

The Newsletter of the Carolina Association of Translators and Interpreters

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CATI is a chapter of the
American Translators Association.
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From the CATI President
Looking Forward to Continuing
Involvement with a Thriving Organization
By Jackie Metivier



Dear CATI
colleagues,

I trust that this
Fall issue of the
CATI Quarterly
finds you happy,
healthy, and pro-
ductive. It is with

joy that I bring you my last Presi-
dent's message. I have had the
privilege to serve CATI in this ca-
pacity for the past 4 years. It has
been a pleasure to represent our
organization, work with an excellent
board of directors, and make lasting
friendships with my fellow transla-
tors and interpreters.

I'm happy because I
leave this position at a
time when CATI is
thriving. Our member-
ship is increasing tre-
mendously, not just
with individuals, but
also with corporate
members and sponsors.

As you know, our website serves as
the communication portal for our
members and potential clients. In
addition, the website will soon ac-
cept online payments via PayPal.
Recently, a member's forum was
established to assist members in

finding a roommate for ATA's confer-
ence in New Orleans.

If you are an ATA member, don't
miss the November/December is-
sue of the *ATA Chronicle* where
CATI will be featured as a "Success
by Association" chapter.

This issue brings you a report by
Eric Bullington regarding ATA's
Mentoring Program. It describes
how he is taking advantage of this
free mentoring program to learn
how to better run his business, mar-
ket his services, manage projects,
and get answers to translation-
specific questions.

**"I'm happy because I leave this
position at a time when CATI is
thriving. Our membership is
increasing tremendously, not just
with individuals, but also with
corporate members and sponsors."**

If you are new to the field of transla-
tion, take advantage of this wonder-
ful opportunity to establish a rela-
tionship with a veteran in your field.
If you are an experienced person,
perhaps it's time for you to share
your knowledge and wisdom with
others.

From the CATI President *continued*

Don't miss our past-President's comments on the current situation of legal interpreters in North Carolina. **Eta Trabing** brings her personal insight and positive com-

"Don't miss our past-President's comments on the current situation of legal interpreters in North Carolina. Eta Trabing brings her personal insight and positive comments on the subject."

ments on the subject. We have a long way to go in this respect, and our organization is helping pave the way.

Today, most of us communicate via e-mail. In order to maximize productivity, we need to weed out the numerous scam e-mails that escape our filtering systems. In this issue, you will find an article with great tips for recognizing and avoiding Internet scams, such as the

typical African scam, and the more deceiving "phishing" scams. Those e-mails supposedly generated by credit institutions or companies like PayPal. We encourage you to be particularly careful regarding the PayPal phishing practice. More details to come regarding this matter in the near future.

It's that time of the year again. Soon you will receive the election ballots in the mail. This year we have President, Vice-President, Secretary, Treasurer, and two director positions open. We have several very qualified candidates running for office. I have no doubt that the new board will take CATI to new levels of professionalism.

In closing, I may be leaving this position, but not my involvement with a rewarding and very valuable organization. It has been gratifying to represent and serve our members as well as support the goals of CATI.

Sincerely,

Jackie Metivier

We would like to hear from you!

If you have an opinion that you would like to share with your CATI colleagues on any of the ideas expressed in this newsletter, please write to the editor,

G. David Heath, at:

infoexact@mindspring.com

Submissions are subject to editing.

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The ATA's Mentoring Program

A richly rewarding experience for novices and experienced language professionals alike

By Eric Bullington



The Program

The ATA's Mentoring Program offers participants on both sides of the mentor/mentee relationship a chance to learn

about the art, science, and business of translating and interpreting. The Mentoring Group, which provides consulting services to the ATA's mentoring program, defines

"The ATA Mentoring Program was organized about five years ago to provide support for mentees (those who seek mentoring) and mentors wishing to participate in a structured mentoring program."

a mentor as "an experienced person who goes out of his/her way to help a mentee set important life goals and develop the skills to reach them."

The ATA Mentoring Program was organized about five years ago to provide support for mentees (those who seek mentoring) and mentors wishing to participate in a structured mentoring program. In the words of program co-chair Courtney Searls-Ridge, ATA's version of structured mentoring is referred to as an "enhanced informal" mentoring program, making it more formal than the type of ad-hoc mentoring that ATA members had been spontaneously organizing before this program, and less formal than the ultra-structured mentoring programs found in many large corporations.

