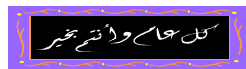


KANABEC COUNTY

LIMITED ENGLISH PROFICIENCY PLAN



APRIL 2007

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 Limited English Proficiency Plan
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Limited English Proficiency (LEP) Plan 12-01-03

LEP Coordinator:	Chuck Hurd	Director	320-679-6357
Financial Services:	Tim Dahlberg	Supervisor	320-679-6360
Social Services:	Katie Heacock	Supervisor	320-679-6354
Children's Services:	Kristen Struss	Supervisor	320-679-6365

100 – Purpose and Legal Basis

The following document serves as the Kanabec County plan to meet the legal obligation of language access requirements in compliance with Title VI of the Civil Rights Act of 1964: 7 CFR, 273 et seq; and 42 CFR 435 et seq. There are four components to this document.

200 – Assessment

300 – Policy

400 – Training

500 – Monitoring

600 – American Sign Language

200 – Assessment

201 – Needs Assessment – Kanabec County will on at least an annual basis make a needs assessment of the unique language needs within Kanabec County. Consultation will be made with the two major school districts in the County. Consultations will aim at trying to discern the types of non-English languages or hard of hearing needs that are most predominant in Kanabec County and which constitute populations that the County serves or those that may be eligible for County-provided services. The County will also be amenable to receive County-specific data from the Department of Human Services to assist in this form of needs assessment.

202 – Case Finding – Specific language needs of each applicant with LEP will occur at the time of intake or application. This will primarily be done by reviewing the language preference questions on the **Health Care Application** (HCAPP) and the **Combined Application Form** (CAF). Language preferences or need will be entered into the applicant's primary language field in the MAXIS and MMIS systems. If an interpreter is needed, it also will be entered in the MAXIS system. If the main receptionist or intake worker suspects that the applicant is a person with LEP, the worker will present the LEP person with a card that lists the ten major languages in order to determine which language or need is involved, if any. It is expected that reasonable efforts will be made by KCFS to provide same-day interpreter services.

203 - Points of Contact – The greatest likelihood of need for interpreter services will be at the point of intake – at the time of an emergency or application for financial assistance. The principal point of contact will most likely be, therefore, in the office setting in Mora. The most appropriate form of interpreter services will likely be language assistance in completion of an application for financial assistance or health care. The other point of

contact may involve field-based contact when conducting child protection assessments. These contacts will typically take place in the home of the child's caretaker or parent.

204 – Resources Needed – Kanabec County will use its formal linkage with Stratus Video (877-746-4674) or Language Line Services (1-800-367-9559) for Spanish and other languages. When feasible, on-site interpreter services will be made available and would be the first preference. A list of Interpreters who are in close proximity to Kanabec County, if not within the County, is kept by the Family Service Agency for use for interpreting specific languages. The Agency also has interactive television (ITV) capabilities. When appropriate, the use of ITV will be considered. Use of reciprocal faxing processes will be used when necessary also; this to facilitate completion of the application and processing of interviews.

205 – Timely Access – Stratus Video and Language Line Services are available 24-7. Contact will be made by commercial phone. When on-site interpreter services are to be used, it will be necessary to schedule appointments at mutually convenient times – for the client and the interpreter. Use of ITV, if used, and when available, will occur in a private setting in Family Services at the Public Services Building or in the Courthouse.

300 – Policies and Procedures

301 – Agency Commitment – Kanabec County is committed to the spirit of the Civil Rights Act of 1964. It recognizes the importance of providing meaningful access to all persons, including persons with LEP to the various programs operated under the hubris of Kanabec County.

302- Range of Oral Language Assistance – Use of Stratus Video or Language Line services for non-English language will take place as necessary. Kanabec County will take advantage of the “notice of rights to language services” documents for persons with LEP as they are made available by the Department of Human Services.

