	Agency	Language	Other information
Bao Xiong	Intercultural Mutual Assistance Assoc. (IMAA) – Rochester, MN	Amharic, Anuak, Arabic, Bakossi, Bari, Bosnian, Burmese, Croatian, Dinka, Farsi/Persian, Filipino, French, German, Greek, Hindi, Hmong, Italian, Kannada, Karen, Khmer/Cambodian, Kinyarwanda, Kiswahili, Lao, Lingala, Luganda, Mai, Mandarin, Nepali, Nuer, Portuguese, Quechua, Russian, Somali, Spanish, Tamil, Tagalog, Telugu, Thai, Turkish, Vietnamese, Zagawa	(507)289-5960 ext. 107 bao.xiong@imaa.net We can help with: <ul style="list-style-type: none"> • Medical interpretation • Business communications • Employee, training and technical manuals • Court hearings and trials • Legal documents • Immigration documents • Law enforcement • Social services
Hussein Ibrahim	Language Incorporated - Owatanna	Multiple	507-573-1427
German Victoria (male)	Project Fine - Winona	Unknown	http://www.projectfine.org/ 507-452-4100
Tessa	LinguaOne - Mankato	300+ Languages	507-351-8787 Face-to-Face, telephone, video / Translation Services http://www.lingua-one.com/ tessa@lingua-one.com
Marie Hoff* Emily Newberg* Emily Fitterer	<i>No affiliate</i>	Sign Language	From SMSU connection: Pam Ekstrom Marie Hoff – 320 979-5727 Emily Newberg – 218 556-5129 Emily Fitterer - 507-317-8115 / elfitterer@gmail.com
Minority Advocates	Marshall School District	Spanish Speaker* Karen Speaker* Somali Speaker*	Spoken, written, read Somali and Karen speakers have completed Community Interpreter Class in Worthington 2017, spoken & written
Somali person on staff	Park Side Elementary – Marshall School District	Somali	Marshall School District Specific
Community Connectors and Parent Liaisons	Worthington Adult basic Education (ABE)	Karen Speaker,* Spanish Speaker*	Spoken, written, read
Nobles Community Collaborative (NCIC)*	NCIC - Worthington School District	Multiple	Open to community but specific to the Worthington School District service area.

Name	Agency	Language	Other information
CSD	CSD (Communication Service for the Deaf)	Sign Language	I have used CSD - were good to work with = Staff, SWHHS https://www.csd.org/innovations/vineya/ Interpreting Requests: 877-456-7589 Interpreting Request Email: MNinterpreting@csd.org
E emergency Connection	Avera McKennan	Multiple	Specific to Avera System
Family Services	Nobles County Health & Human Services	unknown	Listed and utilized by SMOC Head Start
Coordinator	Cultural Diversity - Minnesota West Community & Technical College	Multiple	Access to culturally diverse student body
Assisters	MNSURE	Multiple – but none in Region 8	https://www.mnsure.org/help/find-assister/find-assister.jsp
Health Interpreters	MN Depart of Health	Multiple	http://www.health.state.mn.us/interpreters
Private individuals* Parents and families*	Listed by: Marshall Public Schools SW PIC Western mental Health Center	Multiple	Specific to organizations/Agencies – did not share names Marshall School District - 10 individuals that will assist when needed for school needs. They help with translations during busy times such as parent teacher conferences. Marshall School District Specific WMHC - 35.00 an hour up to 250.00 an hour depending on interpreter and where they are traveling from.
Ron Skjong	Karen Organization of MN (KOM)* – Marshall / St Paul	Access to Karen Speakers	\$20/hr When feasible – but not their main focus. The Karen community relies on those people who are employed as translators/interpreters such as those employed by the schools, TVF, Literacy Volunteers. The community knows who can do it for them. There might be others in the Karen community who will interpret/ translate on an individual basis but cost for that service is unknown. Also uses: Marshall Public Schools, Turkey Valley Farms, Schwan’s and various other employers, i.e., SW MN Literacy Volunteers, Christensen Farms, etc.
Community people & ESL students	SWPIC	Multiple	Utilize interpreters outside of their work hours when possible. Also use ESL students went able and makes sense.

Name	Agency	Language	Other information
Teachers & Paras who are bilingual	Pipestone Area Schools	Spanish, Karin, Arabic (Iraqi)	We have used a call in service a couple times
Principal	Westbrook Walnut Grove Schools	English, Hmong	We have interpreters who help if anyone needs it.

