

# FINDING THE PARALLELS: INTERPRETING IN MEDICAL AND JUDICIAL SETTINGS



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A boutique-event by  
de la Mora Interpreter Training

Conference Summary

-by **Giovanna L. Lester, CT**  
Conference Organizer

## About de la Mora Interpreter Training

[de la Mora Interpreter Training](#) is committed to providing quality training and guidance for interpreters of all languages and levels of experience. If you are curious about one of the country's fastest-growing professional fields, are bilingual and want to take advantage of your talents, or are already an interpreter and want more training, we are here for you.

Founded in 1998 by Agustín Servin de la Mora, DLMIT has established a solid relationship with its clients as well as an excellent reputation in the industry. We strive constantly to stay abreast of the trends and learning styles prevalent in today's interpreting environment. A lightweight and practically paperless company, we provide expert training to language professionals including in-person seminars, live online instruction and interactive modules.

Through our commitment, experience and expertise our company has established a host of repeat customers which include: The National Center for State Courts, BIAMP, LanguageLine Services, Fred Laswell Inc., Lionbridge and the Administrative Offices of the Courts in Arkansas, Colorado, Connecticut, Florida, Georgia, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Pennsylvania, Tennessee and Wisconsin.

de la Mora Interpreter Training is grateful to its staff: Rodrigo de la Mora, Patricia Carlier Lalana, and Antonella Pagani who also assisted in the organization.

## About the Author

Giovanna (Gio) Lester is a veteran of the Translation and Interpreting industries, having worked in both since April 1980. Gio's career started in her native Brazil, and has continued in the US.

After she joined the American Translators Association (ATA) and earned her Certification as a Portuguese into English translator, Gio supported the ATA as a volunteer member of its PR Committee, President of the original Florida Chapter (FLATA, 2001-2003), Assistant Administrator (2003-2005) and Administrator of the Interpreters Division (2005-2007), and co-founder and President of the Association of Translators and Interpreters of Florida (2008-2010; 2011-2012), ATA's new Florida state Chapter. She is actively involved in the National Association of Judiciary Translators and Interpreters as a contributor to its blog and newsletter, Protheus.

Gio's love for her profession led her to become involved with both initiatives for medical interpreter certification. She served as co-chair of the Communications Committee of the National Coalition on Health Care Interpreter Certification (2008-2009), and later on as Director and Interim-Vice Chair of the National Board of Certification for Medical Interpreters. She currently teaches legal translation online for Brasillis Idiomas, a Rio de Janeiro-based translation and interpreting school, is Chair of the Development Committee for the National Board, and is responsible for the creation and design of that organization's newsletter, CMI Tides of which she is also Editor (2010-present). Gio is also a member of the International Medical Interpreters Association (IMIA) and a faculty member of its Leadership Academy, and a member of the Asociación Internacional de los Profesionales de la Traducción y la Interpretación.

The author acknowledges the valuable support of the de la Mora Team to the success of this event.

*Language Access is not an interpreter issue. It's a rights issue.  
And compliance is not optional.*

At that point where Language Access becomes a matter of life or death, freedom or prison, understanding or confusion we find law enforcement professionals, health care providers and interpreters trying to pinpoint why their interaction is paramount for the quality of their services.

Representatives of these groups came together to also discuss other aspects of this three-pronged partnership, aiming at strengthening ties to be able to implement solutions that will reduce liability, increase ROI, ensure compliance and add value to the services they provide to Limited English Proficiency individuals.

## Introduction

In the wide variety of conferences offered language professionals, few bring together stakeholders from different segments and facets to discuss *why* their interaction is paramount for the quality of the services they provide. The focus of the “Finding the Parallels” conference was on the practical aspects of the three-pronged partnership between health care, legal and language service providers, aiming to strengthen our professional ties and implement solutions that will reduce liability, increase ROI, ensure compliance and add value to our services.

Stakeholders feel pressured by laws that group them together and codes of ethics that pull them apart. In the middle we find the LEP individual lost in the shuffle, while interpreters look for guidance and service providers look for solutions. We have to come to a point of convergence where it is imperative that we work the issues out together. This reality is felt in both medical and legal settings.

