Arizona Translators & Interpreters, Inc.

Annual Conference 2014

September 27 · University Of Phoenix · Tempe, AZ

This year’s theme:

“Man vs Machine... The Future of Translators, Interpreters and Linguists”

CONFERENCE INFORMATION

KEYNOTE SPEAKER

Rob Cruz
Former Chairman of the Board of NAJIT
(Nat'l Assoc. of Judiciary Interpreters & Translators)

GUEST SPEAKERS

Rosanna Balistreri
Jaime Fatas
Anna Stout
Hong Chartrand
Emily Oake
Elida Testai
Kamana Khadka
Barbara Reyes
Harry Sasson
Vickie Velez
Irene Radillo
Michelle Scott
Emma Ditsworth
Carmen King, Ph.D.

For exhibitor or advertising opportunities, contact Francesca Samuel at 520 401-0668

Saturday - September 27, 2014

Conference Location: University of Phoenix
1625 W. Fountainhead Parkway, Tempe, AZ  85282

CELEBRATING 10 YEARS OF SERVICE IN ARIZONA!
Thank you to all our corporate sponsors for your sponsorship and continued support. Your sponsorship means a lot to us, so please continue to sponsor us!
Welcome to the 2014 ATI Annual Conference! We are glad you have joined us for an exciting program, that highlights nationally-known speakers and more that 150 cutting edge continuing education courses for the entire dental team.

We are excited to introduce University of Phoenix as our headquarters for our conference. This beautiful facility offers state-of-the-art meeting rooms, great something and something fun.

We hope you take this opportunity to ask questions, network and meet your guest speakers. This program was designed with you “Our Members” in mind.

We wish you all a great 2014 ATI Conference. Remember, we are here to server you!

Add some more text because I ran out thing to put here. I really hope you come up with something good, because this will be the welcome letter everyone will read first. This is all up to you so the pressure is on. I am glad I don’t have to write this. Good Luck!

Sincerely,

Dr. Jeff Gabbitas

Francesca Samuel
ATI Vice President
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**Breakfast: Anna Stout - Navigating Cultural Continuums: How Cultural Assumptions Affect how We - and Our Clients - Interpret and Interact with the World**

**Breakfast: ATC Vice President**

**Keynote Speaker - Rob Cruz**

**Breakfast: Rosanna Balistreri (2.5 hrs.) - Effective Listening and Memorization Techniques for Consecutive Interpreting**

**Breakfast: Rosanna Balistreri, Cont’d. (2.5) - Effective Listening and Memorization**

**Breakfast: Lunch**

**Breakfast: Hong Chartrand and Emily Oake - Efforts to Implement CLAS Standards in Arizona**

**Breakfast: Jaime Fatas (2.5) - A quick review of translation methodology, concepts, strategies, and techniques used by expert translators to produce professional translations**

**Breakfast: Lunch**

**Breakfast: Michelle Scott - Increasing Interpreter Utilization Through Customer Focused Service Model**

**Breakfast: Closing Remarks - Dr. Jeffrey Gabbita (ATI President)**
I know I have the old schedule on the left. I haven’t finished formatting the new one so it fits on the page.
Rosa Balistreri
Cultural & Linguistic Consultant, REACH-reaching diversity

Presentation Title: Interpreting between Different Communication Styles

Presentation Abstract:
This workshop has been pre-approved for 2 hours of Continuing Education by CCHI (accreditation number 00134)

Effective Listening and Short-Term Memory are important sets of skills to maintain Accuracy and Completeness during the Consecutive Interpreting Mode. During this workshop participants will practice a series of activities to enhance Effective Listening skills, such as observation of verbal and non-verbal cues, word & meaning analysis. They will further experiment with exercises on different retention techniques (visual, verbal, and summarization) to retrieve and analyze information.

Biography:
Miss Balistreri is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics.

In 2010 & 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association, a not-for-profit organization that advocates for the professional advancement of Healthcare Interpreting and Language Access. She is a Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI), a member of the National Council of Interpreters in Health Care (NCIHC) Standards & Training Committee and the co-chair of NCIHC Language of Lesser Diffusion (LLD) Work-group. Her linguistic background includes work in Lexicography, Computational Linguistics and Natural Language Processing, as well as interpreting, translation, and abstraction of foreign publications in the medical field.

Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton & she owns REACH-reaching diversity, a consulting agency for cultural & linguistic services in healthcare.
Anna M. Stout  
Certified Court Interpreter; ATA Certified Translator SP>EN,  
Transfinem Language and Cultural Services

*Presentation Title: Navigating Cultural Continuums: How Cultural Assumptions Affect how We—and Our Clients—Interpret and Interact with the World*

*Presentation Abstract:*

By learning what factors affect how culturally competent others perceive us, we can become more effective cross-cultural communicators, as well as cultural conduits for clients from across the cultural spectrum. This session will provide an overview of cultural competence and the 9 GLOBE cultural dimensions and will encourage participants to place themselves (and their cultures) on each dimension in relation to others. They will use this positioning to adapt behaviors in cultural interactions rather than use their own culture as a baseline for what’s "correct" or "expected". Participants will learn how their positioning affects their expectations of and interactions with others and what their counterpart expects of them. Participants will become aware of cultural assumptions that may impede effective communication and understanding, as well as strategies for addressing such barriers with clients and a discussion of the responsibilities and limitations of the professional interpreter in the clients’ cultural education.

*Biography:*

Anna Stout is a Certified Spanish Court Interpreter and ATA Certified Translator SP>EN. She owns Transfinem Language and Cultural Services, a regional T&I and cultural consulting company. Stout is currently the Co-Chair of the Colorado Association of Professional Interpreters and Board Member of the Western Colorado Latino Chamber of Commerce. She is also the President of the Foundation for Cultural Exchange, a nonprofit she founded in 2004 to establish and facilitate Grand Junction’s Sister City relationship with the rural community of El Espino in El Salvador, a country to which she has returned over 30 times. She has traveled to over 20 other countries throughout the world studying culture and language. Ms. Stout holds a Master’s degree in Global Affairs with an emphasis in Leadership and Organizations from the University of Denver and a BA from Colorado Mesa University in Applied Professional Spanish and Spanish Literature & Language with a minor in International Studies. She teaches Translation and Interpreting at Colorado Mesa University.
Rob Cruz
Title, Company Name

Presentation Title:

Presentation Abstract:

Biography:
ATI Mission Statement

Inset Mission Statement and make it sound good. What is our mission statement and who does it affect? Will be bring world peace or climate change? Only those who dare utter the words will find out.

- Arizona Translators and Interpreters Inc.
Harry Sasson
Nationally certified medical interpreter (NBCMI)

Presentation Title: The Future of Interpreting—Site or Remote?

Presentation Abstract:
There is a growing field of opportunities for interpreters working remotely either from a language center or home. We will look at traditional face-to-face or site interpreting as compared to over-the-phone (OPI) or video remote (VRI) interpreting. You will learn how remote interpreting works and the challenges and opportunities that it presents. We will examine briefly the origin of the industry and the technology that makes it possible. The speaker will share some of his work experiences in these various types of interpreting forms. Some examples may be in Spanish.

Biography:
Harry Sasson is a nationally certified medical interpreter (NBCMI) with a master’s degree in business from Stanford University, and a translation certificate, Spanish<>English, from New York University. He has nine years’ experience as a medical and educational interpreter in Phoenix, Arizona, where he has taught medical interpreting in two area hospitals. During his previous careers he had extensive international business experience in Latin America, the US, Europe and Japan. Having been born in Colombia and raised in Venezuela, Harry studied, worked and lived for extended periods of time in both Latin America and the US.

Currently he is active at Phoenix Children’s Hospital as an interpreter, and Coordinator and instructor of the Spanish Bilingual Assistant (SBA) - Introduction to Medical Interpreting. Previously he held the position of Interpreter Team Supervisor and Compliance Officer at Transperfect Remote Interpreting in Tempe. He has presented at American Translators Association annual conferences and at other venues. He had an article published in Caduceus in 2013.
Kamana Khadka
Founder / Consultant on Cultural Competency Initiatives, Hamro America LLC.

*Interpreting between Different Communication Styles*

**Presentation Title: Culturally Competent Use of Language Services**

**Presentation Abstract:**
Due to limited availability of appropriate language assistance in Arizona, accessing health care has become problematic for Limited English Proficient (LEP) and non-English speaking population. With the fast changing demographics of our state, the issue of inadequate language assistance is also proving to be a significant challenge for health care institutions that are seeing diverse patients at an increased rate. Doctors, Nurses, Medical Professionals, and other Staff coming in contact with diverse patients at the health care institutions are unable to communicate and determine “what’s wrong” or how to effectively engage patients in their health care. This workshop will help health care institutions and language services: To identify effective use of language services and its impact on quality of care; To understand the complexities of medical interpretation; To identify the issues of cost/benefit inherent in the use of interpreter services To understand the issues of legal liabilities.

