



Languages that are Spoken, Written, Read & Interpreters Serving Region 8 in SW Minnesota

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Document Purpose

The purpose of this document is to 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

| Language | Spoken | Written | Read | Communities / Agencies |
|---------------------------------|--------|---------|------|--|
| Amharic* | X | | X | Redwood County, Nobles County, Lyon County, SW PIC |
| Anuack | X | | | Worthington |
| 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 |
| Dakota | X | X | X | Lower Sioux community |
| 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 |
| Kunama | X | | | 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 |
| Nuer | x | | | Murray County School District, Worthington |
| 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 |
| Russian | x | x | x | Murray County School District |
| Sign Language | X | | | Avera Tyler – Ambulance, Region Wide |

| Language | Spoken | Written | Read | Communities / Agencies |
|------------|--------|---------|------|--|
| 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, Murray County school district, WMHC, SW PIC, Pipestone Area Schools, Redwood Falls ABE |
| Thai | X | | | |
| Tigrinya | X | | | Worthington |
| Vietnamese | X | | | Worthington |

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

Interpreter Agencies Serving Region 8 MN

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;
 INGCO International 612-819-1314;

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

| Name | Agency | Language | Other information |
|--------------|------------------------|---|--|
| 651-789-7897 | Arch Language Network* | Multiple: 50 languages face-to-face (Includes Spanish, Hmong, Laotian, Somali, Arabic, Russian, & Vietnamese) & 100 languages for translation & transcription | Face to Face interpretation (24/7): Is \$40.00 per hour with a 2 hour minimum with each additional 15 minute being \$10.00. Client no shows are \$40.00 per appointment for patient no-show and additional charges may apply for drive times 40 minutes or more. Phone interpreting is \$1.00 per minute with a 10 minute minimum. Document translation for Latin Orthography is \$0.50 per word or \$60.00-\$80.00 per 250-word page. Document translation for non-Latin Orthography is \$0.60 per word or \$100 per 250-word page. ASL: is \$60.00 per hour, with a two-hour minimum, Monday-Friday and Each additional 15 minutes at \$16.25. Client no-shows and cancellations are \$130 per cancellation with less than 48-hour notice. |

| Name | Agency | Language | Other information |
|--------------------------------|---|--|---|
| | | | <p>Legal Interpretation: \$80.00 per hour with two hour minimum. Each additional 15 minutes over one hour are \$20.00.</p> <p>Court Roster Interpreter is \$60.00 per hour, two hour minimum. With each additional 15 minutes over one hour is \$15.00.</p> <p>Video Interpreting: \$1.25 per minute with 10 minute minimum.</p> <p>Nobles & Lyon counties are the only counties in Region 8 that ARCH makes general services available.</p> <p>Serves Sanford Worthington Medical Center, Avera Marshall Regional Medical center, ACMN-Wilmer,</p> |
| (800) 752-6096 | Language Line* | 240 spoken languages & Sign Language | <p>https://www.language.com/</p> <p>\$3.95/minute</p> <p>Phone Video Remote, Onsite, Personal Interpreter, iPhone app - 24/7 access to services</p> <p>Also has document translation</p> <p>WMHC -\$250.00 per hour for a minimum of two hours plus travel cost</p> |
| | Intercultural Mutual Assistance Assoc. (IMAA) – Rochester, MN | Amharic, Anuack, 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, Zaghawa | <p>We can help with:</p> <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 |
| 507-573-1427 | Language Incorporated - Owatonna | Multiple | |
| German Victoria (male) | Project Fine - Winona | Unknown | <p>http://www.projectfine.org/</p> <p>507-452-4100</p> |
| Tessa _____ | LinguaOne - Mankato | 300+ Languages | <p>507-351-8787</p> <p>Face-to-Face, telephone, video / Translation Services</p> <p>http://www.lingua-one.com/</p> <p>tessa@lingua-one.com</p> |
| Tina Quintones* Jesus Reyes | Marshall School District – Minority Advocates | Spanish | <p>Spoken, written, read</p> <p>Tina does most of the Spanish translation for the community in the Marshall area – per Tina</p> |

| Name | Agency | Language | Other information |
|--|--|---------------------------------|--|
| Has Mu | Marshall School District – Minority Advocate | Karen | Completed Community Interpreter Class in Worthington 2017, spoken & written |
| Fartun Ali* | Marshall School District – Minority Advocate | Somali | Completed Community Interpreter Class in Worthington 2017, spoken |
| Nelson Bonilla* Pilar Hartshorn Moe Zin Adry Stafford | Worthington ABE – Community Connectors and Parent Liaisons | Karen, Spanish | Spoken, written, read |
| E emergency Connection | Avera McKennan | Multiple | Specific to Avera System |
| NCIC* | Worthington School District | Multiple | |
| Parents and families* | SMOC – Head Start | Multiple | Specific to SMOC |
| Family Services | Nobles County Health & Human Services | | Used by SMOC Head Start (Lori) |
| Lee Lucht | Minnesota West Community & Technical College | | Used by SMOC Head Start (Lori) |
| 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* | Marshall School District - 10 individuals that will | Multiple | 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. |
| Somali person on staff | Park Side Elementary | Somali | Marshall School District Specific |
| Tina Quintones | Marshall School District Liaison* | Spanish | Most of the community does not know how to use a computer, maybe Facebook Hispanic Churches around Marshall The community takes it to the towns they come from/Live |
| Community people & ESL students | SW PIC | 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 |
| | 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://pqc.health.state.mn.us/hci/searchInterpreter.jsp>

