

2024 ATI ANNUAL CONFERENCE

Prospering in the Age of Technology

Saturday, September 24, 2024
8:00 a. m. – 6:00 p. m.
Valleywise Health Medical Center, 2601 Roosevelt Avenue, Phoenix, AZ

A Philosophical Conversation On The Ethics Of Artificial Intelligence
Virtual Intelligence at the service of Real intelligence

ARMANDO EZQUERRA-HASBÚN, KEYNOTE
Professor of Interpretation and Translation Studies. Independent Interpreter and Translator. Lover of Language

Artificial intelligence is just the latest disruptor in a long and constant sequence of tools created to improve desired outcomes. All innovations imply a break with the past and this may lead to anxiety for those who may not be technically savvy or fear being left out of the professional game. It's crucial that we understand what AI can and cannot do in to or for our profession.

We must remember that all successful organisms have survived because they adapted to change and they adapted to them chiefly, because they had learned how to learn new things. The gap or lag between the impact of new innovations on the status quo can be bridged by acquiring information and knowledge, learning from it and adopting its best practices in our daily work. That's how you survive.

Linguists shouldn't see AI as a threat. Artificial Intelligence is just another tool, albeit a game changer in that it's no longer a passive machine but a set of machines that actively and proactively attempt to account for the human component. However, at this time, that human component is still just an ever-growing and technically infinite repository of pre-set notions rehashed over and over. Let's remember that as long as creativity, irony, sarcasm, quirkiness and humor exist, there will be a need for humans to decode the allusions and intent hidden in seemingly straightforward messages.

In this presentation we will first review the possible implications of AI for our profession and then, in an interactive format, we will weigh its perceived threat through the lens of human intelligence and practicality, always considering at the ethical angle; we will discuss where if at all, AI fits in our professional daily life. Even it can successfully compose letters and respond to requests, send out estimates, confirm appointments, issue reminders and invoices and track them for interpreters, is this a good thing? Will we respond by cramming even more activities in our schedules in the name of productivity and should we or will we just get lazier?

We will also explore the ethics of applied AI and whether it will finally replace human translators or whether it will just transform them into excellent editors and very busy proofreaders. We have all seen examples of AI gone wrong. Who is liable for QA errors? In a meta world, will machines catch and fix the errors of machines? Can a application be sued? Should linguists help companies create AI databases? Whose cultural values are being fed into AI applications?
How can a really intelligent and practical linguist ride the AI wave ethically and successfully?



ADDITIONAL SPEAKERS (Cont'd.)

WORK, LIVE AND THRIVE
Defining your professional identity so you can plan the arc of your career

ARMANDO EZQUERRA-HASBÚN
Professor of Interpretation and Translation Studies. Independent Interpreter and Translator. Lover of Languages

Many linguists in the US end up working as interpreters and translators by chance, without having planned it; some have no specific academic degrees in T&I and most lack business skills or mentors to guide their way. However, if we wish to have professional success as linguists AND experience well-being in our lives, we must find the right balance. This involves making conscious choices to plot a career path ahead, but to do that, we first need to recognize our strengths and weaknesses to help define our professional identity, and this may not be so obvious or easy to do when you are starting in the profession, or are very young, isolated, uniformed, or feeling unsupported.

If you have been confused as to how to best advance your career goals? Unsure about the value of your services and how to charge accordingly? Hesitant about making the leap from being an independent contractor to employee or vice-versa? Curious about certifications, the doors they'll open, and how to prepare for them? Is working with agencies giving you grief? Behind in your invoicing and ashamed of it? Wondering if you'll have work next week?
How do you deal with the stressors inherent to our profession? How to juggle it all and still retain your sanity?

Then this presentation is for you. We will explore your professional shelf life, ways to recognize who you are and where you are career-wise and how to become who you want to be and how that'll get you to where you want to go. We will discuss practical strategies to solve big and small problems, how to deal with the human and commercial components in our daily work, and finally, we will try to motivate you to take a good look at yourself to see what concrete steps to take to find balance and joy while you flourish doing what you love to do.

