



32nd Annual Conference
of the
Carolina Association of
Translators and Interpreters
“Working Globally, Networking Locally”


Hosted by

Meredith College

March 28, 2020
Meredith College
Raleigh, North Carolina

CATI CONFERENCE SCHEDULE OF EVENTS

Saturday, March 28, 2020

Time	Type	Description	1 CEU Credit
8:00 – 8:45		Check-In	
8:00 – 8:45		Breakfast	
8:45 – 9:00		Welcome/General Announcements – <i>Javier Castillo</i>	
9:00 – 10:15	A,B,C,	Keynote Address by Irene Bruno	ATA,
10:30 – 11:00		Coffee Break 	
11:00 – 12:00		Concurrent Sessions I	
	B	Who are the Sign Language Interpreters? Are They My Colleagues? – <i>Sarah Baker</i>	ATA, CCHI,
	A, C	Technology has Changed the Language Services Industry: Now What? – <i>Michael Collins and John Milan</i>	ATA, CCHI,
	A, B	Word Matter: Etymology as a Tool for Language Professionals – <i>Susana Gee</i>	ATA, CCHI,
	B	Stay in your lane! (But who’s drawing the lines?) – <i>Janis Palma</i>	ATA, CCHI,
12:00 – 1:30		Lunch	
1:30 – 2:15		CATI General Meeting – Board of Directors	
2:30 – 3:30		Concurrent Sessions II	
	A, C	Panel on Managing Translation Projects Successfully – <i>Dr. Mónica Rodríguez-Cartró (Moderator), Delfina Erochenko, Yennica Palmer and Laura Richiez Combas</i>	ATA,
	B	Top Speed Simultaneous Interpreting Workshop <i>Do you feel the need...the need for speed?</i> – <i>Lorena N. Devlyn</i>	ATA, CCHI,
	B	Interpreting Child Sexual Abuse – <i>Jeannette Houchens</i>	ATA, CCHI,
	B	LatinX: A 21st Century Enigma – <i>Hernán A. Silva-Zetina and Matthew T. Benton</i>	ATA,
3:30 – 4:00		Coffee Break	
4:00 – 5:00		Concurrent Sessions III	
	B	How to become a State Department Contractor – <i>Irene Bruno</i>	ATA,
	B	El intérprete y la gramática de la oralidad – <i>Dr. Santiago García-Castañón</i> (Spanish only)	ATA, CCHI,
	A	Overview of ATA’s Certification Exam: Q&As – <i>David Stephenson</i>	ATA,
	B	Navigating Ethical Dilemmas in Patient Counseling and Spiritual Care: To Recuse Myself or Not to Recuse Myself, that is the Question – <i>Dr. Indira Sultanić</i>	ATA, CCHI,

SESSION ABSTRACTS

Keynote:

Presented by Irene Bruno (A, B, C)

Ms. Bruno will address the issue of diplomatic interpreting including interpreting when the President of the United States is visiting a foreign country or welcoming a foreign leader; when the Secretary of State is holding a bilateral meeting or a joint press conference with a Foreign Minister. In addition to speaking about her job as Senior Spanish Diplomatic Interpreter at the Office of Language Services at the Department of State, she will also summarize the history of interpreting, including the Nuremberg trials; give examples of expressions, phrases and sayings that require preparation on the part of the interpreter so as not to be caught “off guard” while interpreting; and explain how to become a State Department contractor, either as a translator or an interpreter.

Concurrent Sessions: A = Translation, B = Interpretation, C = Business Skills

SESSION 1

1A - Who are the Sign Language Interpreters? Are They My Colleagues?

Presented by Sarah D. Baker (B)

As our respective fields bloom and grow, spoken language organizations and signed language organizations rarely meet; however, we share a common goal. For all languages, qualified interpreters shoulder great responsibility to ensure accurate, free-flowing communication within our world, our country, and our communities. During this short lecture, I will share a brief overview of our nationwide ASL interpreting organization (Registry of Interpreters for the Deaf), the ASL/English interpreting certification process, nuances of interpreting for Deaf/Hard-of-Hearing clients, Deaf cultural mediation standards, the RID/NAD Code of Professional Conduct, and strategies for teaming with a Sign Language interpreter when a spoken language interpreter is already present.

1B - Technology has Changed the Language Services Industry: Now What?