**Used by multiple agencies*

Groups that already have list of interpreters/translators?

- **State of MN – Department of Health – Licensed Health Interpreters:** <https://pgc.health.state.mn.us/hci/searchInterpreter.jsp>
- **MNHelp website – sign language interpreters:** <https://www.minnesotahelp.info/Search?sm=All&q=American+Sign+Language+Interpreter+%28ASL%29&loc=Marshall%2C+MN+56258&geo=44.448423%2C-95.791192®=Lyon%2C+MN>

Community Resources – Quick Reference Table

Table 3: Quick reference table for who to contact for information regarding languages and interpretive options by county.

Contact	Regional	Cotton wood	Jackson	Lincoln	Lyon	Murray	Nobles	Pipestone	Redwood	Rock
Karen Organization of MN (KOM) 507-537-3870					X		X			
Nobles Community Integration Collaborative (NCIC) 507-376-3300			X			X	X			X
Worthington ABE – Community Connectors and Parent Liaisons 507-372-4664			X			X	X			X
Marshall School District – Minority Advocates 507-929-2673				?	X	?			?	
Westbrook Walnut Grove Schools 507-274-6111					X				X	
Pipestone Area Schools 507-825-5861								X		
Redwood Area Schools 507-644-8064									X	
JBS, Inc. Development Planner @ SRDC 507-836-1642		?	X			X	X	?		X
Language Line 800-752-6096	X									
Michael Provanča Deaf and Hard of Hearing Specialist - MN Department of Human Services Mankato michael.provanča@state.mn.us O: 507-344-2842 / C: 507-259-6053	X									
Arch Language Network 651-789-7897	X									

? = contact may have connections in these counties.

Disseminating Information to Communities

Table 4: Best Avenues for Outreach and How to Disseminate Information to Community

Community	Types of Outreach used	Contact Person for Outreach	Contact information	Additional Information
City of Worthington & Worthington School District & Worthington ABE	Community Education manages two grants from the Minnesota Department of Human Services which are intended to provide support for recently arrived refugees. The primary group of refugees in the Worthington area are refugees who lived in Burma, fled to refugee camps in Thailand and then came to the USA as refugees.	School Minority Advocates ABE: 507-376-6105 NCIC: 507-376-3300	Community Connector Coordinator/Spanish-speaking Connector: 507-372-4664 Karen-speaking Connector: 507-372-1205	<i>Parent Liaisons are available to help immigrant and refugee families with navigating the school system.</i> Spanish-speaking Parent Liaison: 507-372-1210 Karen-speaking Parent Liaison: 507-372-1205 Spanish-speaking Parent Liaison: 507-727-1227 or 507-370-3682
Worthington / Nobles County	Leadership Team willing to help disseminate information to communities they represent.	JBS, Inc. – Len Bakken	Judy/Netty @ SRDC	
Redwood Area School	Website & Social media	Paul van der Hagen, Principal	pvan derhagen@redwoodarea schools.com	It has been my experience that not being fluent in English can be intimidating to those learning the language when speaking/meeting with people.
SMOC Head Start	parents and families			
Region Wide	Local churches members of that ethnic group			
Marshall / Marshall School District	texts and e-mails parent/student connectors Verbal Blackboard Connect - set up to reach each group of families and the message is delivered in the native language Hispanic Churches around Marshall the community takes it to the towns they come from/Live	Marshall School District		We have internally hired Parent/Student Connectors that we work with for translation. Most of the community does not know how to use a computer, maybe facebook
Karen community	print, websites, social media and verbal Monthly Community meetings	Ron Skjong - KOM	rskjong@mnkaren.org 507-537-3870	Across the Karen community, there are people who will use each of these options and to

Community	Types of Outreach used	Contact Person for Outreach	Contact information	Additional Information
				catch everyone, all methods should be utilized.
Western Mental Health Center	Print, verbal, website, social media			People to help spread messages – this doesn't always work if they don't have the connections.
Pipestone Area Schools	Best ways are mailings home or through our school instant alert system where we can put a message in multiple languages in either text or email form.	Cory Strasser	Cory.Strasser@pas.k12.mn.us	

**Used by multiple agencies*

Receive Information and/or provide community complaints?