**Biography:**

Kamana Khadka is the Founder of Hamro America; an agency with a mission “To strengthen culturally competent services in America such that people with diverse needs receive sensitive, knowledgeable, and non-judgmental access. Diverse needs are defined as abilities and disabilities, cultural and linguistic, social and health care.”

Having traveled and lived in some of the under-developed/developing countries in Asia and Africa, Kamana strongly believes that, as Health Inequality is the reality for under-developed countries, so is Health Disparity, an unsettling reality, for developed countries such as the United States of America. An increased focus on preventive medicine and dynamic new advances in medical technology has successfully increased life expectancy and improved overall health for a large number of Americans. But, the fact remains, not all Americans are benefitting equally. There are continuing disparities in the burden of illness and death experienced by African Americans, Hispanics Americans, Asian Americans and Pacific Islanders, and American Indians and Alaska Natives, as compared to U.S. population as a whole.

As a licensed trainer of Cultural Competency in Health Care and Human Services, under The Cross Health Care Program, Ms. Khadka is able to provide practical tools to help foster the needed understanding of not only familiar communities but also minorities and refugees. As a graduate of Development Project Management from Monterey Institute of International Studies, she has acquired skills in project management, strategic planning, program implementation and evaluation, and training of trainers, which complements her Masters in Public Health and Bachelors in International Relations from Grand Canyon University. Her personal commitment and career goal is to contribute toward improving the quality of life in ethnically diverse communities. She feels very strongly about citizen working together to achieve a happy and healthy life.
Victoria E. Velez
Spanish Instructor and Translator

Presentation Title: Headaches in Translation: The uses of progressive, gerund, and participles when translating from English to Spanish. (In Spanish)

Presentation Abstract:
In translations from English to Spanish or vice versa, translators are faced with the grammatical differences between the two languages. Some differences are obvious, as in the case of the use of adjectives and adverbs, but some differences are not, as in the case of the use of the progressive, gerund, and participles. This presentation is a review of major grammatical and syntactic contrasts and differences in English and Spanish, in order to clarify some concepts of translation errors made in both languages. (In Spanish)

Biography:
Victoria Eugenia Vélez is a graduate of the Universidad Javeriana of Bogotá, Colombia. She has a certificate in translation, and a Master in Spanish Linguistics from Arizona State University. She has a long career as instructor at the Universidad Javeriana, Spanish Instructor at Berlitz Institute, and Spanish teaching associate at Arizona State University. Now she wants to share her experience of teaching Spanish with Spanish translators that are faced with the grammatical and syntactic differences between English and Spanish.
Barbara Rayes-Barnett
Cultural & Linguistic Consultant, REACH-reaching diversity

*Presentation Title: Process Review*

*Presentation Abstract:*

Humans love to measure. Americans love to compete. Put measurement and competition together, and you have an environment in which guidelines, graphics, and charts rule the day. In this session, we explore “Process Review,” a type of quality analysis that uses a positive statement followed by a yes or no answer. We’ll look at process review questions based on industry-specific documents, including the Standard Guide for Quality Assurance in Translation (ASTM International) and the National Standards for Healthcare Interpreter Training Programs (National Council on Interpreting in Health Care). We’ll also use a federal regulatory document, the National Culturally and Linguistically Appropriate Services Standards in Health and Health Care (Office of Minority Health, U.S. Department of Health and Human Services). How do you generate data to show that you meet or exceed published standards? Come to this session. Measure. Compete. Win.

*Biography:*

Barbara Rayes-Barnett has worked over twenty years in Language Services, serving as a translator, interpreter, supervisor, writer, teacher, and curriculum developer. She has worked at Phoenix Children’s Hospital, John C. Lincoln Healthcare Network, Estrella Mountain Community College, and International Rescue Committee. She is the founding president of Arizona Translators and Interpreters, Inc., serving on the Board during the years leading up to incorporation and for the six years following incorporation. She served twice on the Board of the National Council on Interpreting in Health Care. Barbara and her husband, Doug, are musicians. They live in Glendale, Arizona.
Emma Ditsworth
Trainer / Consultant

*Presentation Title: Headaches in Translation: The uses of progressive, gerund, and participles when translating from English to Spanish. (In Spanish)*

*Presentation Abstract:*

This presentation will focus on how far we as a state have come in the area of providing language services for LEPs who speak languages of lesser diffusion and how we may learn from other states, such as Massachusetts, Washington, and Oregon.