303 – Uncommon Languages – There may be circumstances when customers present for services that use a language other than those most commonly used in Kanabec County. There may be languages such as Russian, Hmong, Vietnamese, Khymer/Cambodian, Lao, Somali and the like. Receptionist staff will refer all such cases to the Financial Services Supervisor, Social Services Supervisor or Director. These people will be responsible for trying to determine the customer's language or country of origin. Once determined, contact will be made with an appropriate Stratus Video or Language Line Services interpreter in the customary manner.

304 – Affirmative Action – The Kanabec County employee handling the case will inform either the customer or the interpreter once it has been determined that interpreter services are needed, that there is no charge or fee for the service. This will be communicated in verbal form. At no time in the service delivery process will the customer incur any costs associated with LEP-directed interpreter services.

305 – Use of Family and Friends – Use of family and friends as interpreters is not the preferred method of providing interpreter services. But when the intake worker has determined that it is not feasible to use formalized interpreter services, a consultation will be made with that worker’s immediate Supervisor or Director. Alternative methods of customer service will need to be discussed. If the worker has determined that a family member, friend or other responsible party can adequately perform the interpreter service, approval may be given. The worker needs to feel confident that the client’s data privacy rights will be protected and that the quality of the interpreter services to be provided by the family member or friend will be acceptable. The worker will need to document in the case file the extenuating circumstances for use of family or friends, particularly that the family was offered other interpreter services and that the client insisted that a family member or friend be used. Under no circumstances may minor children be used for interpretive services.

306 – Competency Standards for Interpreters – Any interpreter used for LEP services must be bi-lingual: fluent in English and fluent in the language of the customer needing the service. When using well-recognized interpreter services provided from a recognized agency – such as Stratus Video or Language Line Services, competency is presumed. When using family friends or significant others, the intake worker must make a judgment as to the competency of the proposed interpreter. “Certification” as an interpreter is not a pre-requisite.

307 – Dissemination of LEP plan – Copies of the LEP Plan will be provided to the following: all employees who have direct customer contact, area Legal Aide office, Kanabec County Community Health and Kanabec County Courthouse. A copy of the main announcement, MS-1659, will be prominently displayed in the Agency reception area.

308 - Services to Illiterate – When confronted with a situation in which the customer is illiterate – cannot read or write in his or her native language – it is incumbent that Kanabec County finds a suitable interpreter, one who can assist the person in completion of necessary forms, documents and the like. The KCFS intake worker needs to make the determination, in conjunction with the interpreter, about the customer’s literacy skills. The clear choice in dealing with cases of illiteracy will be to have an on-site interpreter. It may be necessary to schedule interviews when face-to-face interpreter services can be provided. Use of the ITV, faxing of forms, and over-the-phone services may be required on a case-by-case basis.

309 – Emergency Situation – When a determination has been made that an emergency exists and LEP considerations are identified as being present, KANABEC COUNTY may waive all proscriptions in order to insure that necessary emergency services are provided. Extraordinary efforts need to be put forth before circumvention of non-emergency procedures are followed. Consultation with a Supervisor or the Director are necessary before such action is taken.

310 – Access to and Costs of Interpreters – Under no circumstances will KANABEC COUNTY indicate – either verbally or in writing – that any applicant or client in need of LEP services will be charged for interpreter or translation services. All such services shall

be at no expense to the applicant or client. Such services will be provided during all normal business hours and when necessary, during non-business hours when an emergency has been determined to exist.

311 – Notice of Service Availability – LEP clientele will be informed of the availability of free interpreter and translation services at the point when it appears that the customer is not able to communicate in English. Notice of service availability will come from the MS-1659 document in the central reception area. Distribution of the LEP Plan to various parties cited above will help in putting those entities on notice that interpreter and translation services are available on a timely basis and free of charge. Use of material that has been translated will be used immediately when it has been determined that the person presenting for service is not able to understand English. Insofar as the Department of Human Services has translated many forms into multiple languages, Kanabec County will access these forms as necessary. Access to the Department’s website at www.dhs.state.mn.us/forms will be made. Additionally, translated income maintenance forms located in Temp Manual 12.01.13 will be accessed as needed.