Table 5: Lists how people in underserved and/or limited English communities file complaints or receive public information.

Community	Types of Outreach	Contact Person for Outreach	Additional Information
Worthington / Worthington School District	In person / over the phone	NCIC Staff ABE Staff	
Marshall / Marshall School District	In person / over the phone	School Minority Advocates – aka: parent/student connectors	Tina – Spanish community complaints have no place to go
Karen Organization of MN (KOM)	Monthly Community Meetings	Ron Skjong 507-537-3870 rskjong@mnkaren.org	If you want to know how best to provide correct methods of disseminating information, let's call a community meeting and talk to them.
SW PIC	People talk with their local community leaders (official / unofficial) such people who work at UCAP or the Schools.	UCAP / School Districts	These community members do get burned out and this is a huge concern.
Pipestone Area Schools	Parents may file complaints with the high school office (Principal) in accordance with our district policies.		

Addition Information Regarding Language Services in Region

SWPIC

- More of the younger Laotians can read but not the older.
- SWPIC gives out bus passes to people who are taking ESL classes – hard for people to schedule and use when they don't speak English.
- Have a gentleman who speaks Somalian in their office every Monday from 12p -2p to assist clients in filling out job applications.
- Language is a BIG CONCERN for SWPIC
- Pat Thomas at Marshall ABE – developed a curriculum for non-English speakers for drivers Education. Problem is taking the driver's test – need to have some interpreter but State requires interpreter to have a valid driver's license.
- 3 levels of interpreters: Court, Health, and Community
- Willing to be part a group if needed: Mary Mulder

Redwood Falls ABE

- I currently have one ESL adult student. She speaks, reads, and writes Spanish. Her husband is a former ESL student and can communicate well—including any translation his wife might need. However, she does well herself in the communication area.
- There are other Hispanics in Redwood Falls, but those that I know do speak and understand English.
- Since I am no longer teaching at the local school (ESL teacher), I do not know what is done for students if they might have non-English speaking parent/s. When I was working at the school, we made every effort to send information in native languages, if it was requested and could be translated.
- I am not sure of what agencies and individuals are available in Redwood Falls for any language. There are a few teachers in the school who can and do translate and write in Spanish.

Westbrook Walnut Grove School District

- Would say 99% of the Hmong community cannot read the Hmong language if you would take the time to write it up.

Marshall School District

- We do a little bit of Karen written communication.
- Very little with our Somali as their written language is so new to them, that not many know the written language.
- Many read the same languages as they speak, however some are not very fluent.
- Mam & Quiche (Guatemala mountain region dialect) are only spoken not read or written.
- Most of the community does not know how to use a computer, maybe Facebook
- Hispanic Churches around Marshall help disseminate information
- The community takes information to the towns they come from/live

Karen Organization of Minnesota (KOM)

- Per KOM - a significant amount of the Karen cannot read but have a family member who can.

Appendix A: Glossary

ABE	Adult Basic Education
DEED	Minnesota Department of Employment and Economic Development
DVHHS	Des Moines Valley Health & Human Services
EFCE	Early Childhood Family Education
ESL	English as a Second Language
KOM	Karen Organization of Minnesota
NCHHS	Nobles County Health & Human Services
NCIC	Nobles Community Integration Collaborative
PAS	Pipestone Area Schools
SMOC	Southern Minnesota Opportunity Council
SWHHS	Southwest Minnesota Health & Human Services
SW PIC	Southwest Minnesota Private Industry Council
UCAP	United Community Action Partnership
WMHC	Western Mental Health Center

Definitions of types of Interpreters:

Community Interpreter - is a specific type of interpreting service which is found more in community-based than organizational situations enabling non-English speaking or limited English speaking populations to access services such as education, housing, social security, human services, and other community services programs. Community interpreters to be fluent in the language that they are interpreting, know the public services involved, and be aware of the cultural and racial implications of the interpreting work. Interpreters are also expected to follow the Interpreter's Code of Ethics.

Medical Interpreter - Health systems have their own requirements or guidelines for interpreters, such as the completion of training programs specializing in medical terminology, proof of fluency in the English and/or non-English language, understanding and adherence to the National Council on Interpreting in Health Care's National Code of Ethics and National Standards of Practice, knowledge of cultural differences, and proof of vaccinations.