Biography: Was born in Peru and obtained degrees in Psychology, International Studies and Spanish Language and Literature and studied Romance Languages at the University of Pennsylvania. He is a State and Federally Certified Court Interpreter and a Judiciary Interpreter and Translator. He was ATA-certified English>Spanish, and served as Administrator of ATA's Interpreters' Division and was awarded the American Translators Association's Harvie Jordan Scholarship for contributions to the profession in 2015.
He is also a past Chair of NAJIT and currently is an Adjunct Professor of Translation and Interpretation Studies for a Master's program at LaSalle University and serves as a member of the Professional Development of the Spanish Division of the ATA.

Armando is a certified trainer for medical interpreters, a conference interpreter, grader, lecturer and Quality Assurance consultant for language service providers. He has published on topics of interest to the industry and is often engaged as a speaker about the profession. He lives in Philadelphia where he enjoys doing literary translations and paying back to the profession by mentoring newcomers to the industry. He can be reached at: aehasbun@gmail.com

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ADDITIONAL SPEAKERS (Cont'd.)

Change your Mindset to Pass the Test and Succeed in Life!

BEATRIZ BOGARD

F.C.C.I. and Certified Image Consultant by the London Image Institute.

Did you know that it only takes a few seconds for others to make judgements about you? We make judgements about others based purely on the way they look, and it all happens at a subconscious level. Clearly, since we make such profound value judgements from such superficial evidence, it would also seem important to choose carefully the way we dress in order to communicate our attributes and value to others. In this class we will learn the importance of our Image in our work as interpreters and how we can elevate it to be used as a tool to communicate that we are efficient and professional. I will also give you great tips on how to use color to our advantage in different professional settings.

In this seminar you will learn how to:

1. Identify Mental Blocks
2. Cultivate a Success Mentality
3. Manifest Through the Law of Attraction
4. Make an action Plan
5. Tips to be mentally prepared to take the test

Q&A - This seminar could be 1 to 1 ½ hours, it includes about 15 minutes for Q&A.

Biography: Beatriz Bogard is originally from Veracruz, México and came to this country over 30 years ago. She's a mother of two children, ages 28 and 24, and a stepmother to her husband's 14-year-old daughter.

She's a Federally Certified Spanish Interpreter and Translator with over 22 years of experience working as a Court Interpreter. About seven years ago she felt the need to reinvent herself and started studying fashion and jewelry design, and fashion styling. She then became a Certified Image Consultant, by the London Image Institute in Atlanta, GA. She also obtained an International Certification as a Style Coach, she's a member of the Association International of Image Consultants and obtained a Translation Certificate from the Tec de Monterrey, Monterrey, N.L. Mexico.

In 2020, she founded Bogard House of Style, Image Consulting and opened her studio in Phoenix, Arizona. She now helps people find their true style and improve their image to succeed in their professional careers and personal lives. She advises clients on Color Analysis and Image, which includes not only wardrobe, hair, and makeup but also communication skills, behavior, and etiquette. Beatriz is also a speaker and instructor. She teaches Image workshops and does presentations in both English and Spanish to serve the Latin Community in the U.S. She works full time as a staff interpreter at the U.S. District Courts, Arizona District, and lives in Phoenix, Arizona with her husband Jim and his daughter Anaiah. Her biggest passion is helping others and learning new things, "because if we stop learning, we start dying."

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ADDITIONAL SPEAKERS (Cont'd.)

The Language of Record: How You're Heard in Business Matters

KAREN BORGENHEIMER
Professor, Florida International University

English is the language of business in the United States, and as such it is IMPERATIVE that interpreters and translators communicate with clients and agencies in concise and unaccented English. Interpreters strive to become balanced bilinguals but often fall short due to common errors in written and/or oral expression. In this fast-paced, high-energy, presentation, the instructor will help you "say what you mean" with PRECISION. You will feel more professional and confident the next time you put on your business suit for your next client meeting or interpreting gig.