312 – County-Produced Materials – Insofar as the LEP census in Kanabec County is minimal, it is not anticipated that KCFS will develop their own documents as the primary source of translated materials. Rather, KCFS will rely on the state-produced documents as the primary source of translated materials. Downloading of documents from the DHS web-page will also be used as necessary. KCFS will follow DHS’s translation numerical guidelines as required.

313 – Complaint Resolution Protocol – Any adverse action taken by Kanabec County with which an applicant or recipient disagrees is subject to complaint. Kanabec County has a formal complaint process that can be utilized to try to resolve any dispute. In the absence of local resolution, the person making the complaint will be informed in a language understandable to the grievant, of the process to follow in making a complaint to DHS or the Office of Civil Rights. The complaint procedure will conform in all respects to the existing procedure included in Civil Rights Compliance Requirements: Appropriate use of interpreter services with Stratus Video or Language Line to facilitate the dispute resolution process will take place. All such complaints can be made to any of the parties listed at the top of this LEP Plan.

314 – Posting – A copy of the Kanabec County LEP Plan will be posted on the main bulletin board in the Family Services and Community Health Resource Rooms.

400 – Training

401 – Distribution of LEP Plan – All Kanabec County employees who have direct contact with customers will be provided a copy of the LEP Plan upon its adoption. If any changes are made in the document, a revised copy will also be provided to the same entities listed in # 307.

402 – Training of Staff – Initial – With approval of the LEP Plan, there will be initial training on the document. This training will take place for current staff in the context of

an “All Staff” meeting. For any new employee affected by the LEP Plan, this document will be incorporated into that person’s “generic orientation” protocol at the time of hire.

403 – Training of Staff – Ongoing – On at least an annual basis a review of the LEP Plan will take place.

500 – Monitoring

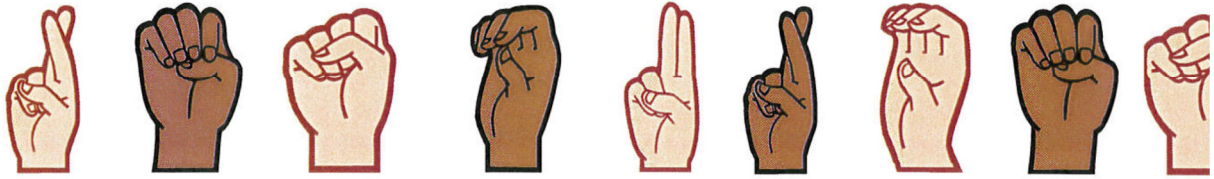
501 – Evaluation of the LEP – On at least an annual basis, the LEP Plan will be reviewed for effectiveness. The evaluation will involve consultation with representatives of the Financial Services Unit and Social Services Unit to determine compliance with the LEP Plan, identification of any problem areas and development of required corrective action strategies. Elements of the evaluation will include the following:

- * Number of persons with LEP in Kanabec County.
- * Assessment of current language needs of KCFS applicants and clients to determine if the client needs an interpreter and/or translated materials: updating case files which lack information about a client’s language preference; determining if clients need to be asked their language preference at the time of certification.
- * Determining whether existing assistance is meeting the needs of applicants and clients with LEP.
- * Assessing whether staff members understand KANABEC COUNTY LEP policies and procedures and how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible.
- * Seeking and obtaining feedback from non-English or limited-English speaking communities in Kanabec County including applicants and clients as well as any known community organization or advocacy group working with non-English or limited-English speaking communities.

502 – LEP Contact Person – For purposes of the LEP Plan, Kanabec County’s designated contact person is the Human Services Director, with appropriate delegation made to both the Financial Assistance Supervisor and a Social Service Supervisor in the Agency.

