

The Newsletter of the Carolina Association of Translators and Interpreters

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CATI is a chapter of the American Translators Association. For more information, see the ATA website:  
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From the CATI President  
We had a great conference!

By Jackie Metivier



I am delighted to report that we had a successful conference at UNC Charlotte on April 9.

Participants enjoyed the wisdom of our keynote speaker, Ms.

**Holly Mikkelson**, from the Monterey Institute of International Studies and received the new 2005 CATI T-Shirt.

In the afternoon, participants also selected to attend one of several presentations of interest to both translators and interpreters in non-specific language combinations.

In addition, five lucky winners each received \$50 or \$100 gift certificates to InTrans Books merchandise sponsored by Global Translation Systems, Bilingual Communications and CATI.

As if that were not enough, 17 participants won free passes to the soon-to-be-released film, "The Interpreter." **Maria Rodriguez**, our conference coordinator, once again did an outstanding job! Please read the conference report beginning on page 2.

This spring issue of the *CATI Quarterly* brings you an article on what

interpreters need to know about HIPAA and language services in healthcare. This is a description of the National Health Law Program publication "HIPAA and Language Services in Healthcare." **David Heath**, our webmaster, has just added a link to the full PDF version on the CATI website.

Also in this issue is **Eta Trabing's** article on "Running an individual

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**"Participants enjoyed the wisdom of our keynote speaker, Ms. Holly Mikkelson, from the Monterey Institute of International Studies"**

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translator/interpreter business from home, Part 5: Bookkeeping, record-keeping, filing, and computer software."

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**"One of the purposes of our association is to 'disseminate information to the public about translating and interpreting.'"**

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One of the purposes of our association is to "disseminate information to the public about translating and interpreting." I had the opportunity to present "Beyond Bilingualism: What it takes to become a translator and interpreter" to a group of high-school students at the 2005 Hispanic Educational Summit at NCSU.

## 2005 CATI Conference wins enthusiastic reviews

The 2005 CATI Conference, held on April 9, 2005 at UNC Charlotte, brought together 80 language professionals and offered a full program of outstanding speakers and sessions that were especially relevant to today's translation and interpretation environment. The conference offered both general sessions attended by everyone and parallel sessions attended by people with a particular interest in the topic concerned. So many interesting parallel sessions were offered that some attendees reported being torn between different sessions.

**Holly Mikkelson**, the keynote speaker, presented the first general session, which was entitled "Cross-Training for Translators and Interpreters." Using a 7-page self-evaluation questionnaire, she invited working professionals in all

languages to evaluate themselves against the requirements for professional translators and interpreters.

*Continued on page 3*



Holly Mikkelson presenting the first general session

### From the CATI President *continued*

All I had to do was download the presentation from the School Outreach section of the ATA website.

Please contact your local school and help us promote our profession among our youth. Also at this event, **Laura Price, Ivan Remnitz, Javier Castillo, Lucia Wilberding, and Vicky Windler** provided simultaneous Spanish interpretation services. **Marianela Mañana** and her Durham Tech students also volunteered at the event. Thanks to all of you for your time and skills.

I am sorry to inform you that **Sandra Bonifacio** is leaving the CATI board and will relocate with her husband and family to Germany. Sandra is not just a long-time personal friend.

She has also been a great asset to CATI. Sandra has always kept us informed of educational opportunities and the importance of training young professionals in translation and interpretation. So, *Hals- und Beinbruch* Sandra!

I would also like to express my gratitude to **Shelley Williamson**, CATI's Administrative Manager for the last 5 years. Shelley has decided to leave her "dream" job of working at home to focus her attention on home-schooling her children and her religious calling. Congratulations to both for pursuing personal and family interests.

I hope you enjoy this spring issue of the *CATI Quarterly*.

*Jackie Metivier*

## CATI Board Members 2004-2005

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## 2005 CATI Conference *continued*

The objective was to help those working in one specialization (either translation or interpreting) determine first, whether they were cut out to work in the other specialization, and second, what they would need to do to establish themselves in it. Holly continued by looking at the practical realities of today's job market. There were many questions and contributions from the audience.

In another session, entitled "Legal Translation," **Holly Mikkelsen** reviewed the features of legal language and gave examples of English legal texts. She explained the linguistic origins of various legal phrases and suggested appropriate translations into Spanish for many of them.

She discussed the dichotomy between meaning-based translation and the legal requirements for precision and accuracy, and she explained the requirements for certifying translations in the United States and preparing documents to be used as evidence in court. She pointed out that, for certified translations, a notarized statement does not attest to the accuracy of the translation, only to the translator's identity.