To create this program, Ms. Searls-Ridge, along with her co-chair John

Shaklee, sought out the assistance of The Mentoring Group, which has helped set up mentoring programs for companies and organizations such as Microsoft, Federal Express, and Brown University. The Mentoring Group has helped design the ATA Mentoring Program's workshop.

The Workshop

To officially enroll in the ATA's program, participants must complete an all-day mentoring workshop. The goal of this workshop is not only to prepare mentees to seek out and work with mentors, but also to educate mentors.

Having entered into full-time freelance translating within the past year, I decided that I would benefit from attending the workshop, enrolling in the mentoring program, and finding a mentor. As luck would have it, a workshop was to take place June 3, 2006 in Novi, Michigan, just outside of Detroit and a few short hours drive from my in-laws' house in Indiana. My wife and I were already planning to be in this

"... I decided that I would benefit from attending the workshop, enrolling in the mentoring program, and finding a mentor."

area in the beginning of June, so I decided to enroll in this workshop. Enrolling was done through ATA Chapter and Division Relations Manager Mary David. I filled out a short registration form and sent it in along with \$15.00 for workshop materials. For members of the ATA,

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Fluent Language Solutions



Fluent
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Fluent Language Solutions is the largest interpreting and translating agency in the Carolinas. With offices in Charlotte and Raleigh, Fluent Language Solutions provides onsite interpreting, telephone interpreting, video interpreting and document translating in over 180 different languages including American Sign Language and Spanish. Services are available throughout the Carolinas with interpreters and translators who are professional and qualified.

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For more information, please visit us at www.fluentLS.com or call us at (888) 225-6056.

The ATA's Mentoring Program *continued*

there is no fee for the workshop itself.

The workshop was sponsored by the Michigan Translators / Interpreters Network (MiTiN), the local chapter of the ATA. With the exception of me, all of the workshop participants were from the Greater Detroit regions and/or members of MiTiN. Courtney Searls-Ridge led the workshop, which lasted from about 10 am to 1 pm. Workshop participants spent most of the time describing past mentoring experiences, going through mentor / mentee scenarios, and covering material written by Linda Phillips-Jones, a mentoring program expert. There was also ample opportunity to ask questions about the program, including how to go about finding a mentor.

The Search for a Mentor

Having completed the workshop, my next step was to find a mentor. Once participants are officially accepted into the mentoring program,

"Once participants are officially accepted into the mentoring program, they are granted access to the ATA's Mentor Directory ... This database allows mentees to search for a mentor based on location, language, experience, and interest."

they are granted access to the ATA's Mentor Directory, which is maintained by the ATA in the Members-only area of the association's website. This database allows mentees to search for a mentor based on location, language, experience, and interest. There are mentors who are translation company owners or employees as well as freelance translators and interpreters. Here are some of the skills

that mentors have listed in the Directory:

- Balancing work and outside priorities
- Editing
- Dealing with difficult people
- Handling clients
- Interpreting
- Managing projects
- Managing time
- Running a business
- Negotiating fees and services
- Marketing freelance services

I was in no particular rush to find a mentor, so I began to browse the mentor directory, making connections between the individuals available in this database and contacts that I was making through CATI, translation forums, ATA e-mail groups, and other professional resources.

After several months of such browsing, I asked Gabe Bokor, founder of the translation company Accurapid Translation Services, to be my mentor. Mr. Bokor is also a full-time translator who is very active in the ATA (and who is currently running for the ATA Board of Directors). I decided to ask Mr. Bokor to mentor me because of his experience and expertise in scientific translation, and also because of his background in the many difference facets of the business side of translating—an area that I felt weak in. I was very pleased when he agreed to serve as my mentor.

In the months that have followed, he has generously offered his time in answering questions I have regarding both business and translation matters. Our current correspondence is done via phone and e-mail, but we are planning to meet in person at the upcoming ATA conference in New Orleans. I feel secure in knowing that whenever a

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Global Translation Systems, Inc.



Global Translation Systems, Inc., is proud to be a Gold-Level Sponsor of the Carolina Association of Translators and Interpreters. CATI has served T/I workers in the Carolinas and beyond for over 20 years, and has labored hard during that time to raise the level of professionalism and ethics in our field.

Global also wishes to recognize the many CATI members it counts among its vendors, contractors, and employees. Their efforts have contributed in no small part to our success over the years.

Global Translation Systems is a full-service agency providing multilingual translation, interpretation, and desktop publishing services. Founded in 1992, we serve a broad clientele, ranging from individuals to large corporate customers around the world. Our specializations include the fields of medicine and telecommunications.