The main concept behind the event was to empower stakeholders in the triad, seeking a positive outcome that would ultimately benefit its members as well as LEP individuals. For legal and health care professionals, the goal was to help them understand why compliance is important and the liabilities that can be averted. For interpreting services professionals, the objective was to make them better informed of the value of their work so they can better position themselves in the market. In the end, we are all beneficiaries: better justice, better health care and better outcomes all around. But, despite the Title VI mandate, EO 13166 and the latest actions by Medicare and Medicaid targeting readmissions, Language Access is still a barrier – one that goes beyond overcoming the practical logistics of providing language services.

The method devised to achieve the above was to hold a boutique-event that congregated a small number of stakeholders for two days, with an opening keynote address by Mr. Rob Cruz, Chair of the National Association of Judiciary Interpreters and Translators (NAJIT). Mr. Cruz serves on the Language Access and Disability Barriers committee of the Tennessee Supreme Court’s Access to Justice Commission as well as in the advisory group “Laying the Path: Creating National Standards for Language Access to State Courts” of the Standing Committee on Legal Aid and Indigent Defendants of the American Bar Association. Mr. Cruz is a State Certified Court Interpreter.

The program also included two panels, one focusing on certification for professionals in both segments, and the other on the practical side of interpreting in those settings under the scrutiny of their separate codes of ethics. The main purposes of the panels were to clarify existing doubts regarding certification for both professional segments (Panel I), examine the practical differences as dictated by settings based on the Codes of Ethics of each professional segment (Panel II), and identify common strengths – cultural awareness, professional training, targeted knowledge, etc. – that make the interpreting professional an important element in the language access team.

Skills development and training sessions complemented the program. The skills building sessions’ practical content resulted in lively discussions involving personal perceptions and preferences in juxtaposition to desired results, codes of ethics and the role of the interpreter. The presenters were able to navigate the different professional levels present with ease by letting the professionals explore the practice exercises to their level of comfort.

We are grateful to the foresight and professional commitment of the National Association of Judiciary Translators and Interpreters, the International Medical Interpreters Association, the National Board of Certification for Medical Interpreters, Certification Commission for Healthcare Interpreters, and Blue Diamond Translations whose support proved invaluable to the success of this venture.



**The Value Added Proposition**, a keynote address by Rob Cruz, Chair of the National Association of Judiciary Interpreters and Translators.

The audience consisted of representatives of the legal and health care industries in addition to interpreters who practice in both segments. Mr. Cruz pointed out the importance of shared knowledge, complementary work and support. A statement by Mr. Bruce Adelson, former Senior Attorney for the U.S. Department of Justice, was mentioned: *without qualified interpreters, there's no informed consent, a liability is created and the law enforcement agency/professional or health care entity/professional is in a very vulnerable situation.* (2013 IMIA Conference, Miami Beach, FL)

**On interpreters' role in professional association:** There is no **they**; we each as individuals have a role and a say. Our actions can change outcomes and shape our future. Do not expect for professional organizations to do it all. These organizations have our best interest at their core, but it is ultimately driven individuals who lead them to prioritize and defend our rights.

**On compliance:** It is imperative that law enforcement and health care stakeholders get acquainted with the **meaning** of Title VI and EO 13166, and go beyond implementing Language Access programs. It is imperative that these programs be extended to include training their own personnel on how to work together with interpreters and to view them as part of **the team**. Interpreters need to better understand their own role in client education and not expect that users of interpreting services fully understand the limitations of interpreters' roles, restrictions and permissions under their codes of ethics.

**Takeaways:**

- Language Access is part of Operating Expenses.
- Interpreters help protect constitutional rights.
- "Meaningful access" is key to "fundamental fairness."
- Facilitating is not the same as interpreting.
- Interpreters are not there to give LEP individuals an advantage over English speakers, rather the interpreter gives them equal footing.
- Main differences: Judiciary encounter is adversarial. Medical encounter is collaborative.
- Important resources:
  - National Center for State Courts (<http://www.ncsc.org/>)
  - Federal court Interpreters:  
<http://www.uscourts.gov/FederalCourts/UnderstandingtheFederalCourts/DistrictCourts/CourtInterpreters.aspx>
  - Certification Commission for Healthcare Interpreters:  
<http://www.healthcareinterpretercertification.org/>
  - National Board of Certification for Medical Interpreters:  
<http://certifiedmedicalinterpreters.org/>

**Identifying the Parallels**, the first panel, was led by James Plunkett, Coordinator of Interpreting Services at the Superior Court of the District of Columbia, who moderated the presentations by Giovanna L. Lester, representing the National Board of Certification for Medical Interpreters, and Natalya Mytareva, representing the Certification Commission for Healthcare Interpreters, as well as the exchanges with attendees.