Presented by Mike Collins and John Milan (A, C)

This presentation will examine how multiple forces have changed the landscape of the language services industry. We'll discuss how we got here, what the current industry looks like, and where we might be heading in the near future. We'll explore some new roles for translators and interpreters as language advisors, consultants, and analysts, while considering the importance of the human element in the work that we do. We'll also poll attendees on their views of how their occupations are changing and what techniques they are using to adapt.

1C - Word Matter: Etymology as a Tool for Language Professionals

Presented by Susana Gee (A, B)

“Words have Meaning”, Justice Anthony Scalia.

Language professionals are constantly bombarded with words. When a language professional is in a pinch, it is an invaluable tool to be able to consider a word, assess it and decode its probable meaning. Each word has a story behind it and if the language professional can make connections to quickly decipher a term, the translation becomes easier. This skill will prove to be a fundamental tool for any language professional in any setting. To understand the history of words is to commit the meaning of a word to memory.

1D - Stay in your lane! (But who’s drawing the lines?)

Presented by Janis Palma (B)

Interpreters in legal settings have a strict code of ethics that prescribes exactly how to navigate the complexities of constitutional protections afforded to persons who do not speak or understand the language of the courts. The law of the land is meaningless and ineffective when such a person faces a criminal prosecution in either a state or federal court without an interpreter. A professional code of ethics provides the ground rules for the interpreters in legal contexts. But who decided how or why an interpreter should perform according to these ground rules? Do they actually help or hinder the true role of a judiciary interpreter? This presentation explores the meaning of accuracy as it pertains to the judiciary interpreter’s role, encouraging participants to exercise their critical thinking skills as the traditional ethical boundaries for the judiciary interpreter’s performance are challenged on the basis of long-standing language and communication theories.

SESSION 2

2A – Panel Presentation:

Areas: Translation, Project Management, Business

Moderated by Dr. Mónica Rodríguez-Castro

Presented by Dr. Mónica, Rodríguez-Castro, Ms. Delfina Erochenko; Ms. Yennica Palmer & Ms. Laura Richiez Combas (A, C)

Managing Translation Projects Successfully

Dr. Mónica Rodríguez-Castro

As translation volume and project complexity continue to grow in today’s language industry, the need for advanced project management tools is becoming essential for successful project completion. The role of the project manager is indispensable in handling diverse projects to ensure an effective communication workflow among intercultural virtual teams, particularly in projects with high technical complexity. This panel will focus on mismatched expectations between linguists and project managers with regards to post-editing. The panel will also revisit the role of the project managers in ensuring effective virtual interactions and propose possible communication workflows that could satisfy the needs of culturally diverse teams with the implementation of latest technologies.

Mismatched Expectations of Post-editing in Today's Industry: Linguists vs. Project Managers

Ms. Delfina Erochenko

Artificial intelligence has been making an impact on the language industry, as a result the topic of machine translation, particularly post-editing, has attracted attention. There is an ongoing debate on whether machine translation is an 'accelerator' or a 'replacement' for current translation professionals. This presentation will explore the concept of post-editing and its role in the translator's workstation, as well as mismatched expectations of linguists versus project managers towards the role of post-editing in translation processes. Additionally, the presentation will also provide tips on productivity gains for translators while showcasing the challenges that machine translation continues to face.

Why Cultural Differences are Still Relevant in Today's Work Settings?

Ms. Yennica Palmer

As the language industry continues its transformation through digitalization, Language Service Providers have seen increasing volumes of work with high project complexity. Often, translation companies have resorted to outsourcing to a network of freelancers working in virtual teams. Virtual teams not only transcend physical spaces but also cultural barriers, and project managers are faced with the challenges of managing complex intercultural communication workflows. The purpose of this presentation is to survey cultural study theories, such as Hofstede's dimensions of cultural values (2001) and Hall's approach to high and low context cultures (1992), to understand the communication styles and work values from different cultures. The presentation will discuss such aspects as distinctions in socialization levels, superior-subordinate relationships, etc. and provide possible tips to motivate a diverse workforce for successful team interactions.

Communication Workflows in Translation Virtual Teams

Ms. Laura Richiez Combas

Virtual translation teams are becoming increasingly predominant in the translation industry. Therefore, team members must take into consideration an array of communication strategies. To that end, translation project managers play a crucial role in comprehending different team members' communication styles in order to overcome possible misunderstandings while establishing trust and ensuing efficiency. Project managers can design workflows carefully so as to facilitate smooth communication among team members and empower each team member to enhance productivity. This presentation will suggest technologies that could be used to improve collaboration in communication workflows in order to aid project managers in successful project completion.