*Biography:*

Emma H. Ditsworth, CHI™ was born and raised in Taiwan. She has been a trainer of healthcare interpreters since 2010. Prior to focusing on training healthcare interpreters she has worked for a non-profit agency for seven years as an outreach specialist. During her time with the agency she experienced first hand the health disparities that limited English proficient clients face while seeking health and social services. She participated in Bridging the Gap Medical Interpreter Training Course in January 2004 and took three more interpreting courses between 2004 and 2010. In December 2010 she received her trainer of trainer certificate from Cross Culture HealthCare Program. In August 2013 she completed the short course on Training of the Trainers for the Healthcare Interpreting Profession at the Monterey Institute of International Studies. She now devotes her time and energy to developing curriculum and training healthcare interpreters for the diverse community in Arizona. Ms Ditsworth received her Certified Healthcare Interpreter™ (for Mandarin) in March 2012 and is a member of the American Translators Association.
Jaime Fatás Cabeza  
Director of Translation and Interpretation  
Department of Spanish and Portuguese  
University of Arizona / Tucson, USA  
United States Court Certified Interpreter  
Certified Healthcare Interpreter™  

Presentation Title: A quick review of translation methodology: concepts, strategies, and techniques used by expert translators to produce professional translations. 

Presentation Abstract: 

Most sentences have a certain syntactic structure that remains unchanged in different communicative settings but that can be interpreted in different ways. Depending on their purpose (documental, instrumental, artistic, descriptive, etc.) expert translators and interpreters use different techniques to achieve different goals, different equivalents. Sometimes they closely follow the structure and content of the original in the target language; sometimes they adapt it or even rewrite it altogether. In all cases they need to deftly negotiate content and reach a compromise.

In the first part of this lecture-workshop I will explore fundamental concepts, strategies, and techniques developed in the Western tradition during the last fifty years and used by expert translators to produce professional translations. Then, in the second half I will analyze and discuss examples (Eng/Spa) from my own work to illustrate those concepts and strategies.

Biography: 

Jaime Fatás Cabeza is the director of the undergraduate degree program in translation and interpretation at the University of Arizona. He is a United States Court Certified Interpreter (USCCI, English/Spanish), accredited as a medical interpreter by the Certification Commission for Healthcare Interpreters and as a translator by the American Translators Association (ATA). He has been a staff judicial interpreter with the Trial Court of Massachusetts, president of the Judicial Interpreters 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. He is an active conference interpreter and lecturer on T&I.

Jaime has taught Translation and Interpretation at the School for Professional Studies at Boston University and at Bentley College; Music and Spanish Language and Culture at Tufts University and the University of Massachusetts/Boston as well as in Spanish schools and conservatories.

Professional experience includes stints as staff translator and editor for school and college divisions at Houghton Mifflin Publishing Co., Prentice Hall, and Simon and Schuster. Literary, academic and technical translations, and scholarly articles. Recent translations include the books El estudio de la orquestación (The Study of Orchestration by S. Adler/Juilliard School of Music/Norton Publishing Co., 2006); La búsqueda de la seguridad (Seeking Safety: A Treatment Manual for PTSD and Substance Abuse by L. Najavits/Harvard University, 2006); Cueva, ciudad y nido de águila (Cave, City, and Eagle’s Nest: An Interpretive Journey Through the Mapa de Cuauhtinchan No. 2, by D. Carrasco and S. Sessions, 2010; Rockefeller Center for Latin American Studies at Harvard University); La cultura española tras las alambradas (Spanish Culture Behind Barbed Wire. Memory and Representation of the French Concentration Camps, 1939-1945, by F. Cate-Arríes, 2012, Bucknell University Press; Anthropos/Siglo XXI, 2012). Jaime translates regularly for Quodlibet, the music theory review of the Universidad de Alcalá (Madrid, Spain). Most recently he has collaborated in the second edition of Fundamentals of Court Interpretation: Theory, Policy and Practice, 2012, the reference manual for judiciary interpreters.
Hong Chartrand  
Program Manager, Arizona Department of Health Services

**Presentation Title:** Development of a Translation Toolkit to Help Create and Translate Non-English Language Materials (Co-Presenter Élida Testai)  

**Presentation Abstract:**

Health care materials in languages other than English may need to be developed in order to serve the needs of Limited English Proficient (LEP) patients/clients. The Arizona Health Alliance for Language Access Rights (AHALAR), a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona, is creating a translation toolkit to guide organizations in Arizona develop and translate non-English language materials. In addition to background introduction and overview of relevant translation activities (such as language identification list) conducted by the AHALAR, the presentation will highlight important areas from the Toolkit, such as step-by-step procedures to translate a project, a translation checklist, quality assessment and references. One note is that the Toolkit is in development but will be completed by the time of the conference.