Mrs. Lester and Ms. Mytareva shared information on the certification processes developed by both certifying bodies and Mr. Plunkett helped establish the parallels between certification development processes for the different settings, their practical applications, recognition and impact. Certification for both legal and medical segments came about in response to a need to standardize quality, provide training to professionals and uphold minimum quality standards through recertification. However, work is still necessary to educate all stakeholders on the importance of using certified professionals, on how to work together and integrate their services into existing or future operational plans.

More work is needed on the part of professional associations to help in the development of funding policies and enforcement of Title VI as intended. However, associations are limited in their reach, and that makes the input and action by individual interpreters essential to their success. Though funding is an obstacle in the development of certification for Languages of Lesser Diffusion, alternative credentials are offered to meet the needs of this professional segment.

The process for test development is complex and expensive. It starts with identifying languages in demand across the nation and their ranking. Industry surveys are conducted to identify needs and skills required, Subject Matter Experts are used to help develop meaningful test questions and scenarios, Psychometricians rate the tests and help ascertain their applicability, volunteers take the tests (300 per language), the tests undergo a few other development processes for the platforms they will be used in, are validated and finally made public.

Personal convenience should determine which certification one should choose since the Joint Commission recognizes the validity of both medical certification programs, hospitals nationwide accept both, they are also accredited by the National Commission for Certifying Agencies (NCCA) and there's very little variation in cost for the candidates.

Though Federal Court certification is accepted nationwide, state court interpreting programs are not standardized across the country, due to these differences, reciprocity is not widespread.

#### **Takeaways:**

- Certification should be worn as a badge of honor, and users of interpreting services should use certification as a reward tool.
- Sequestration almost ended the Federal Interpreter Exam.
- Currently, there are less than 1,000 Federally Certified Court Interpreters in the US.
- Federal Certification Exam available for Spanish only at this moment.
- States test for many other languages.
- Timeline milestones: 1964: Title VI; 1968: Court Interpreter Act; 2000: Executive Order 13166; 2009: Medical Interpreter certification becomes a reality.
- Certification and Professionalization go hand in hand.
- Medical Interpreters should study all three codes of ethics: International Medical Interpreters Association, California Healthcare Interpreter Association and the National Council on Interpreting in Health Care.

- CCHI will launch the Continuing Education Accreditation Program on August 31, 2013.
- It is important to raise the level of understanding of Title VI to that of the ADA.
- Enforcement is key.
- The IMIA offers a Certified Interpreter Division for free to CMI's and CHI's with information on training, education, certification, etc.

**The Rules of Engagement**, the second panel, was led by Izabel Arocha, Executive Director of the International Medical Interpreters Association, who moderated presentations by Prof. Holly Mikkelson, Adjunct Professor of Translation and Interpretation at the Graduate School of Translation and Interpretation of the Monterey Institute of International Studies (CA) and winner of the ATA Alexander Gode Medal for outstanding service to the translation and interpreting professions, and Prof. Armando Ezquerro Hasbun, Certified Federal Court Interpreter, certified trainer for medical interpreters and Adjunct Professor at La Salle University (PA).

The panel highlighted the difference in the roles of the interpreter in each setting due to the very nature of the exchanges between the stakeholders. In judicial interpreting the adversarial nature of the setting accommodates minimal interference by the interpreter who, as an *ad hoc* officer of the court, is expected to remain neutral and ensure that all parties have equal footing in the exchange. The neutral stance expected from a judicial interpreter is out of place in a clinical encounter where the interpreter is also a patient advocate. In a clinical encounter all parties desire a positive outcome for the patient and work together to achieve that.

The different settings demand changes in demeanor, attitude, adaptation to different roles and a more complete understanding of the different Codes of Ethics. Setting-specific training becomes imperative to make the transition smooth for the practicing professional: interpreter training requirements must go beyond terminology to focus on the interpreter's role, responsibilities and procedures to be followed in each setting. That type of training would minimize the danger of importing practices from one setting into the other, which is a tangible concern for the professional. Thus, internships would afford professional interpreters opportunities to put their knowledge and training to the test in controlled real-life situations, which will influence and inform their future performances.

Lack of client education is still the main reason behind pay and value of work discrepancy. Interpreters need to recognize that client education is a professional responsibility: the client does not know what to expect from the professional interpreter and it is through asserting our needs, industry standards and responsibilities that we educate the market. At this time, the rewards in our work are mostly non-financial, but that sense of accomplishment needs to be matched financially. ATA outreach materials are free for download and should be used by ATA members as well as non-members.