Located in Chapel Hill, North Carolina, in one of the most technologically progressive areas of the country, Global is dedicated to providing high-quality, efficient, and effective service to our customers, and to promoting fair, honest, and respect-based relationships with all those who work with us.

For more information about our company, please visit us at www.globaltranslation.com.

For information on obtaining translation services or joining the Global team, please contact us at info@globaltranslation.com, or call us at (919) 967-2010.

The ATA's Mentoring Program *continued*

question or issue comes up that no amount of solitary research on my part will resolve, I can simply send Mr. Bokor a brief e-mail, and I will soon receive a personalized response from an industry veteran. For me, this is the beauty of the ATA Mentoring Program.

Opportunities for CATI Members

As CATI's administrative manager, I frequently receive e-mails from new members asking me questions such as "How much should I charge for legal interpreting in X language?" and "Is Y a good thing to do to market my business?" These are excellent questions, which deserve answers from a qualified individual. I do my best to answer such questions, but quite often they fall outside of my area of expertise and language pair. To such novice members, or to those who simply desire to benefit from the decades

of specialized experience of some of their colleagues, I strongly recommend this program.

"For CATI's immense network of experienced freelance translators and interpreters, and translation company owners and employees, this is an opportunity for you to promote your chosen profession, and perhaps to make a useful contact or two at the same time."

of specialized experience of some of their colleagues, I strongly recommend this program.

For CATI's immense network of experienced freelance translators and interpreters, and translation company owners and employees, this is an opportunity for you to pro-

mote your chosen profession, and perhaps to make a useful contact or two at the same time.

In short, the ATA Mentoring Program can initiate a richly rewarding experience for mentor and mentee alike.

For more information on ATA's Mentoring Program, or to inquire about upcoming workshops, contact Mary David at ATA Headquarters by e-mail or by phone at (703) 683-6100 x3009.

Eric Bullington is an ATA-certified French-to-English translator, specializing in biomedical and pharmaceutical translations. His website can be found at:

www.clinicaltranslations.com

Eric also serves as CATI's administrative manager. Eric can be reached by e-mail at:

catiadmin@catiweb.org

References

ATA Mentoring Program website:

www.atanet.org/careers/mentoring.php

The Mentoring Group:

www.mentoringgroup.com

CATI Silver Sponsor

CATI gratefully acknowledges the support provided by the following Silver Sponsor:

Bilingual Communications, Inc.



English/Spanish

Bilingual Communications, Inc., has been facilitating communication between Spanish and English in North Carolina since 1989. As an expression of its commitment to the objectives of the Carolina Association of Translators and Interpreters and of its desire to support the organization, Bilingual Communications is pleased to be a Silver Sponsor.

Bilingual Communications offers services in Spanish and English exclusively. By concentrating its time, energy, and resources on a single pair of languages, the company is able to offer expert services in its specialty areas.

The company's president, Jackie Metivier, is from Mexico and travels there often. This enables her to keep up with her native language and culture, a necessity for service to the local North Carolina Hispanic market, 69% of which is from Mexico.

While most of the company's work is from English to Spanish, Bilingual Communications uses qualified native speakers of English for translation from Spanish to English.

For further information, please visit our Website at:

www.bicomms.citysearch.com

This information originally appeared in the ATA Chronicle and in the "ATA News and Activities" on the ATA website. It is reprinted here with permission.

ATA Members and Internet Scams

By **Walter W. Bacak, Jr., CAE**

Executive Director of the American Translators Association



If it sounds too good to be true, it is too good to be true.

Several ATA members have received offers by e-mail to interpret for an African prince's

daughters while they sightsee and shop. Others received more official business-oriented messages: a client needs an interpreter while attending a seminar in Texas, Ohio, or some other plausible place.

ATA sent out a message alerting members to these scams back in December [2004]. I also mentioned these e-mails in my January [2005] column. But after hearing from several members asking about the fraudulent messages, here's more information on the scams.

The authors (perpetrators) of the scams include the recipient's name, e-mail address, and the recipient's primary non-English language embedded in the text of the message, which adds some credibility. After the recipient (ATA member) responds to the message confirming his or her availability, the author expresses a check (which is a fake or drawn on a closed account) with instructions to notify the author as soon as the check is received.

A couple days later, the author e-mails the member canceling the assignment — the daughter or client got sick. The author then tells the member to keep \$xxx for your time and trouble and wire the remainder to xxx [some other person]. BEWARE: If you wire the author the funds, you are liable for the entire amount, according to the National Consumer League.