2B - Top Speed Simultaneous Interpreting Workshop: Do you feel the need...the need for speed?

Presented by Lorena N. Devlyn (B)

Participants will improve their speed in the simultaneous interpreting mode and will learn different techniques to interpret judicial proceedings recorded at more than 200+ words per minute. Participants will learn different ways of dealing effectively with judges, attorneys and defendants whose speed makes it difficult to render a full, complete and accurate interpretation into the target language. Utilizing real recordings of federal court proceedings, the presenter will demonstrate how to interpret at a speed of 200 + words per minute. The presenter will give advice on breathing techniques, intonation and delay (EVS or Ear to Voice decalage) to achieve an optimal speed of delivery. The presenter will discuss word expansion and sentencings restructuring on repetitive and formulaic language. The presenter will address coping strategies when fast deliveries lead to lack of comprehension and loss of information and impede the interpreter's ability to render a complete and accurate interpretation. The presenter will analyze and critique the participants' renditions.

2C - Interpreting Child Sexual Abuse

Presented by Jeannette Houchens (B)

Trying to obtain information from children about alleged sexual abuse they may have experienced or witnessed can present many challenges for interviewers and investigators. Now Imagine, having to obtain the information from non-English speaking children with different cultural backgrounds. These professionals must rely on expert interpreters so that the information can be used as evidence in criminal cases. This session will provide participants with the tools needed to understand the forensic interview process and how to interpret accurately, applying the interpreter's code of ethics, without changing the dynamic of the interview or affecting child disclosure due to linguistic or cultural differences.

2D - LatinX: A 21st Century Enigma

Presented by Hernán A. Silva-Zetina and Matthew T. Benton (B)

Whether language purists like it or not, Latinx is here to stay. A 21st century social necessity. What it is, how it is used, and its impact in our daily life. We plan to present what it is, its origins and its usage. The mechanics of its interpretation with Hispanic immigrants at U.S. courts and hospitals. The training of interpreters about how to tackle its linguistic twists to render accurate and precise interpretations when giving a rendition in an open court or in a health care setting. Team participation and discussion will be encouraged during the presentation.

SESSION 3

3A - How to become a State Department Contractor

Presented by Irene Bruno (B)

Ms. Bruno will make a presentation about the Office of Language Services at the Department of State; she will explain how to become a contractor, either as a translator or an interpreter.

3B - El intérprete y la gramática de la oralidad

Presented by Dr. Santiago García-Castañón (B)

Si la lengua en general está regida por unas normas que denominamos gramática, la lengua hablada se rige por las leyes de la prosodia, o gramática de la oralidad.

Todos los profesionales de la voz (cantantes, actores, locutores) realizan ejercicios para perfeccionar su técnica de dicción. El intérprete, que también utiliza la voz como principal herramienta de trabajo, debe cuidar la prosodia con el fin de ordenar el discurso adecuadamente. Para lograr tal fin, necesita trabajar aspectos como la entonación, el volumen y la velocidad, así como la acentuación, el ritmo y las pausas, elementos de los que se ocupa la prosodia.

En esta presentación trataré de clarificar diversos aspectos prosódicos para que sea posible producir un discurso diáfano y comprensible.

3C - Overview of ATA's Certification Exam: Q&As

Presented by David Stephenson (A)

This session will be of interest to attendees seeking a better understanding of ATA's certification exam and program. The speaker will discuss the nature of the exam, assessment criteria, and recent changes in the program. He will answer questions about certification policies and procedures and provide tips on how to prepare for the exam.

3D - Navigating Ethical Dilemmas in Patient Counseling and Spiritual Care: To Recuse Myself or Not to Recuse Myself, that is the Question

Presented by Dr. Indira Sultanić (B)

For many healthcare interpreters, patient counseling and spiritual care are especially difficult settings in which to interpret. They fall between a theological, psychological, and a social encounter. Many interpreters are faced with the dilemma "to interpret or not to interpret?". Some interpreters simply recuse themselves from these or similar encounters, while others may struggle with self-assessing their readiness and with properly employing their code of ethics. This presentation offers a 5-question approach to checking ones' own readiness before going into these settings, how to best employ the code of ethics when faced with an ethical dilemma, and when, and how to graciously withdraw from assignments.