#### Takeaways:

- The Judiciary and Medical Interpreter Codes of Ethics have more similarities than conflicts.
- Judicial Code of Ethics supersedes the Court Interpreter Code of Ethics.
- Medical Code of Ethics supersedes the Medical Interpreter Codes of Ethics.
- Be aware of your own limitations by not accepting assignments for which you are not prepared.
- Well-being of on-site medical interpreters not highlighted enough. Medical settings take a huge toll physically, emotionally and mentally.
- Things to be considered as the profession progresses: internship for medical interpreting professionals before going into the field.
- Education and training go hand-in-hand: they are not the same!
- Training is ongoing and required as part of recertification.

- Pay in medical interpreting discourages newcomers.
- Perceived glamour of setting reflected in pay grade: conference interpreters earn more than court interpreters who earn more than medical interpreters who earn more than community interpreters.
- Remote interpreting may be the solution for languages of lesser diffusion.

## Skills Development and Training Sessions

### Legal Interpreting Ethics with James Plunkett

Through practical analyses of real life situations, James guided the interpreters into an exciting afternoon. “Is the interpreter a messenger?” was the first question and the audience could not come to a conclusion other than “It depends.” Scenario and circumstances can result in situations that require the guidance of our Code of Ethics in order to resolve them. It is important also to note that not all legal interpreting is adversarial. Here again, client education is key to a successful performance, and the well prepared professional keeps that in mind.

### Note-Taking for Medical and Judiciary Interpreters with Claudia Villalba

The basics of note-taking are common to both segments, and subjectivity and individuality give note-taking a special place in the arsenal used by professionals in consecutive. Its purpose is to expedite communication while retaining accuracy of the data provided. Certain symbols are standard (Cash = \$; prescription = Rx; negation = crossing out a symbol, etc.). Individuals are free to add their own symbols and personalize their codes based on their particular memory needs, and that knowledge influences the outcome of their notation system.

It is widely recommended that the notes be taken in the **source** language as it forces the professional to pay closer attention and focus on the message rather than on its rendition in the target language. That said, most professionals will take notes in both **languages** in a same encounter based on familiarity with term or speed of recording (i.e. vermelho vs red).

### Visual Simultaneous with Agustín de la Mora

Visualization, when well developed and harnessed, is a great tool to improve retention and increase accuracy. Our memories are made up of bits and pieces of the environment around us: sounds, smells, sights, and the ability to combine those elements to create a stronger memory will make the interpreter a better professional.

We need to change to get better. So, think like an athlete: training is targeted and does not look like the task to be performed; rather it focuses on skills in need of improvement. An important element of training is listening to one’s own performance; that affords us the opportunity to identify our weaknesses, areas where we need improvement, and then target those in our training.

Reading ahead in sight translation is the counterpart of *décalage* in simultaneous interpreting—and it improves performance. When pre-reading for sight translation, it is important to read for content and chunk the text into meaning-morsels. Chunking should lead to a nice and easy delivery.

### Applied Ethics for Medical Interpreters with Armando Ezquerro Hasbun

In healthcare settings, the interpreter’s default mode is that of “conduit.” The medical interpreter is a clarifier, a cultural broker, an advocate for both providers and patients, and his intervention is welcome,

unlike in legal interpreting. It is important, however, to keep protocol and procedures in mind so the interpreter's contributions do not become disruptions in a sometimes stressful process.

Currently, the pre-session interview involves informing patient and provider that (1) all that's said will be interpreted, (2) that it is confidential, and (3) they should speak directly to each other. Armando proposes adding a 4<sup>th</sup> element: Don't say anything you do not want to be repeated. It is a reinforcement of (1), however, the rewording of the message ratifies its meaning.

## Weaponology with Ed Hart

Details do carry a wider range of meanings that specialists rely upon, and understanding what these meanings are is crucial.

Ed explained that word choice is a tool mastered by gang members, drug and gun dealers: that's a device they use to identify outsiders (moles, police). We also learned differences between revolver, pistol, and specific expressions; that getting a gun "ready" and "loading" a gun carry precise messages in gun lingo that for the regular person go unnoticed. Next time we hear, "The defendant made the weapon ready by working the action," or, "I pulled the gat and hit him," we will know the full message behind the jargon.