600 – American Sign Language

601 – American Sign Language Interpreting Resources



American Sign Language Interpreting Services (ASLIS)

www.aslis.com

763.478.8963 866.275.3323

Keystone Interpreting Services (KIS, Inc.)

www.kisasl.com

651.454.7275

Middle English Interpreting

www.middle-english.com

612.747.2813

**New phone number
612-276-6105
as of 5/20/2020**

Communication Services for the Deaf (CSD)

www.govineya.com

**New website: csd.org
New phone number: 651-487-8471 5/20/2020**

Deaf and Hard of Hearing Services-Interpreter Referral Website

~~http://mn.gov/dhs/interpreter-referral~~

**New website: mn.gov/deaf-hard-of-hearing/communication-access/interpreter/find/agencies.jsp
5/20/2020**

Great Lakes ADA

Questions about responsibility to provide communication accommodations?

~~www.greatlakesada.org~~

~~800.949.4242~~

New website: adagreatlakes.org

602 - East Central Minnesota Resources

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Abraham, Stacey CI/CT	Villard, MN 3, 4, 5	320-808-7322 staceylabraham@hotmail.com	education, general/business, medical, religious
Ahimsa, Michael NIC Advanced, NAD III	Duluth, MN All	320-420-4616 ASLTerpMichael@gmail.com	deafblind, education, general/business, legal, medical, mental health
Amaro, Laura CI/CT	Shoreview, MN	651-483-8086 lora.amaro@spps.org	education, general/business, medical
Anderson, Arlyn CI/CT	Minneapolis, MN 4, 5, 6	612-961-6421 ArlynAA@comcast.net	general/business, medical, mental health
Anderson, Bev NAD III	Waconia, MN 4, 5, 6, 7	952-221-9278 bk6556@embarqmail.com	education, general/business, religious
Bebeau, Brenda CI/CT	New Brighton, MN 4, 5	651-343-9251 bbebeau@gmail.com	deafblind, general/business, legal, medical
Bebeau, Diana NIC Advanced	Roseville, MN 2, 4, 6	651-271-2216 dmbbeau@gmail.com (mail to: dmbbeau@gmail.com)	Medical, mental health, legal, general/business
Bielejeski, Liz CI/CT	Big Lake, MN 3, 4, 5,	608-320-9229 ejsanford@live.com (mail to: ejsanford@live.com)	Education, general/business, medical, mental health
Billodeau, Pete CI/CT, NAD IV	Fergus Falls, MN ALL	877-283-5331 cicpartners@hotmail.com	general/business
Botello Funches, Monique NIC Advanced	St. Paul, MN 4, 5, 8	moniquefbf@gmail.com	education, general/business, medical, mental health
Bowen-Bailey, Doug CI/CT	Duluth, MN 2	218-722-7166 dbb@digiterp.com	general/business
Bratvold, Jill NAD III	Cambridge, MN 4, 5, 6	763-300-2336 jmbratvold@gmail.com	education, general/business, medical, religious
Camp, Rebecca NIC	Minnetonka, MN 4, 5, 6	619-540-3643 rcampterp@gmail.com	education, general/business, medical