Best Avenues for Outreach and How to Disseminate Information to Communities

| 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 Sharon Johnson, ABE, 507.376.6105 NCIC | Nelson Bonilla, Community Connector Coordinator/Spanish-speaking Connector: 507-372-4664 Moe Zin, Karen-speaking Connector: 507-372-1205 507-376-3300 | <i>Parent Liaisons are available to help immigrant and refugee families with navigating the school system.</i> Pilar Hartshorn, Spanish-speaking Parent Liaison: 507-372-1210 Moe Zin, Karen-speaking Parent Liaison: 507-372-1205 Adry Stafford, 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 | Rosemary Bruce-White @ SRDC | |
| Redwood Area School | Website & Social media | Paul van der Hagen, Principal | pvanderhagen@redwoodareaschools.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 | | | We have internally hired Parent/Student Connectors that we work with for translation. |
| Karen Somali and Spanish-speaking community | print, websites, social media and verbal | Ron Skjong | ronskjong@gmail.com | |
| 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 | Cory Strasser | Cory.Strasser@pas.k12.mn.us | |

Community Grievance Processes

| Community | Types of Outreach | Contact Person for Outreach | Contact information | Additional Information |
|---|---|--|---------------------|---|
| Worthington / Worthington School District | | NCIC ABE | | |
| Marshall / Marshall School District | | School Minority Advocates – aka: parent/student connectors | | Tina – Spanish community complaints have no place to go |
| Marshall area | Email. | Ron Skjong | ronskjong@gmail.com | |
| SW PIC | People talk with their local community leaders (official / unofficial) such people who work at UCAP or the Schools. | | | 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. | | | |

Additional Information

SW PIC

- When trying to reach out to folks, it is best to talk to the leaders in each of the communities and work through them
- We have two people on staff in Worthington that speak other languages, so we try and use them when at all possible.
- We work through ARCH for any interpreters that we need.
- Language is a BIG Concern for SW PIC
- 3 levels of interpreters: Court, Health, and Community
- Willing to be part a group if needed: Mary Mulder

Redwood Falls ABE

- I have 6 first language Spanish speaking students in the early stages of speaking, reading and writing English and are college educated.
- 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.

Murray County Central Schools

- Students/Families at Murray County Central Schools speak Nuer, Russian, Spanish, and English with Spanish and English being the most popular.
- We are not sure if our Nuer-speaking family can read or write in the language. Russian and Spanish speaking families are able to speak write and read in their languages as well.
- We use translators from the community to help with translation.

Westbrook Walnut Grove School District

- Hmong - I 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 as a culture, that not many know the written language.
- Many read the same languages as they speak, however some are not very fluent.
- Mam & Quiche (Guatemala dialect) are only spoken not read or written.

Western Mental Health

- We use Avera Telecom interpreter line for interpreters and translators.
- At one time there was a task force meeting in Marshall through the City office headed by the Director of Community Services.
- Avenues that we use for outreach include Southwest Health and Human Services, Minnesota Council of Nonprofits, Care Coordinators, Case Workers, Job/Workforce Centers, Churches, Local businesses, GoMarshall.net, Chamber, City office and Nonprofits.

Glossary

| | |
|--------|---|
| ABE | Adult Basic Education |
| DEED | 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 |