## URLs Listing

American Translators Association – [www.atanet.org](http://www.atanet.org)  
 Americans with Disabilities Act - [www.ada.gov/](http://www.ada.gov/)  
 Asociación Internacional de los Profesionales de la Traducción y la Interpretación – [www.iapti.org](http://www.iapti.org)  
 Association of Translators and Interpreters of Florida – [www.atifonline.org](http://www.atifonline.org)  
 Blue Diamond Translations - <http://bluediamondtranslations.com>  
 Brasillis Idiomas – <http://www.brasillis.com.br>  
 California Healthcare Interpreter Association - [www.chiaonline.org/](http://www.chiaonline.org/)  
 Certification Commission for Healthcare Interpreters - [www.healthcareinterpretercertification.org/](http://www.healthcareinterpretercertification.org/)  
 de la Mora Interpreter Training – [www.interpreter-training.com](http://www.interpreter-training.com)  
 Federal court Interpreters - [www.uscourts.gov/FederalCourts/UnderstandingtheFederalCourts/DistrictCourts/CourtInterpreters.aspx](http://www.uscourts.gov/FederalCourts/UnderstandingtheFederalCourts/DistrictCourts/CourtInterpreters.aspx)  
 International Medical Interpreters Association – [www.imiaweb.org](http://www.imiaweb.org)  
 La Salle University – [www.lasalle.edu](http://www.lasalle.edu)  
 Monterey Institute of International Studies – [www.miiis.edu](http://www.miiis.edu)  
 National Association of Judiciary Interpreters and Translators – [www.najit.org](http://www.najit.org)  
 National Board of Certification for Medical Interpreters - [www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)  
 National Center for State Courts - [www.ncsc.org/](http://www.ncsc.org/)  
 National Commission for Certifying Agencies - [www.credentialingexcellence.org/ncca](http://www.credentialingexcellence.org/ncca)  
 National Council on Interpreting in Health Care - [www.ncihc.org/](http://www.ncihc.org/)  
 The Joint Commission – [www.jointcommission.org](http://www.jointcommission.org)  
 Title VI of the 1964 Civil Rights Act - [www.justice.gov/crt/about/cor/coord/titlevistat.php](http://www.justice.gov/crt/about/cor/coord/titlevistat.php)

## Conclusions

*Language Access is not an interpreter issue. It's a rights issue. And compliance is not optional.*

This truism will become more evident as law enforcement, the medical profession and the public at large come to recognize and accept the tenets of Title VI in the same way they have recognized those of the Americans with Disabilities Act. A language barrier is a deficiency, whether it is due to a physical condition, the result of an illness, or because of a person's place of birth. The end result is the same: individuals who have difficulty communicating with law enforcement, or their healthcare givers, pose a threat to these professionals' ability to perform their jobs at their optimum, which creates liabilities.

The practical focus of "Finding the Parallels" was very appropriate at this moment in our profession. Adding to the historical difficulties associated with the implementation of Title VI, are the hardships of dealing with a multifaceted "newcomer" to the market, medical interpreting, and its entourage: certified medical interpreters, the new certification processes, specialized training, and new technological developments.

For professional interpreters, return on investment (ROI) is represented in part by the benefits and value of certification and training that make them value-added professionals with significantly increased marketability. For law enforcement and healthcare providers, ROI is represented by reduced liability, an increased pool of qualified professionals to tap into, and better communication between providers and the community they serve.

Attendees were able to leave the event with not only a greater awareness of our contributions and the issues we face, but also with some practical solutions. This newly gained awareness will help guide our involvement in our professional circles and associations, and the solutions will, hopefully, strengthen our relationship with our clients and better focus our professional growth.

The feedback received during and after the event was very positive, the size of the event was a hit among attendees: *"The subject matter was interesting, relevant and important. I figured it would be small and intimate and that mostly experienced interpreters with genuine interest in advancing the field would attend. I was correct;"* *"It was really nice to be able to talk with a speaker after the event without having to fight for his or her time;"* *"The coziness of the environment helped forge relationships and made learning easier."*

The depth of the knowledge base brought forth by the presenters was superlative and de la Mora Interpreter Training is looking forward to holding a similar event next year.