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Converse, Jody NAD IV	Staples, MN ALL	218-894-3140 aslmentor@yahoo.com	general/business
Craft Faber, Quincy NIC Master, SC:L	Minneapolis, MN All	763-229-6096 quincycraft@gmail.com (mail to: quincycraft@gmail.com)	General/business, legal, medical
Curtis, Angela NIC, CI/CT, NAD III	St. Cloud, MN 2, 3, 4, 5	320-492-4213 angelaziebol@gmail.com	education, general/business, medical, mental health
Deeming, Paul CI	Eagan, MN 4, 6, 7, 8	952-484-4195 pdeeming@gmail.com	deafblind, general/business, medical, performing arts
Del Rio, Joan IC/TC, CI/CT	Stacy, MN 2, 4, 6	651-462-8775 delriojoan@aol.com	deafblind, education, general/business, medical, mental health, religious
DeVore, Wendy CI/CT, NAD V	West St. Paul, MN 4, 6	651-492-7346 devoreis@yahoo.com	general/business
Dhir, Anne CSC	St Louis Park, MN 3,4,5,6,7,8	952-925-4711 corn-bred@msn.com	Education, medical, mental health, general/business, religious
Dively, Maria NIC	Eagan, MN 1,2,3,4,5,6,7,8	612-205-3612 maria@divelycommunications.com	Education, medical, mental health, legal, general/business, deafblind, religious
Doran, Roberta CI/CT	Minneapolis, MN 4, 6, 7	651-270-8706 doraninterpreting@yahoo.com	education, general/business, medical
Faber, Quincy Craft NIC, NIC Master	Fridley, MN 4, 5, 6	763-229-6096 quincycraft@gmail.com	education, general/business, medical, religious
Farnham, Jenae NIC, Q-MHA	Duluth, MN 3, 4, 6	763-227-8111 jenae.farnham923@gmail.com	Education, medical, mental health, general/business, religious
Fowler, Donna CI/CT	St. Paul, MN 4, 5, 6, 8	651-402-6093 donna@ddfowler.com	general/business, legal, medical, mental health
Fulwider,	Mounds	612-578-1107	education,

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Rebecca NAD IV	View, MN 3, 4, 6	beckful76@yahoo.com	general/business, medical
Gajewski, Paula CI/CT, NIC: Advanced	Apple Valley, MN 4,5,6,7,8	952-891-2658 paulagm@charter.net	Deafblind, education, general/business, medical, religious
Gardner, James NIC	Minneapolis, MN 4, 5, 6	612-965-8060 james.gardner7@gmail.com	Education, medical, mental health, general/business
Giles, Cori RID CSC	West St Paul, MN 4,6,8	651-253-2842 cori.giles@comcast.com	Medical, general business, deafblind
Gleason Bartels, Pamela CDI	Elk River, MN 4, 5, 6	763-412-2791 (text) pamgleason80@gmail.com	general/business, education, medical, mental health, deafblind, religious
Goenner, Alicia NIC	Sartell, MN 3, 4, 5, 6	320-249-0959 goenera00@gmail.com	education, general/business, religious
Gordon, Patty CI/CT, NIC: Advanced	Minneapolis, MN 2, 4, 5, 6, 7, 8	612-501-2625 (C) pattygordon@mac.com	education, general/business, medical
Grey, Derryn CI/CT, NIC Master	Minneapolis, MN 3, 4, 5, 6, 7	805-338-0644 derryngrey@mac.com	deafblind, education, general/business, legal, medical, mental health
Greene, Sharon CI/CT	Grantsburg, WI 2, 4, 6	763-227-9689 sagreene@tmail.com	deafblind, education, general/business, medical, mental health
Groseth, Becky NAD IV	Columbia Hts., MN 2, 4, 6, 7, 8	612-990-6869 beckyg.terp@gmail.com	deafblind, education, general/business, medical
Haffley, Kristan RID CI/CT	Dassel, MN 3, 4, 5	k_haffley@yahoo.com	general/business, deafblind, religious, education, medical, mental health
Hakseth, Tammy CI/CT	Blaine, MN 4, 6	763-754-0764 hakseth@aol.com	general/business
Hallet, Katherine CSC , SC:L	Richfield, MN All	612-251-9501 katherineah@yahoo.com	general/business, legal
Halverson, Bernadette CI/CT, NAD IV	New Hope, MN 4, 5, 8	612-202-6896 bhalverson7@icloud.com	education, general/business, medical, mental