For more information on this "fake

check scam," please visit the National Consumers League's Internet Fraud Watch website at <http://fraud.org/tips/internet/fakecheck.htm>.

The site is a real eye opener as to all the Internet scams that are out there and how they work from the old Ponzi / pyramid schemes to the "Nigerian letters" (please send me xxxx and I will send you xxxx X 2 or more) to the new "phishing" scams (where real-looking order forms are fronts for collecting personal information and credit card numbers).

"The [Fraud Watch] site is a real eye opener as to all the Internet scams that are out there and how they work ..."

In response to the many calls and e-mails from members, I have reported the targeting of ATA members to the Internet Fraud Complaint Center (IFCC). According to the IFCC website, "The IFCC is a partnership between the Federal Bureau of Investigation and the National White Collar Crime Center." I encourage you to report any Internet scam messages that you receive to the Internet Crime Complaint Center at <http://www.ic3.gov>.

You may also want to report them to the National Consumer League. Its website is <http://fraud.org>. And, please let me know as well at walter@atanet.org.

Finally, the contact information that you post online in the ATA Directory of Translation and Inter-

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Ambassador Service Group, LLC

Ambassador Service Group is proud to be a sponsor of CATI. ASG is a team of professionals dedicated to being Your Official Messengers. Communications is the key to businesses and relationships. Whether your business takes you to Yale or jail, Ambassador can assist you with your interpretation and translation needs. Since 1991 we have assisted clients around the Research Triangle and the world with their interpretation and translation needs in the fields of business, law, government, and health care.

If you would like more information about working with ASG as client or as service professional contact us at:

info@ASGWorld.com

preting Services is easily accessible to the business community and the general public. That is its purpose: to help you get legitimate business. However, knowing the information is readily available online also means that you need to keep your guard up.

Tips for Recognizing and Avoiding Fake Check Scams

If someone you don't know wants to pay you by check but wants you to wire some of the money back, beware! It's a scam that could cost you thousands of dollars.

- There are many variations of the fake check scam. It could start with someone offering to buy something you advertised, pay you to do work at home, give you an "advance" on a sweepstakes you've supposedly won, or pay

the first installment on the millions that you'll receive for agreeing to have money in a foreign country transferred to your bank account for safekeeping. Whatever the pitch, the person may sound quite believable.

- Fake check scammers hunt for victims. They scan newspaper and online advertisements for people listing items for sale, and check postings on online job sites from people seeking employment. They place their own ads with phone numbers or e-mail addresses for people to contact them. And they call or send e-mails or faxes to people randomly, knowing that some will take the bait.
- They often claim to be in another country. The scammers say it's too difficult and complicated to send you the money directly from their country, so they'll arrange for someone in the U.S. to send you a check.
- They tell you to wire money to them after you've deposited the check. If you're selling something, they say they'll pay you by having someone in the U.S. who owes them money send you a check. It will be for more than the sale price; you deposit the check, keep what you're owed, and wire the rest to them. If it's part of a work-at-home scheme, they may claim that you'll be processing checks from their "clients." You deposit the checks and then wire them the money minus your "pay."
- Or they may send you a check for more than your pay "by mistake" and ask you to wire them the excess. In the sweepstakes and foreign money offer variations of the scam, they tell you to wire them money for taxes, customs, bonding, processing, legal fees, or other expenses that must be paid before you can get the rest of the money.

- The checks are fake but they look real. In fact, they look so real that even bank tellers may be fooled. Some are phony cashiers checks, others look like they're from legitimate business accounts. The companies whose names appear may be real, but someone has dummed up the checks without their knowledge.

"You don't have to wait long to use the money, but that doesn't mean the check is good. Under federal law, banks have to make the funds you deposit available quickly ..."

- You don't have to wait long to use the money, but that doesn't mean the check is good. Under federal law, banks have to make the funds you deposit available quickly — usually within one to five days, depending on the type of check. But just because you can withdraw the money doesn't mean the check is good, even if it's a cashier's check. It can take weeks for the forgery to be discovered and the check to bounce.
- You are responsible for the checks you deposit. That's because you're in the best position to determine the risk — you're the one dealing directly with the person who is arranging for the check to be sent to you. When a check bounces, the bank deducts the amount that was originally credited to your account. If there isn't enough to cover it, the bank may be able to take money from other accounts you have at that institution, or sue you to recover the funds. In some cases, law en-

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CATI gratefully acknowledges the support provided by the following Bronze Sponsor:



Durham Technical Community College is a charter member of the North Carolina Community College System. When the North Carolina General Assembly authorized a small appropriation to establish a limited number of area schools to be known as industrial education centers in 1957, Durham already had a vigorous program in adult education through the Vocational and Adult Education Department of the Durham City Schools.