**Michael Collins**, in his session "Medical Back

Translation: **"Back translation can both amplify and obscure translation errors and it doubles the cost, time, and effort of any translation project."**

Quality Assurance or Bondoggle?" pointed out that back translations of medical translations are becoming increasingly common. Back translation can both amplify and obscure translation errors and it doubles the cost, time, and effort of any translation project.

Using examples from French, Spanish, and Portuguese, he looked at these aspects of back translation and discussed its place in the field of translation. He



Mike Collins presenting his session on back translation

showed a number of excellent examples of problems that can occur in back translations. His presentation covered both translation-related and business-related issues.

**Graciela White** described a new and emerging concept in her session "A Real Approach to Virtual Teams." It consists of working together without being physically together. She considered that the virtual team is one of the key contributing factors to global economic success. She described how virtual teams came into existence, the unique characteristics of their members, and how to make these teams really work.

She emphasized the impact of virtual teams on today's technology world, especially the software development and

localization arenas. Her presentation also covered the translator's practical involvement, and provided tips on

telecommuting, the home office, time and stress management, psychological issues of working alone, and effective communication.

**Georgia Betcher**, presenting a session on "How to Work with an

*continued on page 4*

## CATI Gold Sponsor

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

**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](http://www.globaltranslation.com). For information on obtaining translation services or joining the Global team, please contact us at [info@globaltranslation.com](mailto:info@globaltranslation.com), or call us at (919) 967-2010.

Interpreter,” addressed such fundamental questions as whether interpreting is a gift or can be learned, and what kinds of skills interpreters need to have in their toolkits to perform their linguistic tasks seamlessly. An experienced court interpreter, she informed participants about concrete ways in which they could educate their clients about what interpreters do.

**Rowel Gormon**, whose many voices are heard across the country in radio and TV spots, corporate videos, multimedia, and the occasional talking toy, presented a session on “Script Translation and Voiceover Recording.” He provided a brief overview of the “voiceover” business: how people get into it, what types of projects use voice talent, and how to create a voice talent demo. He played various examples of commercial and narration scripts.

**Tatiana Thompson**, in a session entitled “Starting a Small T/I Business,” shared information related to the first steps and the development of a small business, including working with other interpreters in a professional manner. She also spoke about worthwhile investments for small businesses and establishing contracts.

**Manuela Garcia and Sheron Pynes** provided insight into what goes on inside a translation company in their session entitled “Behind the Curtain: Everything You Ever Wanted to Know about Translation Agencies.” Their presentation gave a brief overview of how a translation company operates, starting with receiving résumés, signing up freelancers, sending out jobs to freelancers, and billing.

They spoke about what their agency, Global Translation Systems, Inc., expects from its vendors, and what their vendors can expect from them. They stressed the importance of communication



An attentive audience listens during Holly Mikkelson’s session on legal translation

between the freelance translator or interpreter and the agency at every stage in the business relationship.

Their presentation included tips on some do’s and don’ts and other ways to maintain a strong relationship with the agency.

**Sandra Bonifacio** presented a ses-



Sheron Pynes (left) and Manuela Garcia presenting their session “Behind the Curtain: Everything You Ever Wanted to Know About Translation Agencies.”

sion entitled “Addressing the Needs of the RTP Community: Spanish Facilitator Certificate at Durham Technical Community College.” She gave a brief history of the program, for which she is the Program Coordinator and an instructor.

## CATI Bronze Sponsor

CATI gratefully acknowledges the support provided by the following Bronze 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 Bronze 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](http://www.bicomms.citysearch.com)

CATI Vice President Sandra Bonifacio is moving with her family to Heidelberg, Germany. She wrote this farewell note to the CATI Board.

## Greetings to all!

By Sandra Bonifacio



I would like to say "goodbye" and "thank you" to all of you for two wonderful years on the CATI Board. It gives me great pleasure to have been part of a

truly active Board, and to have accomplished so much over the past two years.

Of course, this would not have been possible without the leadership of our superior CATI President!

Great job, Jackie!

I definitely think there is still room for growth for CATI. My legacy to you all is the connection we were

**"I definitely think there is still room for growth for CATI. My legacy to you all is the connection we were able to establish with the people that would represent us well in our profession: our dear students."**

able to establish with the people that would represent us well in our profession: our dear students. We all know that it is not only about educating clients, but about educating the future generation of translators and interpreters.