- Eliminate verbal clutter.
- Minimize common errors for better written and communication skills.
- Apply tried and true tricks to overcome pesky pronunciation in English.
- Polish vocal expression, intonation, and articulation.

Biography: Prof. Karen Borgenheimer, MFA Translation, is a classically trained certified interpreter and translator who is regarded as a skilled, insightful, and versatile professional. Her Interpreter Training Workshops have been an enormous success throughout Florida, where she has trained hundreds of certified interpreters and interpreters-in-training. Karen has been a university professor for 33 years and has spent the last 23 years teaching in the Translation and Interpretation Program at Florida International University (FIU) in Miami, Florida where she now serves as T&I Program Director.

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Time is Money and Life is a Journey: Metaphors we live by

DIETLINDE DUPLESSIS
Freelance Audiovisual Translator, Desert Dirndl

We use metaphors like "don't waste my time" or "better times ahead" probably without noticing that these are metaphors. Let us look at some common metaphors and uncover what their underlying concepts are. If the future is before us and the past behind, what does that mean for our path through life, for example? If we can spend our time wisely or even save it, what does that say about our concept of time? Some say metaphors shape not just our communication, but also shape the way we think and act. This workshop is in English with references to other languages, but not language-pair specific. It is suited for speakers of all languages. The session is mainly meant to shape awareness for cultural concepts and could be helpful when having to translate metaphors.

Biography: Dietlinde DuPlessis earned her degree in Technical Translation from the University of Hildesheim (Germany). Following 20 years in corporate communications, she freelanced for 5 years as an audiovisual translator, subtitling video content in German. After living in Tucson for 8 years she moved to the much colder Wyoming, but maintains strong bonds to Arizona. Languages and linguistics remain one of her areas of interest.



ADDITIONAL SPEAKERS (Cont'd.)

Concepts, Strategies, and Digital Applications for Expert Linguistic Assessment of Translation and Interpreting

JAIME FATÁS-CABEZA
Associate Professor, Spanish/Portuguese Department, University of Arizona

Expert Linguistic Assessment of Translation and Interpreting: Concepts, Strategies, and Digital Applications for Personal and Professional Evaluation and Improvement

Section 1557 of the Affordable Care Act mandates the use of qualified interpreters in healthcare settings, proficient in both spoken English and at least one additional spoken language, inclusive of necessary specialized vocabulary, terminology, and phraseology. Similar standards are present in other critical sectors, such as legal and educational fields.

So, what does it mean to be proficient? How do you assess proficiency? What can you do to improve it?

We recognize that language proficiency is both observable and measurable. We rely on standardized language testing conducted by assessment-literate professionals to systematically define measure, and enhance proficiency. Beyond evaluating traditional linguistic competencies (morphology, phonology, lexis, and syntax), comprehensive assessments must also encompass discourse, actional, and sociocultural competencies pertinent to interlingual communication. These assessments must also be reliable and valid in content and format. Transcribed and translated texts also have unique assessment requirements.

Modern tools such as automatic translators, interpreters, editors, bots, and databases offer advanced features that can significantly enhance our professional capabilities. However, they can also introduce complexity and unnecessary complications to our work. Despite significant advancements in AI, there is no current tool capable of interactively assessing the diverse competencies involved in interlingual communication. Thus, it is the expert's responsibility to ensure comprehensive understanding and integration of these elements to conduct effective and reliable assessments.

In this presentation, I will examine these concepts, methodologies, tools, and resources as they apply to the everyday needs of interpreters, translators, and transcribers to develop expertise in these areas. My objective is to elucidate the components of linguistic assessment as a critical aspect of professional development for interpreters, translators, and transcribers. This will help participants to evaluate both their own and others' language skills for personal enhancement and employment purposes.