## Presenters' Biographies

**Izabel Arocha** - Izabel S. Arocha, M.Ed., CMI, is a nationally certified medical interpreter and the Executive Director of the International Medical Interpreters Association, the representative association of medical interpreters worldwide. Arocha serves as Secretary General of FIT, The International Federation of Translators, representing over 100 translator, interpreter, and terminologist associations worldwide. She is also a member of the Global Advisory Board, and is an ASTM and ISO Expert US Committee delegate on their respective interpreting standards.

**Rob Cruz** - Rob is a practicing spoken language Certified Court Interpreter in Tennessee and owns RCIT, an interpreting, translation and consulting company. Mr. Cruz works both as a judiciary and forensic interpreter. He is the current Chairman of the National Association of Judiciary Interpreters and Translators (NAJIT), and is a prior member of the Board of Directors of the Tennessee Association of Professional Interpreters and Translators (TAPIT). He also serves as one of NAJIT's national spokespersons and sits on all committees. Mr. Cruz also has served as the Chair of TAPIT's Advocacy committee and official spokesperson for the organization.

Additionally, Mr. Cruz serves on the Language Access and Disability Barriers committee of the Tennessee Supreme Court's Access to Justice Commission as well as the advisory group "Laying the Path: Creating National Standards for Language Access to State Courts" of the Standing Committee on Legal Aid and Indigent Defendants of the American Bar Association. He has recently been appointed to an interpreter policy workgroup created by the TN Supreme Court. Mr. Cruz is one of three approved providers of the Tennessee Supreme Court's Ethics and Skills building workshop mandated for all prospective judiciary interpreters in Tennessee. Mr. Cruz has been qualified as an expert in spoken language interpretation, interpreter ethics, interpreter policy and interpreter protocol in both State and Federal courts.

**Armando Ezquerro Hasbun** - Armando is a federally-certified court interpreter, a certified trainer for the nationally recognized "Bridging the Gap" medical interpreter training program and an adjunct professor of interpretation at La Salle University, a conference interpreter, grader, lecturer and consultant in the industry as a Subject Matter Expert. He has spoken at many industry associations to present on the topic of medical interpreting, including the Society for Healthcare Consumer Advocacy (SHCA), the International Medical Interpreters Association (IMIA) and the Texas Association of Healthcare Interpreters and Translators (TAHIT). Armando holds degrees in Psychology, International Studies and Spanish Language and Literature. He has been published on various topics of interest to the language services profession and, as a recognized thought leader in the industry, is often engaged as a speaker.

**Ed Hart** - Among his numerous activities, 22-year law enforcement veteran Deputy Hart counts active advanced instructor certifications, to include: ASP Tactical Baton, Master Taser, Active Shooter Response, Master Rappel, Law Enforcement Fitness Specialist, and Department of Homeland Security WMD Awareness. Also, Deputy Hart is a current certified armorer in the following weapon systems; GLOCK, Colt AR-15 / M-16, Remington, and Penn Arms. Mr. Hart holds all liability instructor certificates through the State of Florida, has been and instructor for over 13 years, and is also responsible for teaching and certifying S.W.A.T. team members.

**Giovanna (Gio) Lester** – Teaches Legal Translation online at Brasillis Idiomas to students around the world working with Brazilian Portuguese and American English. Her career in translation and interpreting started in 1980, she has also taught English and Portuguese as Adjunct Professor at

Florida International University, Miami, FL, and is an international conference interpreter and presenter. Gio is an ATA Certified Translator (Portuguese into English), holds certificates from the Monterey Institute of International Studies on interpreting and Brasillis Idiomas on translation into Portuguese. She is a frequent presenter for the Association of Translators and Interpreters of Florida, has presented at ATA Annual Conferences, ATA Portuguese Language Division Mid-Year Conference (2009), ATA Interpreters and Spanish Divisions joint Mid-Year Conference (2012), and NAJIT (2012). Gio has organized professional events since her term (2002-2003) as President of the original Chapter of the American Translators Association in Florida, FLATA (now defunct).

Mrs. Lester has served as Director, Interim Vice Chair and is now a Volunteer at the National Board of Certification for Medical Interpreters chairing their Development Committee.