ABOUT THE SPEAKERS (in alphabetical order by first name)
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David Stephenson

David Stephenson, CT, an ATA-certified German>English, Dutch>English, and Croatian>English translator, is the chair of ATA's Certification Committee. He is a freelance translator of German, Dutch, Croatian, Serbian, and Bosnian into English, specializing in civil litigation and creative nonfiction, and he is a past president of CATI (1993-1995).

Hernán A. Silva-Zetina

Hernán A. Silva-Zetina has been a freelance English-Spanish interpreter and translator for more than 17 years. Raised in the southeastern state of Campeche, Mexico and educated internationally within the Mexican, British and American educational systems, Hernán Silva-Zetina is a Certified Spanish Court Interpreter in the States of Mississippi, Missouri and Tennessee. Hernán is also an Ad Hoc interpreter at Federal Court, has completed the CCHCP Bridging the Gap Medical Interpreter Training Program for Medical Interpreters and is also a Notary Public in the State of Tennessee. Hernán has interpreted hundreds of asylum and immigration hearings for USCIS and EOIR (immigration court). Hernán is an active member of NAJIT, ATA, EULITA, TAPIT and TAMIT professional organizations.. Hernán is a renaissance man, an ethical, hardworking and dedicated professional interpreter, and a true altruist. Hernán A. Silva-Zetina may be reached at: hernan@odinsmemphis.com .

Dr. Indira Sultanić

Indira Sultanić, PhD, CHI™ is an Assistant Professor of Spanish Translation and Interpreting Studies at Virginia Commonwealth University. She received her Ph.D. in Translation Studies from Kent State University. Her teaching expertise include medical, legal, and community interpreting, and Spanish <> English translation. Dr. Sultanić is a CERTIFIED HEALTHCARE INTERPRETER™, and has worked in the language industry as a Project Manager, translator, as well as a medical and community interpreter for the past 11 years. She is a Member of the California Healthcare Interpreting Association (CHIA) Board of Directors.

Irene Bruno

Irene Bruno, Senior Diplomatic Spanish Interpreter at the U.S. Department of State, is originally from Buenos Aires, Argentina. After finishing high school there, she traveled as a foreign exchange student to Kansas City, MO where she attended Park Hill High School. During that experience, she decided to become a translator and interpreter. Upon receiving her B.A. in Translation from the University of Buenos Aires and her interpreting degree from Georgetown University in Washington, D.C. she began a +35-year career as a free-lance interpreter for the U.S. Government, international organizations such as the Organization of American States, the World Bank, the International Monetary Fund, the Inter-American Development Bank, as well as clients from the private sector.

In 2014 she joined the Office of Language Services at the U.S. Department of States, as Spanish Diplomatic Interpreter where she interprets for the White House, the Department of State and other Departments of the U.S. Government.

Janis Palma

Janis Palma is a NAJIT-certified English-Spanish interpreter and translator, originally from Puerto Rico and currently living in San Antonio, Texas. She is also certified by the U.S. Courts and has a Master Court Interpreter license from the State of Texas. Her studies in literature and literary criticism were the basis for her initial incursions in judiciary interpreting, later complemented by graduate-level and self-directed studies in applied linguistics. She has worked for the past 36 years as a judiciary interpreter and translator in both state and federal courts, as well as other government agencies throughout the U.S. She has also been very active through NAJIT and other organizations since 1986 in continuing education initiatives for judiciary interpreters at all levels of experience. Ms. Palma is a past NAJIT President and past Chair of the SSTI Board

Jeannette Houchens

Jeannette Houchens: originally from Colombia, South America, is a Certified Medical Interpreter (CMI-Spanish), and a Certified Court Interpreter for South Carolina. She started her career back in her country, where she worked in the translations industry. After moving to the US, she continued advancing on her career by taking local trainings in Legal, Health and Human Services interpretation. She obtained accreditation as a qualified Spanish Interpreter by the Department of Social Services of South Carolina and later obtained her Certification as Medical Interpreter and Court Interpreter. Jeannette has become an active part in the interpreting profession in her area.

John Milan

John Milan, M.Sc., CT, is an ATA-certified translator, economist, consultant, and lecturer on the business and economics of language services. He holds degrees in Spanish and International Political Economy, in addition to a Master's in Applied Microeconomics, earned at The Ohio State University, where he specialized in Portuguese translation as a Foreign Language Fellow. For 10 years, he lectured as an adjunct professor of economics at a university in São Paulo, Brazil, while freelancing as a translator and consultant. Since 2005, he has been involved in both ATA and CATI, currently serving on the ATA Board of Directors as its Treasurer and chair of the Finance and Audit Committee. Before that, he was a board member and past president of CATI (2009-2016).