A Practical Nursing program had been established in 1948; other programs included training in mechanical drafting, architectural drafting, and electronics technology. In addition, literacy skills training was offered for adults. Courses to upgrade the skills of workers were also offered in a variety of trades.

The Community Spanish Facilitator Certificate Program offered by the College prepares students to act as paraprofessional Spanish interpreters in the community. Courses are taught within a cultural context and include community service projects. This is a day and evening program. The required courses are offered during lunchtime and evening hours to accommodate working students.

For information, visit the College's website at:
www.durhamtech.edu/html/prospective/programsofstudy/spi.htm

News and Upcoming Events

ATA's 47th Annual Conference

ATA's 47th Annual Conference will be held November 1-4, 2006 at the Sheraton New Orleans Hotel, New Orleans, Louisiana. It will include:

- Over 175 educational sessions
- Employment opportunities at the annual job marketplace, where freelance translators and interpreters advertise their services and meet potential employers
- Exhibits with all the latest publications, software, and services available
- Networking receptions, division networking dinners, a Round Robin Tennis Tournament, and the Translation Support Tools Forum

The ATA invites all conference attendees to attend the welcome reception on Wednesday, November 1, 6 - 7:30 pm.

For more details and to register, go to:
www.atanet.org/conf/2006/index.htm

More Students Learning Arabic

A front-page article in the October 9 edition of the *Raleigh News & Observer* reports that, driven by career goals, increasing numbers of students in North Carolina are learning Arabic. To read the

article, go to:

www.newsobserver.com/102/story/496652.html

Schreiber Goes Digital

Schreiber Publishing, a publisher dedicated primarily to the needs of translators and interpreters, has added a free CD version to all of its language books. This will enable the user to do word search and look up data online. When you order any book directly from the Schreiber website at www.schreiberlanguage.com they will send it to you along with a free CD.

This offer is available only for direct orders on their website, not through Amazon or any other Internet outlets, or at any bookstore. If you have questions, contact Schreiber at books@schreiberpublishing.com.

Hispanic Heritage Month 2006

On September 14, North Carolina State Governor Mike Easley proclaimed September 15 to October 15, 2006, as "Hispanic Heritage Month" in North Carolina, and called upon the citizens of the state to observe and commemorate it as the state moves forward with its agenda for "One North Carolina."

According to a University of North Carolina at Chapel Hill 2006 study, more than 600,000 residents of North Carolina are of Hispanic background, and Americans of Hispanic descent make contributions in every facet of our society. According to the UNC-CH study, the state's Hispanic community contributes more than \$9.2 billion dollars to North Carolina's economy.

If you have news that you would like to share with your CATI colleagues, please write to the editor, G. David Heath, at infoexact@mindspring.com. Submissions are subject to editing.

ATA Members and Internet Scams *continued*

forcement authorities could bring charges against the victims because it may look like they were involved in the scam and knew the check was counterfeit.

- There is no legitimate reason for someone who is giving you money to ask you to wire money back. If a stranger wants to pay you for something, insist on a cashier's check for the exact amount, preferably from a local bank or a bank that has a branch in your area.
- Don't deposit it—report it! Report fake check scams to the National Fraud Information Center/Internet Fraud Watch, a service of the nonprofit National Consumers League, at www.fraud.org or (800) 876-7060. That information will be transmitted to the appropriate law enforcement agencies.

ATA Members and Internet Scams Update

Some ATA members have recently received an e-mail requesting a quote for translation and typesetting services for the Regulatory Affairs Professionals Society. It is a scam, do not respond.

RAPS is a legitimate organization. The scam is that the author of the fraudulent e-mail says that he is contacting you for work on behalf of RAPS. While a RAPS representative told me they have worked with translators and interpreters in the past, they did not issue a request for proposals or a call for bids from interpreters. Specifically, please note the sender's e-mail address was from a free e-mail service (hotmail.com) and not from the organization.

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Focus on Members

News About Members

Georgia Betcher, a CATI Board member and teacher of the Community Spanish Interpreter program at Fayetteville Technical Community College, has been awarded a faculty grant from the North Carolina Community College Faculty Association (NCCCFA).