Outreach Completed for this Project

| 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 | 10/04/2019 - Email | |
| ARCH language | sales@archlanguage.com | | 10/04/19 | x |
| Southwest ABE | Pat Thomas, Judy Hacker, | Marshall, Redwood Falls, Walnut Grove | 11/14/19 - Email | |
| SW MN Literacy Volunteers | Candace Thomas - 2 nd email sent to generic email: literacy.swmn@gmail.com | Lyon, Lincoln, and Redwood Counties | 10/04/19 – Email | X |
| Open Door Health | Patty | Marshall, Worthington, etc. | 5/31/17 - Email | X |
| Hospitals | Erica Berger – Wtgn Lori Thom - lori.thom@sanfordhealth.org Jessica Smidt – jessica.smidt@avera.org Mary Swanson – Mary.Swanson@avera.org | Tracy Avera Marshall Avera – Tyler Avera Ivanhoe Windom | 10/04/2019 - email 10/04/2019 - Email 10/04/2019 - Email | |
| DEED/SW PIC | Mary Mulder 507-476-4055 Amy K. 507-295-5033 | Marshall Worthington | 11/14/19 – Email | X |
| DVHHS | Email sent to the generic HR department | | 11/14/19 – Email | |
| SWHHS | | Redwood, Lincoln, Rock, Murray, Lyon, Pipestone | 11/14/19 – Email | |
| Language Incorporated | Info.languageincorporated.com | | 10/04/2019 | |
| LinguaOne | tessa@lingua-one.com | | 10/04/2019 | x |
| Nobles County HHS | | Nobles County | 11/14/19 – Email | |
| Worthington ALC & High School | Principals | | 5/31/17 – Email (Josh & Nate) | |
| Marshall Public Schools | Principals brian.jones@marshall.k12.mn.us darci.love@marshall.k12.mn.us marykay.thomas@marshall.k12.mn.us jeremy.williams@marshall.k12.mn.us | | 10/04/2019- Email via group message to all. | |

| Organization | Contact Information | Location Served | Date/type of contact | Replied |
|--|--|---|--|--|
| Project Fine | info@ProjectFINE.org | Unknown | 10/04/2019 | |
| School Districts MCC / RTR Tracy / WWG / Pipestone / Luverne / Windom / Jackson / Redwood Falls | Principals jacob_scandrett@mcc.mntm.org todd_burlingame@mcc.mntm.org Patricia.Lindeman@rtrschoools.org Daniel.Bettin@rtrschoools.org vondracekk@tracy.k12.mn.us munsonm@tracy.k12.mn.us polson03@mntm.org lwoelber@mntm.org cory.strasser@pas.k12.mn.us Toni.Baartman@pas.k12.mn.us r.johnson@isd2184.net s.gillette@isd2184.net jtietje@isd177.com jfrank@isd177.com Larry.Traetow@jccschools.com chris.naumann@jccschools.com Joel.Timmerman@jccschools.com rjorgenson@redwoodareaschools.com pvanderhagen@redwoodareaschools.com | | 10/04/2019 – Email via group email to all | x-Jason Scandrett x-Loy Woelber |
| NCIC | Soom Chandaswang | Worthington school district | 11/14/19 - Email | |
| JBS | | Worthington | 11/14/19- Email | |
| School Minority Advocate– Marshall Public Schools | Fartun, Jesus, Tina, Hsa | Marshall School District | 11/14/19 - Email | X – Tina X-Hsa |
| KOM | Ron Skjong | SW MN – special focus on Marshall area | 10/04/2019 - Email | x |
| Immigration Law Center– Worthington location | | (Region wide) | 'oficinalegal@ilcm.org' inquiry email sent 11/14/19 | |

| Organization | Contact Information | Location Served | Date/type of contact | Replied |
|--|--|--|--|-------------------------------|
| ECFE / Head start Marshall | Tiffany Teske MaryLF@unitedcapmn.org Mary Lockhart-Findling, UCAP | Marshall School District Cottonwood, Jackson, Kandiyohi, Lincoln, Lyon, McLeod, Meeker, Redwood and Renville. | 11/14/19 – Email 10/04/19 – Email | |
| ECFE Worthington Head Start Worthington area | Tara Thompson (tara.thompson@isd518.net) | Worthington School District Murray, Nobles, Rock, Pipestone | 11/14/19 – Email 11/14/19 - Email | |
| SMOC – Financial & Emergency Services | Paula Boehrs, Community Svs Coord. | Murray, Nobles, Rock, Pipestone | 5/31/17 – Email | |
| UCAP – Financial & emergency Services | Michelle Jensen Mary Lockhart-Findling | Cottonwood, Jackson, Kandiyohi, Lincoln, Lyon, McLeod, Meeker, Redwood and Renville. | 10/14/19 - Email 11/14/19 – Email | |
| Marshall Library (Plum Creek System) | Michele Leininger | | 11/14/19 – Email | |
| Western Mental Health | Sarah Ackerman | | 11/14/19 – Email | |
| Nobles County Community Services | Joy Rohwer Foster (jrohwerfoster@co.nobles.mn.us) | Nobles county | 11/14/19-Email | x-replied 12/03/19 |
| Westbrook-Walnut Grove special eduation | Lisa Mischke (mischkelifac@wwgschools.org) | | 10/10/19-Email | |
| Lower Sioux Community | | Cheyanne.stjohn@lowersioux.com ryan.dixon@lowersioux.com | 11/14/19 - Email | |

Initial Email Sent to the Aforementioned for Outreach

Subject: Questions regarding languages spoken/read

Good afternoon _____,

The SRDC is looking to re-evaluate the language needs in our region, so that we know the 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 the use of translators and interpreters. Our hope is that we can identify any agency that 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 your help!