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Hartman LLC, Jill CSC, SC:L	Edina, MN All	612-251-9500 jill.hartman@gmail.com	health, religious general/business, legal, medical
Helou, Carol CI/CT	Rosemount, MN 4, 6, 8	651-303-9261 carolhelou@frontier.com	deafblind, education, general/business, medical, mental health, religious
Hennen, Lisa CI/CT	Kimball, MN 3, 4, 5	320-493-9047 lisahennen@citescape.com	education, general/business, medical, religious
Herman, Sarah EIPA 3.6	St. Cloud, MN 4, 6	612-616-5227 hermans0515@yahoo.com	education, deafblind
Hoag, Debra CI/CT	Greenfield, MN ALL	763-300-1669 dhsign4u@aol.com	general/business
Hoie, Brandi NAD III, CI/CT, NIC	Bagley, MN 1, 2, 3, 4	320-309-1122 brandihoie@hotmail.com	education, general/business, medical, mental health, religious
Hoting Mrazek, Tanya CI/CT	Motley, MN 1, 2, 3, 4	218-330-6750 mrazek@brainerd.net	general/business
Houge, Sarah CDI	St. Paul, MN 2, 3, 4	651-324-4473 (text only) 651-300-9848 (VP) sarah.houge@gmail.com	education, general/business, legal, medical, mental health
Janckila, Anne NIC	Sauk Rapids, MN 2, 3, 4, 5	218-290-8589 anne.marian.86@gmail.com	general/business, education, medical, mental health
Janson, Shelly NIC	Pequot Lakes, MN 1, 2, 3, 4, 5, 6	320-766-0908 smj.janson@gmail.com	deafblind, education, general/business, medical, mental health, religious
Kelley, Beverly CI/CT	Saint Paul, MN 4, 5, 6, 7, 8	651-235-4034 beverlyke@gmail.com	deafblind, general/business, medical
Kenney, Alan NAD, IV, NIC, Advanced	St. Paul, MN 4, 6, 7, 8	612-964-2655 alan.kenneyinterpretinginc@gmail.com	Medical, general/business, deafblind, legal
Klabunde, Patricia NIC	Minneapolis, MN 4, 6, 8,	262-573-8766 pklabunde@gmail.com	Education, medical, religious

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Laurion, Richard CI/CT, TC/IC	Minneapolis, MN ALL	612-237-4419 rlaurion@gmail.com	deafblind, education, general/business, legal, medical, mental health, religious
Leach, Judy CI/CT ND IV	Kimball, MN 3, 4, 7	320-221-1491 jaleach@meltel.net	deafblind, general/business, medical, mental health
MacDonald, Paula NIC	Minneapolis, MN 2, 4, 6	651-366-7433 PaulaAMacDonald@gmail.com	Education, medical, mental health, general/business, deafblind
Magee, Andraea NIC	Cottage Grove, MN 4, 6, 7, 8	612-723-2082 andrea.magee@comcast.net	deafblind, general/business, medical, mental health
Martin-Vasquez, Daniel RID CI/CT	Henderson , NV 1, 2, 3, 4, 6, 7, 8	704-468-3310 dmartinvasquez@icloud.com	Medical, mental health, general/business
Masters, Susan CI/CT	Minneapolis, MN 4, 6	612-327-7454 susanrmasters@msn.com	general/business
McCarty, Jennifer NIC	Victoria, MN 4, 5, 6, 8	612-310-5198 jenmccarty67@gmail.com	education, general/business, medical, mental health, religious
McCutcheon, Patricia CSC, SC:L	St. Paul, MN 4, 5, 6, 7, 8	612-251-1613 patriciamccutcheon@me.com	general/business, legal
Mosher, Catherine CSC	Minneapolis, MN 2, 4, 6, 8	612-723-5616 catherinemosher@aol.com	deafblind, education, general/business, legal, medical, mental health
Nagler, Kim NAD III	Nashwauk, MN 1, 2, 3, 4	218-885-3016 kknagler@uslink.net	general/business
Norby, Amanda ACCI IV	St. Cloud, MN 3, 4, 5, 7	507-476-5907 illiesm@yahoo.com	education, general/business, medical
Perreault, Sandy CI	Harris, MN ALL	763-286-0945 cmisp@youbetnet.com	general/business
Rademacher,	Brainerd, MN	218-820-2877	general/business