The project that the grant supports involves inviting a translation/interpretation business owner to give a presentation to Community Spanish Interpreter program students. This may include the types of translation and interpretation challenges that arise during the course of work, what it takes to own your own business in the translation and interpretation field, as well as information on daily activities, ranging from working with clients to terminology research.

This project will promote professionalism and educate students enrolled in the community college system's Community Spanish Interpreter program; in addition, it may benefit business students, foreign-language students, and others.

For more details, go to <http://ncccfafa.org/home.htm>.



Cheryl Pfeiffer, Director of Interpreting and Translating at Fluent Language Solutions, a CATI Gold Sponsor and nationwide provider of interpreting and translation services in over 180 languages, received the *Charlotte Business Journal's* "Women In Business Achievement" award. Pfeiffer was among 25 Charlotte business women who received the accolade in recognition of a lifetime of business achievements.

Fluent Language Solutions has offices in Charlotte and Raleigh and provides services in over 180 different languages through onsite interpreting, telephone interpreting, video interpreting, and document translating. Fluent Language Solutions is a woman-owned business providing services in all 100 counties in North Carolina. More information is available at www.FluentLS.com.

New Members

CATI welcomes the following new members who have joined the association in the past 3 months. The new members are listed here with their language pairs and preferred fields, if available.

Jessica Alvarado, Fayetteville, NC. English>Spanish T/I, Spanish>English T/I. Religion, Personal Documents, Public Administration, Health Care, Physical Therapy, Speech/Hearing Therapy.

Lena Björner-Janes, Cary, NC. Swedish>English T/I, English>Swedish T/I. Business Administration, Finance, Accounting, Marketing, Sports, Cuisine.

Catalina Bradley, Concord, NC. English>Spanish T. Human Resources, Health Care, Construction, Industrial Engineering.

Mabel Flasterstein, Charlotte, NC. English>Spanish

T/I. Psychiatry, Psychology, Medicine, Law, Health Care, Literature.

Orlando González, Greenville, SC. English>Spanish T/I, Spanish>English T/I, English>Vietnamese T/I, English>Haitian T. Education, Religion, Law, Health Care, Medicine, Pharmacology.

Maria Guardino, Little River, SC. English>Spanish T/I, Spanish>English T/I. Law, Law Enforcement, Worker's Compensation, Family Planning, Health Care, Physical Therapy.

Alejandro Jose Ivimas-Cuarez, Charlotte, NC. English>Spanish T/I, Spanish>English T/I. Economics, Education, Accounting, Personal Documents, Real Estate, Health Care.

Claudine Joly-King, North Charleston, SC. English>French T/I, English>Spanish T/I, Spanish>English T/I, French>English T/I, Spanish>French T/I. Commerce, Business Administration, Law, Chemistry, Health Care, Literature.

Silvia Lunati Talbott, Willow Spring, NC. Spanish>English T/I, English>Spanish T/I. Human Resources, Immigration, Personal Documents, Health Care, Medicine, Pharmacology.

Ana Mathews, Dalzell, SC. Spanish>English T/I, English>Spanish T/I. Education, Journalism, Human Resources, Family Planning.

Matthew Noel, Raleigh, NC. English>Spanish T, Spanish>English I. Agriculture, Landscape Horticulture.

Rosa Ojeda, Raleigh, NC. English>Spanish T/I, Spanish>English T/I. Business, Financial, Legal, Medicine, Health Care, Technical.

Rafael Pérez, Clemmons, NC. English>Spanish T. Education, Literature, Banking, Law Enforcement, Health Care, Medicine.

Johanna Pinerva, Winston Salem, NC. English>Spanish T/I, Spanish>English I. Family Planning, Health Care, Medicine.

Myra Struckmeyer, Chapel Hill, NC. Dutch>English T, English>Dutch T, Latin>English T. Tourism, Cuisine, History, Art, Literature, Religion.

Sandra Swain, Wilmington, NC. Spanish>English T. Linguistics, Medicine, Veterinary Medicine, Ecology, Zoology, Tourism.

Robert Vanderford, Charlotte, NC. German>English T/I, English>German T/I. Linguistics, Business Administration, Finance, Law, Patents/Trademarks, Cuisine.

Cynthia Villalona, Raleigh, NC. English>Spanish T/I, Spanish>English T/I. Worker's Compensation, Banking, Finance, Insurance, Law Enforcement, Health Care.