Lorena Devlyn

Lorena Devlyn is a state and federally certified court interpreter (English <->Spanish). She's been a court interpreter since 2012. In 2017 she became the first full time staff interpreter for the Travis County Criminal Courts in Austin, Texas. Currently, she is a staff interpreter at the US District Courts District of New Mexico in Las Cruces, NM. Lorena serves on the Board of Directors of the Texas Association of Judiciary Interpreters and Translators and she a member of

the National Association of Judiciary Interpreters and Translators and the American Translators Association. Lorena earned a JD in Law from Instituto Tecnológico Autónomo de México and is working towards her Masters Degree in Interpreting and Translating at the University of Texas Rio Grande Valley.

Michaels Collins

Michael Collins has been active in technical translation and localization for over 30 years. Degrees include a B.A. from the University of Arizona with a double major in Russian and German, and a Master's Degree in Slavic Linguistics from UNC Chapel Hill. He has also studied at the university level in Germany and Yugoslavia. He is ATA-certified German to English and Russian to English, is a former President of Global Translation Systems, Inc., and a former President of the Carolina Association of Translators and Interpreters. He is the author of numerous articles and presentations on translation and the translation industry and currently works as a freelance translator.

Matthew T. Benton

Matthew T. Benton has been a freelance English-Spanish interpreter and translator for the past 10 years and has been a Certified Spanish Court Interpreter in the states of Tennessee, Missouri, and Mississippi since 2018. Born and raised in Chattanooga, Tennessee, Matthew graduated from Vanderbilt University with a B.A. in philosophy and Spanish before setting off to teach English in Chile. From 2010 to 2017, he worked in many of the country's most prestigious academic institutions, teaching English language and literature in the International Baccalaureate system while immersing himself in Latin American language and culture. Upon returning to the United States in 2017, Matthew began volunteering and interpreting for the Hispanic community in his home state of Tennessee while training to become a certified interpreter. He is a member of several professional organizations, including NAJIT, ATA, EULITA, TAPIT, and TAMIT, and is an avid reader, runner, music lover, and travel enthusiast. He is also a notary public in the state of Tennessee. He can be reached at matthew@odinsmemphis.com

Dr. Santiago García-Castañón

Santiago García-Castañón holds the degree of Licenciado in English Philology from the Universidad de Oviedo (Spain) and a Master's and PhD in Spanish Literature from the University of Illinois. He is Professor of Spanish at Western Carolina University, where he also served as department head for seven years. An accomplished public speaker, award-winning poet, novelist, legal interpreter and literary translator, he has given more than 120 presentations, talks and lectures in some twenty countries in four continents on various topics, ranging from language and literature to translation and contemporary politics. Santiago has twenty-one books to his credit, and has recently translated John Milton's complete sonnets into Spanish verse.

Sarah Baker

As a second-generation ASL/English interpreter growing up within the Deaf community, Sarah Baker highly values providing equal access for Deaf and Hard-of-Hearing individuals nationwide. She holds a bachelor's degree from Bob Jones University in English Language & Linguistics with a double minor in Teaching English as a Second Language and Education. Since 2008, Sarah has interpreted in a wide variety of settings, specializing in Video Relay Service and medical interpreting. As a volunteer, she served on the South Carolina RID Board of Directors as the State Member-at-Large and Professional Development Chair. Sarah is nationally certified by the Registry of Interpreters for the Deaf.

Susana Gee

Susana Gee is a federally certified English/Spanish interpreter. Her expertise is in the fields of law, medicine, education and insurance. Susana was born and raised in Mexico City. She has a B.S. from the Universidad Iberoamericana de México and a M.Ed. from Vanderbilt University. Susana's true passion is etymology.

UNC Charlotte Panel

Dr. Mónica Rodríguez-Castro is an Associate Professor of Spanish and Translation Studies at the University of North Carolina at Charlotte. Dr. Rodríguez-Castro teaches courses in project management, computer-assisted-translation tools, English<>Spanish specialized translation practice, and Spanish for Business. Her primary research interests include empirical studies in translator satisfaction, translation technologies, pedagogy and corpus linguistics.

Ms. Delfina Erochenko, Ms. Yennica Palmer and Ms. Laura Richiez Combas are currently pursuing their MA in Spanish with a concentration in Translation Studies (English-Spanish).