

Interpreter Referral Agencies

The Minnesota Department of Human Services is providing the information contained on this Web site as a public service. The information and materials posted are designed to enhance public access to information about interpreters and interpreter referral agencies and are for information purposes only. This Web site neither endorses, certifies nor guarantees the accuracy of any information provided by the agencies listed herein.

Seven county metro region

Counties Served: Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington

All Hands Interpreting Service

(General and medical interpreting)

Address: PO Box 201025

Bloomington, MN 55420

Phone: 612-242-5122 v/tty

952-888-2365 v/tty

877-451-1010 v/tty

Fax: 952-888-3461

Email: info@deafstuffmore.com

Web: www.deafstuffmore.com/

ASL Interpreting Services and Dynamic Communications Inc.

(General interpreting and medical interpreting)

Address: 6517 Hunter Road

Corcoran, Minnesota 55340-9632

Phone: 763-478-8963 voice

TTY/Fax: 763-478-3093

VP: 866-279-8537 and 952-388-2141

866-275-3323 (toll free number)

Email: info@aslis.com

Web: www.aslis.com

CSD-Minnesota (serving Metro & Greater MN)

(Emergency and General interpreting)

Address: 2055 Rice Street

Roseville, MN 55113

Phone: 1-877-456-7589 v/tty

Fax: 651-487-8876

Email: interpretingstpaul@c-s-d.org

Web: www.c-s-d.org

Hours of operation: 7:30 am- 4:30 pm

Monday- Friday, 24 hour emergency on call interpreting

SportSign

(Sports interpreting)

Address: PO Box 2747

Minneapolis, MN 55402

Phone: 952-334-2254 v/tty

Email: terry@sportsign.org

Web: www.sportsign.org

Greater Minnesota

Certified Interpreting and Consultants Inc. (CIC)

Address: PO Box 16

Fergus Falls, MN 56538

Contact Person: Lori Vigessa

Phone: (877) 283-5331

Email: cicpartners@hotmail.com

Communication Service for the Deaf (CSD)*

(Emergency and General interpreting)

Address: 2055 Rice Street

St Paul, MN 55113

Phone: (651) 224-6548 or 1-877-456-7589 V/TTY

Email: interpretingstpaul@c-s-d.org

Fax: 651-487-8876

Hours of operation: 7:30 AM - 4:30 PM Monday-Friday

24 hour emergency on call interpreting

[*A State Funded Interpreter Referral Service](#)

KY Interpreter Referral

Address: 720 N. 15th Avenue East

Duluth, MN 55812-1229

Contact: Kathleen Youngblom

Phone: (218) 724-9626 Voice

LinguaOne Southern Minnesota Translating and Media Agency

Address: 202 North Plainview Avenue

Mankato, MN 56001

Contact Person: Tessa Donata

Phone: 507-351-8787 Voice

Fax: 507-386-7281

Email: Lingua1@hickorytech.net

Web site: www.lingua-one.com

Agency/client protocol and procedures

Agencies included on the www.interpreterreferral.org Web site have agreed to adhere to the following "Listing Criteria."

- The agency must honor requests by deaf, deafblind and hard of hearing consumers to select specific interpreters whom the consumer deems appropriate
- Interpreters who receive referrals from the agency must be required to meet specified requirements, which may include national certification
- The agency must have an established system for soliciting and responding to feedback from deaf, deafblind and hard of hearing consumers
- Agencies must attempt to resolve issues about their referral system or the interpreters they refer directly with the consumer. If DHHS receives a complaint about a specific referral agency, DHHS will contact the agency and inform them of the complaint. If DHHS is made aware that an agency has failed to attempt to resolve a complaint with a customer within a reasonable amount of time - normally two months - DHHS may remove the agency from the InterpreterReferral.Org Web site.

If your experience indicates that a particular referral agency does not satisfy our "listing criteria," please let us know by contacting your local Deaf and Hard of Hearing Services Center.

If you have any other concern or complaint about the service received from an interpreter referral agency, we encourage you to contact the agency directly and/or file a complaint with your local Better Business Bureau. In addition, feel free to contact the [DHHS office nearest you](#) so that they are aware of concerns and problems.

If you want to file a complaint regarding the services received from a particular interpreter, contact either the Registry of Interpreters for the Deaf (RID) at www.rid.org/ethics/overview/index.cfm or call RID at 703-838-0030 voice or 703-838-0459 tty or the National Association for the Deaf (NAD) at nic-iap@pacbell.net or by calling Marlowe Wilson at 209-474-3088 voice/TTY.

For information about the Code of Professional Conduct that interpreters are required to follow, go to www.rid.org/ethics/code/index.cfm/AID/66 to access RID's Code of Professional Conduct.

If you would like to file a complaint regarding the services received from a particular interpreter, you must contact the interpreter's accrediting organization. Currently, the two national interpreter credentialing organizations include The Registry of Interpreters for the Deaf (RID) and The American Consortium of Certified Interpreters. Below is their contact information.

The Registry of Interpreters for the Deaf

Grievance procedure: www.rid.org/ethics/file_complaint/index.cfm

ASL video clips: www.rid.org/ethics/video/index.cfm

Contact:

Matthew O'Hara

333 Commerce Street

Alexandria, VA 22314

703- 838-0030 Voice

703- 838-0459 tty

703- 838-0454 fax

ethics@rid.org

Link for referral agencies

For agencies interested in being on our web site, the criteria include:

- The majority of the referral agency's business must be serving Deaf, DeafBlind and hard of hearing consumers.
- Staff must be fluent in American Sign Language, knowledgeable about Deaf Culture and have training or extensive experience in the unique communication needs of Deaf, DeafBlind and hard of hearing people.
- The agency must have an established system for soliciting and responding to feedback from Deaf, DeafBlind and hard of hearing consumers.
- The agency must honor requests by Deaf, DeafBlind and hard of hearing consumers to select specific interpreters whom the consumer deems to be appropriate.
- Interpreters who receive referrals from the agency must be required to meet specified requirements, including (preferably) certification.

If your agency meets the required criteria, please contact [Sharisse Leier](#) for an application.