Milton Woody, Stanley, NC. Spanish>English T/I, English>Spanish T/I. Quality Assurance, Construction, Manufacturing, Textiles.

Julia Zamora, Charlotte, NC. English>Spanish T/I, Spanish>English T/I. Health Care, Computer Applications, Computer Science, Electronics.

More Comments on the *News & Observer* Report

Submitted by M. Eta Trabing

The Summer 2006 issue of the CATI Quarterly reported on a report in the Raleigh News & Observer that criticized the quality of Spanish court interpreters in the Carolinas. In response to the N&O report, the CATI Quarterly invited comments from CATI members and also published the letter by CATI President Jackie Metivier that was published in the N&O.



The CATI Quarterly has since received the following comments from **M. Eta Trabing**, a CATI Past-President and CATI member since 1993, who told the CATI Quarterly that "The following is my opinion, nothing more, nothing less!"

North Carolina's Administrative Office of the Courts should be justly proud of the 41 certified interpreters who have received all the required training and passed a difficult exam and who render professional services to the courts in the state. North Carolina is one of 36 states that have joined the National Center for State Courts Consortium since 1995 to promote professional, certified interpreters. Every state added is an important step in bringing the country into compliance with the spirit of our Constitution. South Carolina joined in 2005, and their first court interpreter classes started in June of 2006, in the Greenville/Spartanburg area, and is about to have its first group take the certification test.

But yes, there are always going to be unscrupulous people (bilingual or not) who prey on immigrants and anyone else they can find. Those who purport to be interpreters and translators are not immune from being human, and some will be unethical or worse, particu-

"... there are always going to be unscrupulous people (bilingual or not) who prey on immigrants and anyone else they can find."

larly when they are desperate to make a living any way they can, including illegally or without conscience. The persons mentioned in the article are not the first, nor will they be the last, to commit misdemeanors or felonies in North Carolina, same as people do in every other state and country of the world.

With so few professional and certified interpreters in a

relatively large state, there is no option for judges and attorneys but to use uncertified interpreters. It is also

"It is ... enormously frustrating for judges and attorneys not to have a way to find out if someone is at least qualified (if uncertified)."

enormously frustrating for judges and attorneys not to have a way to find out if someone is at least qualified (if uncertified). Unfortunately, there is no mechanism in place for qualifying Spanish interpreters other than the certification test, not in North Carolina nor any where else in the U.S.; some state administrative court agencies and the federal Administrative Office of the courts do have a mechanism for qualifying interpreters in languages for which there are no certification tests. It is definitely a "buyer beware" situation, and that, unfortunately, is also part of life in the U.S. or on the Internet – people make up things and misrepresent themselves until they get caught.

In Texas, as of 2006, all licensed (same as certified) interpreters must also complete 8 to 12 hours of continuing education credits every year to keep their licenses valid. Why couldn't the non-certified interpreters being used be required to do the same thing, prior to taking the certification exam? This requirement could be self-supporting and paid for by the non-certified interpreters until they can pass the certification exam, and beyond.

Greg Stahl, Senior Deputy Director of the NC Administrative Office of the Courts (AOC), has the right idea. As the article says he states, "Interpreters should be appointed, should have to attend orientation and ethics training, and undergo a criminal background check. Judges would hire only interpreters who had done so. Then, AOC officials could respond to complaints." To that I would like to add: and if within 3 or 4 or 5 years these interpreters cannot pass the certification exam, they should lose their appointments altogether.

There **must** be an incentive to becoming certified. A difference in pay should and must be upheld by the judges and lawyers who hire certified and uncertified interpreters. And a \$10/hour difference is negligible. Obviously, for the AOC to be able to do this, there must be more funding and staffing, which the North

More Comments on the *News & Observer* Article *continued*

Carolina Legislature appears reluctant to provide.

There will continue to be complaints against supposed interpreters while “judges fill the gap by hiring uncertified interpreters and tapping Spanish speakers in the courtroom for help.” **Merely being bilingual does not mean that one can interpret!** How many bilingual people, of *any* nationality, actually know American legal terminology and also know its equivalent in their own language? Only a very few, I would wager. The saddest thing of all, for me, is that a non-English speaking, unsuspecting and trusting person’s life and livelihood depend on these possibly well-meaning but very inept people who call themselves “interpreters.”