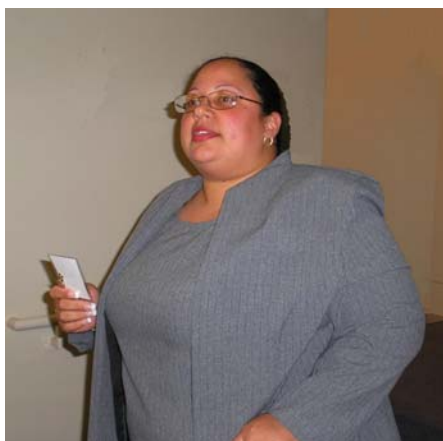
I will forward you my address in Germany as soon as I sign the lease agreement. Please stop by our house if you are touring Europe! We would love to have visitors! I

promise I will tempt you with exquisite pastries and kuchen!

All the best,

*Sandra*

## 2005 CATI Conference *continued*



Maria Rodriguez, the conference organizer, once again did an outstanding job! She is shown here handing out the prizes during the General Session.

Sandra then invited a panel of four former Durham Tech students — **Xinia Arrington, Bettina Karpalthian, Graciela Guzmán, and Barbara Robertson** — to talk about their experiences as students in the Community Spanish Facilitator Program, the community events they participated in while in the program, and the impact this program has had on their careers.

The Facilitator Program prepares students to work as paraprofessional Spanish interpreters who will facilitate communication between individuals in various community settings.

## CATI Bronze Sponsor

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](http://www.durhamtech.edu/html/prospective/programsofstudy/spi.htm).

# CATI members play key roles at Hispanic Educational Summit

For the 6th year, the North Carolina Society of Hispanic Professionals (NCSHP) organized the largest educational conference for Hispanic students in North Carolina. This year's daylong summit attracted 950 students between 7th and 12th grades to NCSU's campus in Raleigh, NC.

The purpose of the summit is to encourage Latino students to finish high school and to promote higher education. The students listened to presentations and panel discussions on topics such as applying for college, staying out of gangs, safe-sex practices, and planning for a career in various fields, including translation and interpretation, among other professions.

**Jackie Metivier**, CATI's current President, presented "Beyond Bilingualism: A Career in Translation and Interpretation" from the School Outreach section of the ATA website to an audience of about 40 participants.

"These young kids are already bilingual, and although this is an asset in and of itself, I want them to know it does not make them trans-



At the Summit were, from left to right, Jackie Metivier, Marianela Mañana, and Laura Price.

lators and or interpreters," Jackie told *CATI Quarterly*. "I enjoy telling them about the requirements for the profession, the ethical standards, the false cognates, and the local and national resources available to them, such as CATI and ATA."

**Javier Castillo**, a CATI member, served as simultaneous interpreter for the keynote speaker, retired Army Lt. Col. **Consuelo Castillo Kickbusch**.

Speaking in English and Spanish, she wove together compelling stories of her strict but loving mother and father,

and of her first forays into the non-Latino world outside her impoverished neighborhood in Texas.

"Mrs. Castillo Kickbusch's speech was a challenge to interpret," Javier Castillo said, "She spoke in English and Spanish, and I had to shadow her when she spoke in Spanish in order to maintain the flow on the receiving end of the audience. It was great exposure for me and I was happy to represent CATI at the Summit."

The NCSHP would like to thank the group of CATI volunteer interpreters who joined the association in promoting education among Hispanic youth.



Also at the Summit, and shown here with Jackie Metivier, were, on the left, Javier Castillo and on the right, Ivan Remnitz.

**"These young kids are already bilingual, and although this is an asset in and of itself, I want them to know it does not make them translators and or interpreters"**

## Invitation to all CATI and PATI members

A Greenville-Spartanburg area picnic is scheduled for May 14, from 4:30 pm at Lost Acres Park in Spartanburg. CATI will join the Alliance Française du Piedmont for this activity. There will be an open-air cookout with children's activities and international trivia games.

It will be a *mechoui*, a traditional cookout of lamb and a young goat roasted on an open fire, served with couscous and vegetables. We will also have baskets of freshly picked strawberries and plenty of beverages for everyone.

**Cost** (all inclusive): \$15 for adults, \$5 for children.

**Reservations:** *before* May 7 to Monique Glass, [megbglass@junom.com](mailto:megbglass@junom.com)

# What interpreters need to know about HIPAA and language services in healthcare

The National Health Law Program, 1101 14th St NW, Suite 405, Washington, DC 20005 issued a publication entitled HIPAA and Language Services in Health Care. (See the "Useful links" section of the CATI website at [www.catiweb.org](http://www.catiweb.org) for a PDF version of the complete text of this publication.) This publication explains what interpreters need to know about the 1996 Health Insurance Portability and Accountability Act (HIPAA). The HIPAA regulations are reshaping how patients and healthcare providers treat the privacy of patient information.