Court/Legal Interpreter - The Minnesota Judicial Department defines legal interpreters in the following way: a Certified Interpreter is an interpreter who has achieved a passing score on a written exam, scored a minimum of 70 percent on a three-part oral exam as well as a written exam, and completed a two-day orientation seminar.

Appendix B: Outreach Completed for this Project

Table 6: List of organizations included in outreach for information in this document.

Organization	Contact Information	Location Served	Date/type of contact	Replied
ABE Worthington	Sharon Johnson / Marty Olsen	Worthington, Jackson, Fulda, Pipestone, Luverne, Chandler, Mountain Lake, Windom	5/31/17 - Email	
Southwest ABE	Pat Thomas, Judy Hacker, Jeanne Kelsey, Robin Osland	Marshall, Redwood Falls, Walnut Grove	5/31/17 - Email	
SW MN Literacy Volunteers	Candace Thomas	Lyon, Lincoln, and Redwood Counties	5/31/17 – Email	X
Open Door Health	Patty Ebnet	Marshall, Worthington, etc.	5/31/17 - Email	
Hospitals / Medical Centers	Erica Berger Lori Thom Jessica Smidt Peggy Dunblazier Mary Swenson Dawn Allen	Worthington Tracy Avera Marshall Avera –Tyler Avera Ivanhoe Redwood Falls	5/31/17 - Email 6/1/17 - email 5/31/17 - Email 5/31/17 - Email 5/31/17 - Email 5/31/17 - Email	X – Peggy
DEED/SW PIC	Mary Mulder 507-476-4055 Amy K. 507-295-503oy	Marshall Worthington	5/31/17 – Email	X
DVHHS	Angela	Windom, Jackson	5/31/17 – Email	
SWHHS	Tara	Redwood, Lincoln, Rock, Murray, Lyon, Pipestone	5/31/17 – Email	
Nobles County HHS	Stacey G.	Nobles County	5/31/17 – Email	
Worthington ALC & High School	Principals		5/31/17 – Email (Josh & Nate)	
Marshall Public Schools	Principals Brian Jones Darci Love Mary Kay Thomas Jeremy Williams		5/31/17 – Email	X- James ESL X X X

Organization	Contact Information	Location Served	Date/type of contact	Replied
ECFE Worthington	Tara Thompson	Worthington School District	5/31/17 – Email	
Head Start Worthington area	Lori Gunnink	Murray, Nobles, Rock, Pipestone	5/31/17 – Email	X
SMOC – Financial & Emergency Services	Paula Boehrs, Community Services Coordinator	Murray, Nobles, Rock, Pipestone	5/31/17 – Email	
UCAP – Financial & emergency Services	Angela Larson	Cottonwood, Jackson, Kandiyohi, Lincoln, Lyon, McLeod, Meeker, Redwood and Renville.	5/31/17 – Email	
Marshall Library (Plum Creek System)	Michele Leininger	Plum Creek Library System	5/31/17 – Email	
Western Mental Health	Sarah Ackerman	Multiple Counties	5/31/17 – Email	X

Initial Email Sent to the Aforementioned for Outreach

Subject: Questions regarding languages spoken/read

Good afternoon _____,

The SRDC is looking to determine what languages we need to have the transit brochure translated into. Can you help us out by sending me an email back with the following information?

- What are the languages spoken by your clients?
- What are the languages people read / write? – if they read, may be beneficial to translate into that language.
- What are the languages people do not read/write? – if they don't read it does not pay to translate document into that language

The second thing the SRDC is doing is researching what local agencies do to understand and serve people who speak different languages, specially use of translation and interpreters. Our hope is that we can identify if any agency who has a list of translators/interpreters, best ways to pass information along to the communities, and where people get information or inform entities of needs/complaints - we can then help share or the SRDC will create a list to share with anyone in the Region. Can you please answer the following questions related to this research?

- What are the options for interpreters/translators in the Region?
 - Agencies & Individuals
 - Costs for services
 - Is there a group who already has a listing of these contacts?
- Best avenues for outreach and how to disseminate information to communities?
 - Print, verbal, etc...
 - Websites
 - Social media
 - People to help spread messages?
- Where do people get info or provide complaints – is there a place they go to do this?
 - How do we provide correct/systems or avenues information to the communities

Let me know if you need any clarifications or have questions.

Thank you so much for help!