**Biography:**

Hong Chartrand, MPA & MA, is a program manager for the Arizona Health Disparities Center, Arizona Department of Health Services. She is responsible for creating partnerships, leveraging program resources, managing communication tools, professional development workshops communicating health disparities-related information and conducting surveys and evaluation and grant writing. She has extensive experience in managing multicultural community-based projects in the health care arena and in building partnerships and developing resources. Ms. Chartrand holds Master’s degrees in Public Administration and Policy with a concentration on health care and East Asian Studies from the University of Arizona. She also holds a post-graduate Epidemiology Certificate from the Arizona State University. She is a linguist by training from the Beijing University, China. While working full-time, Ms. Chartrand is pursuing her doctoral degree in public health at the University of Arizona College of Public Health.
Élida Testai  
Translation Coordinator, Phoenix Children’s Hospital

*Presentation Title: Development of a Translation Toolkit to Help Create and Translate Non-English Language Materials (Co-Presenter Hong Chartrand)*

*Presentation Abstract:*

Health care materials in languages other than English may need to be developed in order to serve the needs of Limited English Proficient (LEP) patients/clients. The Arizona Health Alliance for Language Access Rights (AHALAR), a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona, is creating a translation toolkit to guide organizations in Arizona develop and translate non-English language materials. In addition to background introduction and overview of relevant translation activities (such as language identification list) conducted by the AHALAR, the presentation will highlight important areas from the Toolkit, such as step-by-step procedures to translate a project, a translation checklist, quality assessment and references. One note is that the Toolkit is in development but will be completed by the time of the conference.

*Biography:*

Élida Testai, MD, BA, & MA, is Translation Coordinator at the Phoenix Children’s Hospital. She is also an adjunct faculty at the Arizona State University, New Mexico State University (NMSU), Rio Salado Community College and Paradise Valley College. She is a certified medical interpreter by NBCMI and CCHI, and a certified Court Spanish interpreter by the National Association of State Courts. Ms. Testai is a member of the North American Academy of the Spanish Language or Norteamericana de la Lengua Española (ANLE), and a speaker for different interpreter conferences throughout the country. Ms. Testai is a physician from Argentina, where she practiced Anesthesiology and Pain and Palliative Care. She was also an instructor of Pathology at the School of Medicine, University of Buenos Aires. Ms. Testai holds BA in Foreign Language Education and MA in Hispanic American literature and minor in Linguistics from NMSU. She received her MD from the University of Buenos Aires, Argentina.
Carmen king de Ramirez
Title, Company Name

Presentation Title:

Presentation Abstract:

Biography:
Emily Oake
Title, Company Name

*Presentation Title:*

*Presentation Abstract:*

**Biography:**
Michelle Soto
Title, Company Name

*Presentation Title: Increasing Interpreter Utilization Through Customer Focused In-Service Model*

*Presentation Abstract:*

*Biography:*
Irene Radillo
Title, Company Name

Presentation Title: Your Body, your most neglected tool!

Presentation Abstract:

Biography:
PICTURE GALLERY

RATING 10 YEARS OF SERVICE IN ARIZONA!
Elections reminder page

Don’t Forget to vote page
Not Sure what this page will be. I’ll figure something out.
Inset Mission Statement and make it sound good.
What is our mission statement and who does it affect? Will be bring world peace or climate change? Only those who dare utter the words will find out.

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- Arizona Translators and Interpreters Inc.
ATI Mission Statement

*Inset Mission Statement and make it sound good.*

What is our mission statement and who does it affect? Will be bring world peace or climate change? Only those who dare utter the words will find out.

- Arizona Translators and Interpreters Inc.
To be a welcoming organization recognized as the premier source, responsive to the needs of language service providers and Arizona’s increasingly-diverse communities.

- Arizona Translators and Interpreters, Inc.