



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

I am happy to present a great interview from Idolly Fajardo Director of Arch Language Network in St. Paul Minnesota.

Thank you,

Cynthia M. Schenck

CEO International Medical Interpreters of the North Shore Inc.

International Medical Interpreters Association Board Director

International Medical Interpreters Association Interpreter Service Provider Division Journalist

International Medical Interpreters Association Interpreter Minority Language Division Advisor

**1. Tell me about your business, how/why/when did it begin?**

ARCH Language Network has been providing services since 1999 when the need to provide professional language services in Minnesota was imminent.

**2. What is your core business (primary product or service) and who is your consumer?**

Continuous and ongoing changes (sometimes unexpected) in the industry and current market trends lowering reimbursement but yet requiring more and more from interpreters.

**3. What is the greatest challenge Arch Language face in providing consistent and competent quality service?**

Industry continuous and ongoing changes (sometimes unexpected) in the current market and also some recent trends lowering reimbursement but yet requiring more and more from interpreters.

**4. How does Arch Language recruit interpreters?**

ARCH Language Network takes advantage of all current and available recruiting strategies and trend such an internet, job fairs, newspaper ads, word of mouth, etc.

**5. What type of training do you require of your interpreters?**

ARCH complies with current State legislation which requires interpreters to be listed with the Minnesota Department of Health Roster of Spoken Language interpreters. As far as training goes in the State of Minnesota the minimum requirements for professional interpreters are attendance and successful completion of a recognized 40 hour professional and comprehensive interpreter training program and anywhere from 8-12 hours of yearly continuing education credits

**6. What are your most frequently requested languages?**

Somali, Spanish, Hmong, Arabic and Ethiopian languages.



**8. What specifically have you done to enhance and improve the sector?**

ARCH provides pro bono interpreting and translation services to the community in the twin cities and surrounding areas. This is an activity who allows the company to give back to the community and promote the utilization of professional interpreters.

**9. Has Arch Language had the opportunity to give back to the community?**

ARCH has been growing in gigantic steps and as we grow we hope to also be able to get more involved with IMIA as an IMIA ISP active member

**10. How do you see your role within IMIA as an IMIA ISP member?**

ARCH has been growing in gigantic steps and as we grow we hope to also be able to get more involved with IMIA as an IMIA ISP active member.

**11. Is there anything else you would like to share about Arch Language?**

ARCH mission statement is to provide excellent, culturally competent interpretation and translation services to Limited English Proficient clients. ARCH has been a pioneer providing opportunities for training to interpreters in Minnesota. Since 2008 ARCH has been offering the Bridging the Gap and the Community Interpreter Program.