The huge need for court interpreters in many lan-

“... no profession can possibly educate, train, qualify, and provide the hundreds ... of people needed within so short a time and without some regulations making this education and training mandatory.”

guages has only come to the forefront in the U.S. in the past 10 to 25 years – *no* profession can possibly educate, train, qualify, and provide the hundreds and hundreds of people needed within so short a time and without some regulations making this education and training mandatory. We all know that the U.S. is decades behind Europe and even some Latin American countries in interpreter/ translator education and

training, and it’s going to take decades to catch up. But that doesn’t mean that we can’t. It just means that if we want to do a good job and do it right, we will all have to work harder, we will have to educate our end-users (judges, attorneys, and non-English speaking clients), and we will have to keep lobbying for funds with which to provide the AOC with the capability of keeping track of interpreters, handling complaints, and having some power to enforce compliance.

Instead of the press writing more “horror” stories about self-anointed and untrained interpreters (we know that scandal sells more papers than positive accounts about anything!), couldn’t we get the press to write articles, maybe in collaboration with certified interpreters and qualified AOC staff (like **Stephanie Scarce**) who know the ins and outs of this business well — articles about ethics, or about how judges and lawyers could gauge the quality of an interpreter, different subjects to train the people who need interpreters — maybe even translate them for the local weekly papers in other languages.

Maybe, if there were funds to be had, a survey could be done in all counties on the need for interpreters. When the survey shows where the need is and where there are only a few, if any, interpreters, maybe some potential interpreters would be willing to move and earn a good living in a place where now there are none.

So let’s be positive on how to approach this, and let’s stop promoting the oh-so-very-tiresome “bad interpreter” stories that some reporters just love!

Editor’s note: I agree! The topic of the *N&O* report is now closed. And sincere thanks to the CATI members who took the time to offer their comments.

If you have an opinion that you would like to share with your CATI colleagues, please write to the editor, G. David Heath, at: infoexact@mindspring.com Submissions are subject to editing.



From the Editor's Desk

CATI: A Dynamic Association

By G. David Heath

With nearly 200 individual members, including 19 new members in the past 3 months, 14 corporate members, and five sponsors, including a new Gold Sponsor (Fluent Language Solutions), CATI remains in a strong position to continue its support for the translation and interpretation professions in the Carolinas.

Between them, CATI members currently work into and from more than 30 different languages, the best-represented ones being Spanish (138 members), French (35 members), German (23 members), and Portuguese (12 members).

The *CATI Quarterly*

The *CATI Quarterly* is a publication of the Carolina Association of Translators and Interpreters, a nonprofit organization to promote the recognition of translating and interpreting as professions in the Carolinas. Opinions expressed herein are the author's and not necessarily those of the Editor, the Association, or its Board of Directors.

Reader submissions are welcome. Suggested length limits are:

- Articles 1500 words
- Reviews 500 words
- Letters 300 words

Submissions become the property of the *CATI Quarterly* and are subject to editing. For details, see the "Submission Guidelines" at

www.catiweb.org/guidelines.htm

If you have questions or would like to submit an article, please contact the editor, G. David Heath, at

infoexact@mindspring.com

Please contact CATI at (919) 577-0840 for advertising information.

Active support by individual members, corporate members, and sponsors enables CATI to fulfill its primary goals, which include:

- Promoting the recognition of translating and interpreting as professions and defending and supporting the interests and concerns of professional translators and interpreters,
- Encouraging high-quality service and ethical business practice among members,
- Disseminating information to the public about translating and interpreting, and
- Facilitating mutual assistance among translators and interpreters and collaboration with allied professionals.

CATI strongly encourages all its members to share these same goals in all of their dealings with clients and others in allied professions.

At the individual level, member benefits include being listed in the CATI website searchable database and in the *Translation Services Directory*, receiving e-mails that provide important information and job opportunities, and local group meetings and other activities, such as workshops, seminars, and the annual conference.

At the sponsor level, benefits include their visible support for their professional association in the newsletter and on the association's

website, which now ranks highly in most leading search engines.

I strongly encourage all those members who have not yet submitted their biographical paragraph to take advantage of this opportunity to promote their skills and experience to potential clients, many of whom visit the CATI website every day. Simply go to the members-only section and complete the online form.

To those professionals and sponsors who have recently joined or decided to sponsor CATI, thank you for supporting your professional association and helping to further its aims!

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Remember also that this is **your** association. The more you contribute to it, the more you will derive from it. Please consider contributing an article to the *CATI Quarterly* on any aspect of translation or interpretation. Or write a letter to the Editor. Take this opportunity to share your expertise with your colleagues and increase your visibility with prospective clients.



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