Biography: Associate Professor of the Practice Jaime Fatás-Cabeza is a United States Court Certified Interpreter and a healthcare interpreter (Spanish). Jaime launched and directed the undergraduate degree program in healthcare and legal translation and interpretation at the University of Arizona, 2006-22. Formerly he was a staff judicial interpreter with the Trial Court of Massachusetts, Operations Supervisor of Interpreting Services at Harvard's Brigham and Women's Hospital, and official translator and interpreter for Spanish and Mexican consular offices.

Jaime has developed bilingual legal and medical curricula for government, higher education and healthcare organizations and published a large number of book-length translations and articles. He is on the editorial board of Access, the newsletter of the National Council on Interpreting for Health Care Interpreters (NCIHC) and is a member of its Trainers of Trainers Committee. His current research focuses on defining the role of the expert witness in translation and interpreting in judicial and police settings. He loves music, books, conversation, cooking, wine, regenerative agriculture, and helping others, and is very worried about climate change.



ADDITIONAL SPEAKERS (Cont'd.)

A Hyflex approach to Medical Interpreting

DR. JEFFREY GABBITAS

Lead Faculty, Translation and Interpretation Studies, Pima Community College, Tucson, AZ

In-Person + Online+ Virtual = HyFlex. We will discuss how a Hyflex modality enables students enrolled in a T&I program to complete program requirements while erasing limitations of time and space but simultaneously allowing for students to participate in the modality of their choice.

Biography: Dr. Jeffrey W. Gabbitas has been directing the Translation and Interpretation Program at Pima Community College for 13 years and has taught Spanish for 27 years at the postsecondary level. He received his BA and MA from BYU, and an MA and PhD from the University of Arizona in Second Language Acquisition and Teaching. He has worked as a freelance translator in the medical and mining fields and a freelance interpreter in the financial field. He also served as the President of Arizona Translators and Interpreters (ATI) for two years. Besides his passion for teaching, he likes to sing and break dance.

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Let's be proactive about psychoactive

TATIANA GONZALEZ-CESTARI

Director of Language Service Advocacy, Cloudbreak Health

General healthcare and specific mental health interpreted sessions may involve information about psychoactive drugs. Many interpreters report the difficulty of interpreting these sessions in general, when psychoactive medications are discussed, and when participants are under the influence of some psychoactive drug. This session will dive into understanding some of the mechanisms of actions of psychoactive drugs and discuss some implications for interpreting and translating information that involves psychoactive drugs.

Biography: Tatiana González-Cestari, PhD, CHI-Spanish has 22 years of combined experience as a pharmacist, pharmacologist, researcher, professor, manager, and remote interpreter. Tatiana is passionate about quality, innovation, compliance and cultural sensitivity. She serves as the Director of Language Service Advocacy at UpHealth; is part of the NCIHC Policy, Education and Research committee; contributor to Martti's blog; and co-author of The Remote Interpreter textbook. Tatiana has mentored, developed training, presented at national and international events, published peer-reviewed and non-peer reviewed articles, and lectured at various universities. Tatiana obtained her pharmacy degree and her Ph.D. in pharmacology from Universidad Central de Venezuela.

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ADDITIONAL SPEAKERS (Cont'd.)

Beyond the Screen: Unveiling the Nuances of Video Remote Interpreting for Signed and Spoken Language Interpreters

CAMEO HUNSAKER
Arizona Commission for the Deaf and the Hard of Hearing

Video Remote Interpreting (VRI) has emerged as the leading solution for interpretation services in a variety of settings. In this presentation, we'll compare the varying impacts this technology has between Deaf and LEP clients. Participants will delve into the distinct viewpoints of Deaf individuals and American Sign Language (ASL) interpreters utilizing VRI, unravel the systemic intricacies of VRI service delivery for ASL interpreters, and exchange strategies to combat the current ASL interpreter shortage.