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
Adam CI	1, 2, 3, 4, 5	terpnmn@gmail.com	
Ray, Alene NAD IV	Saint Paul, MN 4, 6	612-720-2725 sealyourdream@gmail.com	deafblind, education, general/business, legal, mental health
Reber, Ellen NIC, EIPA 3.7	Little Falls, MN 1, 3, 4, 6	218-766-7607 ellen.j.reber@gmail.com	general/business, education, medical, religious
Reid, Kari NAD III	Robbinsdale, MN 4, 5, 8	763-439-9812 kari_reid@yahoo.com	education, general/business
Riordan, Krystal NIC	Andover, MN 4, 6	763-242-3547 krystalriordan@yahoo.com	education, general/business, medical, mental health
Robinson, Jenny NAD III, CI/CT	Buffalo, MN 4, 5, 6	763-438-6479 jennyrobinson.1@juno.com	education, general/business, mental health, religious
Schroeder, Alina CSC	Minneapolis, MN 4, 6	612-722-7739 (H) or 612-272-3480 (C) a.schroeder53@hotmail.com	deafblind, education, general/business, legal, medical, mental health
Sheldon, Paddy CI/CT	Alexandria, MN 3, 4, 6	320-808-7736 paddy-mike@charter.net	general/business
Sheneman, Naomi CDI	St. Paul, MN 4, 6, 8	202-808-0603 (VP) nsheneman@yahoo.com	Education, medical, mental health, legal, general/business, deafblind, religious
Shepherd- Johnson, Lisa NIC certified	Saginaw, MN ALL	218-729-6746 Lshepherd.johnson@gmail.com	deafblind, education, general/business, medical, mental health
Shirley, Mallerie NIC certified	Saint Paul, MN 4, 5, 6	763-226-5887 mallerie@gmail.com	education, general/business, medical, mental health
Sindt, Lisa K. CI/CT	Apple Valley, MN 4, 6, 8	612-669-7307 lksindt@gmail.com	deafblind, education, general/business, legal, medical, mental health
Snelson, Darlene	Andover, MN	763-245-1670	deafblind, education,

Name/ Credentials	Location/ Travel areas	Contact information	Services offered
CI/CT	4, 6	deafinitelysign@gmail.com	general/business, medical, mental health
Speier, Jamers CDI	Albany, MN 1, 3, 4, 5, 7	316-613-9344 (text only) jamerscdi@gmail.com	general/business, education, medical, mental health
Stanley, Natalie NAD IV	Superior, WI 2, 4, 6	218-348-7562 nat-bug@excite.com	general/business
Swich, Christine NIC, NAD III, EIPA 4	Waconia, MN 4, 5, 6, 7	760-207-0884 christine.swick@gmail.com	deafblind, education, general/business, medical, religious
Vedder, Valerie NIC	Sartell, MN 4, 5, 6	808-753-3584 valerievedder@mac.com	Education, medical, mental health, general/business, religious
Vigesaa, Lori CI/CT	Fergus Falls, MN ALL	218-849-5334 cicpartners@hotmail.com	General/business
Virkus, Lea Tilsen EIPA 4	Moorhead, MN 4	651-503-2281 ljtirkus@gmail.com	Education
Walla, Albert CDI	Edina, MN 1, 2, 3, 4, 5, 6, 7, 8	612-226-0705 (text) albertwalla@gmail.com	Education, medical, mental health, legal, deafblind
Weidman, Amy CI/CT	Duluth, MN 4	218-728-1039	general/business
Weinand, Denise NIC advance	New Brighton, MN 4, 6	651-246-1467 sdweinand@yahoo.com	deafblind, education, general/business, medical, mental health
Wentland, Ann M CI/CT	Holdingsford, MN 3, 4, 5	320-248-0670	education, general/business, medical, religious
Wuertz, Janice NAD III	Paynesville, MN ALL	320-243-3297 awuertz@lakedalelink.net	general/business
Youngblom, Kathleen CI	Duluth, MN	218-393-3504	general/business
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**Name/
Credentials**

**Location/
Travel areas**

**Contact
information**

**Services
offered**