**Holly Mikkelson** - Holly Mikkelson is Adjunct Professor of Translation and Interpretation at the Graduate School of Translation and Interpretation, Monterey Institute of International Studies, a Graduate School of Middlebury College. She is an ATA-certified translator (Spanish>English, English>Spanish) and a state and federally certified court interpreter who has taught translation and interpreting for over 35 years. Her interpreting clients over the years have included several court systems and many local and national law firms, and among her translation clients are the U.S. Department of State and the Department of Justice. In addition to co-authoring *Fundamentals of Court Interpretation: Theory, Policy, and Practice*, she is the author of *Introduction to Court Interpreting* as well as the Acebo interpreter training manuals and numerous articles on translation and interpretation. Professor Mikkelson has consulted with many government and private entities on interpreter testing and training, and has presented lectures and workshops to interpreters and related professionals throughout the world. In 2011, the American Translators Association awarded her the prestigious Alexander Gode Medal for outstanding service to the translation and interpreting professions.

**Agustín Servin de la Mora** - President of the Florida Institute of Interpretation and Translation, Agustín was born and raised in Mexico City, Mexico, and has been a professional interpreter for the last 22 years, both as a freelance and staff interpreter. Mr. de la Mora is one of the Supervisor Raters in the United States for the National Center for State Courts and has been a Lead Rater for the federal and consortium oral exams for court interpreters. He was the Lead Interpreter for the Ninth Judicial Circuit for over a decade, is a member of the Florida Court Interpreter Certification Board and a voting member of the Technical Committee of the National Consortium for Interpreter Certification. Mr. de la Mora is certified by the Administrative Office of the United States Courts, as a Federally Certified Court Interpreter. He is also a Certified Court interpreter by the Florida Court Interpreter Certification Board. He has been a consultant for the Administrative Offices of the State Courts, conducting orientation seminars and advanced skills workshops for interpreters in Florida, Georgia, Hawaii, Idaho, Kentucky, Michigan, Missouri, Minnesota, Nebraska, Nevada, North Carolina, Pennsylvania, Tennessee, Washington and Wisconsin. As a recognized professional in his field, he has been featured as a speaker and presenter in several national conventions, including the National Association of Judiciary Interpreters and Translators, the American Translators Association and the National Association of State Court Administrators.

**Natalya Mytareva** - Natalya Mytareva is Chair of the Certification Commission for Healthcare Interpreters. She also served in CCHI's Testing Development Steering Committee. A Russian interpreter/translator, Ms. Mytareva started her career as instructor of various Russian/English interpretation and translation courses at Volgograd State University (Russia) in 1991. Since 2000, she

has been with the International Institute of Akron, Inc. (IIA), responsible for coordinating the interpreting and translation services and interpreter and cultural competence training programs. Since 2003, Natalya has been teaching introductory courses to healthcare interpreters at various facilities in Ohio (including some of the Cleveland Clinic Foundation). She co-taught a graduate-level course *Introduction to Health Care Interpreting* at Kent State University (Fall 2005). Natalya is the author and instructor of a 60-hour course for interpreters of languages of lesser diffusion, *Beyond-the-Basics Interpreter Terminology & Skills (BITS)*, which includes a 24-hour module, *BITS for Health Care*. The course has been offered at the IIA since 2008. Natalya has delivered a variety of presentations for healthcare and social service providers on cultural competence, working with interpreters and serving newly resettled refugee populations. She holds a degree from Volgograd State University (comparable to the U.S. M.A. degree) in Philology & Teaching English as a Foreign Language.

**James Plunkett** - James W. Plunkett is the Coordinator of Interpreting Services at the Superior Court of the District of Columbia. He is responsible for prospecting, testing, qualifying and contracting freelance interpreters and translators for proceedings in the Superior Court of D.C. James also assists in the training of new judges on how to work with court interpreters. He is certified by the Administrative Office of the U.S. Courts as a Federal Spanish and English court interpreter, and has been an oral exam rater for the National Consortium for State Court Interpreter Certification since 1998, and is now a Rater Supervisor. He has been a rater for the oral Federal Court Interpreter Certification Examination since 2003. James holds a Bachelor of Arts degree in General Social Studies from Providence College.

**Claudia Villalba** - A graduate from Kean University, N.J., Ms. Villalba taught court interpretation in Rutgers University and Brookdale CC, in the State of New Jersey. She also worked for the New Jersey Judiciary as a staff interpreter (10 years), and subsequently as the supervising court interpreter for the County of Middlesex where she trained court interpreters. Claudia, who is a Certified Interpreter by the Florida Court Interpreters Certification Board, is currently the supervising court interpreter for the 7th Judicial Circuit in the State of Florida. She is an NCSC-approved rater at both the state and federal levels, certified by the Administrative Office of the United States Courts, as a Federally Certified Court Interpreter. Claudia currently serves on the NAJIT Board of Directors.