Biography Cameo Hunsaker has been a professional ASL/English Interpreter for 19 years and an Interpreter Educator for 7 years. She has a BSE in Deaf Studies with a concentration in Educational Interpreting from the University of Arizona and a MA in Teaching Interpreting from Western Oregon University. She obtained her National Interpreter Certification in 2008 and was in the first cohort of Arizona interpreters to be awarded the Emergency Response Interpreting Credential. In her role as the Interpreter Professional Development Specialist at ACDHH, Cameo is committed to elevating the field of interpreting by supporting interpreters on their journey throughout every phase of their career.

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Interpreting for Well Visits

ELIANA LOBO
Director, Lobo Language Access

Learning Objectives - This webinar is for those who are new to healthcare interpreting. Are you a conference or court interpreter who is interested in taking healthcare assignments? If so, this is the webinar for you!

This webinar covers interpreting for check-ups and well visits in the following areas of specialization: Adult Medicine and Pediatrics, often referred to as Family Medicine, and the Dental Clinic. Topics one can expect to cover in each clinic; how to prepare in advance (terminology and concepts related to development, metrics, and measurements); proper protocols before, during and after the examination will be reviewed. Resources, recommendations, and best practices for interpreting in these settings will be shared.

Standards of Practice related to sight translation and assisting patients with forms will be looked at carefully. You will learn about a tool for quickly assessing sight translation requests (that is, weeding out requests that are appropriate from those that are not, along with practical suggestions for handling these requests. Best practice recommendations for navigating privacy issues when assisting patients with paperwork will be shared, as well as how to handle the entering of personal information on forms. The importance of the Pre-Session will be reviewed.



ADDITIONAL SPEAKERS (Cont'd.)

This presentation is devoted into delving into what distinguishes annual check-ups for both men vs women, and adult vs an infant or child, and what one can expect will happen during these types of visits.

Free links to reputable resources for glossaries, terminology, patient education material and standards of practice will be provided.

CEUS: CCHI 1.5; Washington State DSHS 1.5; Washington State AOC 1.5; ATA 1.0

Biography: Eliana Lobo M.A., CoreCHI, is a DSHS-WA state authorized medical interpreter, a certified Trainer of Trainers (ToT™) of Medical Interpreters, and a nationally certified CoreCHI™ healthcare interpreter. Formerly, the Trainer and Supervisor for Harborview Medical Center's Interpreter Services, and subsequently the National Director of Interpreter Quality for InDemand, she is currently the Director of Lobo Language Access in Tacoma WA. Lobo Language Access provides language access consultation and develops interpreter training curricula. As an Adjunct Professor at Highline College, she teaches a 120-hour Professional Healthcare Interpreter course during the Spring and Fall quarters.
A frequent speaker at healthcare interpreter conferences, presenter/co- host for NCIHC's "Home for Trainers" webinar series, she has hosted nearly fifty webinars for medical interpreter trainers since 2015. Eliana is a former CCHI Commission and current NCIHC Board member, and Standards & Training Committee Chair.

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What interpreters and translators really need from AI. The rest is unnecessary for most of us
TONY ROSADO
Conference Interpreter, Rosado Professional Services

Today it is fashionable to attend a conference and find interpreters and translators talking about artificial intelligence. Most of us who have attended these presentations have been bombarded with platforms, applications and gadgets we are told will enhance our professional practice. Several interpreters, including me, wondered why we were attending workshops by other interpreters and translators instead of talking to the scientists who developed these applications. This presentation will be about what I learned from the creators and developers of artificial intelligence and the attorneys from different legal systems who specialize in AI. I will share my conclusions, explain how I got there, and point at what we need to do to take advantage of artificial intelligence and avoid being taken advantage of by the salesforce that constantly pushes it down our throat.

Biography: Tony is an interpreter with experience working all over the world. He has a law degree and has worked internationally in high profile conferences, court proceedings, sports events, and TV broadcasts, including presidential debates and political conventions. The author of two books on court interpreting, a lecturer at many universities, a United States Department of State independent contractor accredited at the conference-level. Tony is the current Chair of AIIC-USA, and the President of the Ethics Committee of IAPTI. He is a court certified interpreter by the Administrative Office of the U.S. Courts and several States, a member of AIIC, TAALS, ATA, IAPTI, ASETRAD, OMT, ITI & NAJIT, and the author of the popular blog "The Professional Interpreter."



ADDITIONAL SPEAKERS (Cont'd.)

Safe AI Taskforce: Goals and Information
DR. HOLLY SILVESTRI
Safe AI Task Force, PR Committee Chair

This presentation will discuss the formation and mission of this new group. It will also discuss the results of our latest perception survey on Automated Interpreting by the spoken language branch of SAFE AI. It will then go on to discuss the Guidance that this group has put together to help all in the Language Services industry understand the steps they need to take to be certain that they are implementing AI interpreting in the proper manner. Finally, it will discuss the efforts of this group to disseminate this information to key decision-makers and also to educate lawmakers about the necessity for laws to regulate the proper use of AI to broaden language access in an ethical way.

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AI in Education and Medical Interpreting
DR. HOLLY SILVESTRI
Senior Training Coordinator, University of Arizona National Center for Interpretation

This presentation will define the terms in AI interpreting so there is clarity in what we are referring to when discussing this topic. It will also discuss the current use of AI in the profession and where the disruption is most prevalent. Then we will present a brief history of the technology used in AI interpreting (how it works) and the weaknesses of the technology so freelancers can explain this to their clients if and when they are confronted with any version of the question: "Why should I use a human when AI interpreting exists?"

Finally, this presentation will remind the audience that the disruption of AI requires a nuanced approach because while it is likely to cause job losses, it also has the potential to massively expand language access if properly integrated into the language access options given to clients.

Biography: Dr. Holly Silvestri is CEO of Linguistic Connections, LLC. She is also Sr. Coordinator of Training, Translation, & Curriculum at the National Center for Interpretation, a unit of the University of Arizona. She has also taught in the Translation and Interpretation undergraduate Spanish major at UA. Her working languages are English, Spanish, and French. She specializes in community interpreting and interpreter and translator training and most recently she authored three courses for NCI's Certificate of Interpreting. These courses are also going to be offered as electives in UA's undergraduate Spanish Translation and Interpretation major.



ADDITIONAL SPEAKERS (Cont'd.)

Inside the Lines: Ethics for Court Interpreters
DAVID SVOBODA
Language Access Coordinator, AZ Supreme Court, AOC

Ethics form the cornerstone of professionalism and integrity in court interpreting, crucially shaping the delivery of justice. This presentation delves into the intricate ethical challenges faced by court interpreters, examining foundational principles and practical dilemmas. Participants will navigate scenarios illustrating the delicate balance between transparency and neutrality.

The session will underscore the interpreter's role in upholding due process for individuals with limited English proficiency. Ethical standards will be reviewed, highlighting universal principles and their application in court. Attendees will cultivate strategies for navigating ethical challenges, bolstering their ability to uphold professionalism under pressure.

By the session's conclusion, participants will gain a comprehensive toolkit for ethical decision-making, ensuring their work in the judiciary upholds the principles of fairness, transparency, impartiality, and meaningful communication.

Biography: David Svoboda is the Language Access Coordinator for the Arizona Supreme Court, Administrative Office of the Courts (AOC). Prior to joining the AOC, Mr. Svoboda worked for eleven years as a staff Spanish interpreter for the Superior Court of Arizona in Maricopa County. Mr. Svoboda is a federally- and state certified court interpreter. Mr. Svoboda served on the Board of Directors of the Arizona Court Interpreters Association as Treasurer and President. He has also given numerous training sessions on interpreter ethics, modal skills, and other court interpreting-related subjects for interpreters, court staff, and leadership. He is a graduate of the Monterey Institute of International Studies where he earned his master's degree in Translation and Interpretation.