What follows is an excerpt from the publication, HIPAA and Language Services in Health Care:

## 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](http://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](mailto:infoexact@mindspring.com)

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

For interpreters who work in health care settings, it is important to understand how the patient privacy requirements of HIPAA affect their work and conduct.

It was not until April, 2003, that the regulations outlining health privacy protections became fully operational. The "privacy rule" provides a set of minimum national standards that limit the

ways that health plans, pharmacies, hospitals, clinicians, and others (called "covered entities") can use patients' personal medical information. As stated by the Department of Health and Human Services, "A major goal of the Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and

promote high quality health care and to protect the public's health and well being."

The regulations protect medical records and other individually identifiable health information, whether it is on paper, in computers or communicated orally. The responsibility to abide by HIPAA binds the covered entity not

only to ensure that its own staff protect patient privacy but also that anyone who it "controls" (such as volunteers) and with whom it contracts (called "business associates") follows these regulations. Thus interpreters who work in health care settings - whether as an employee, independent contractor or volunteer - are generally required to uphold the HIPAA privacy regulations.

**"A major benefit of the conference for me is the feeling of connection with the mainstream of my profession."**

## Upcoming events

### CATI events

The CATI summer picnic on August 20. Jackie Metivier, CATI President, will host it at her home.

CATI is also planning:

- ▶ A Medical Interpretation Seminar in Charleston, SC in the Fall
- ▶ A Translation Memory Tools presentation in November, 2005 in the Raleigh-Durham area
- ▶ Several community outreach opportunities for volunteer interpreters throughout the year

### CATI Board Meeting

The CATI Board Meeting will be held on September 17, 2005 in Charleston, SC.

### MITA workshop

The Metroplex Translators and Interpreters Association (MITA) will hold their 2005 Workshop for Translators and Interpreters on May 21, 2005 at the Holiday Inn Select (near DFW Airport), 4441 W Highway 114 at Esters, Irving, Texas 75063.

Register online at [www.dfwmita.com/workshops/2005\\_may.htm](http://www.dfwmita.com/workshops/2005_may.htm) or contact MITA, c/o Marilyn Retta, P.O. Box 141263, Dallas, TX 75214.

### CCIC interpreting course

The 21st Intensive Course in the Practice of Simultaneous Interpretation will be held in Cambridge, UK, August 14-26, 2005. For details, contact Christopher Guichot de Fortis at [defortis@belgacom.net](mailto:defortis@belgacom.net) or tel: +32-2-654 20 80

## Running an individual translator/interpreter business from home Part 5: Bookkeeping, record-keeping, filing, and computer software

By M. Eta Trabing

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This is the final part of a multipart series. Previous parts dealt with the decisions you need to make, based on your personal preferences and expertise, the financial considerations involved, and the pros and cons of working for yourself rather than working for someone else; estimating translation costs; estimating interpreting costs and preparing the price quotes; dealing with your home office, hiring professional help, quality control, preparing the invoice, multiple booking for court cases, delinquent payments, marketing yourself, your relationship with the client, and professional ethics.

### Bookkeeping



When you run your own business, you will probably have to do your own bookkeeping, unless your spouse is a professional!

That means setting up a system to keep track of all income and expenditures – the system can be electronic or on paper, or both.

Software like Basic Quicken, Quicken Books, Microsoft Money, and many others, are invaluable. The important thing about any system is that you **use** it frequently and correctly – remember, garbage in, garbage out.

Go over your bank statement every month, and have a reminder system (electronic or on paper) to know which invoices are in arrears

and need to be followed up on every month.

Some companies, unless you hassle their Accounts Payable

people from time to time, will assume that you are in no hurry to get paid (one company actually told me that!).

**“The important thing about any system is that you use it frequently and correctly — remember, garbage in, garbage out.”**

Hire a professional accountant and tax preparer (a CPA, preferably) who can give you advice on

how to set up your books, what taxes you must consider, and who

will prepare your tax statement from the materials you provide every year.

Consider giving preference to an

independent CPA who has many self-employed customers. Such a person will know better what deductions you can take advantage of in any given year than a corporate CPA who specializes in corporate accounting.

We professional translators / interpreters should know that there are times when we need other professionals to help us with our business!

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### Upcoming events *continued*

4/28/05	4/28/05	Jersey City, NJ	ATA	ATA Mentoring Workshop
4/29/05	5/1/05	Jersey City, NJ	ATA	ATA 3-Day Financial Conference
5/28/05		Irving, Texas	MITA	One-day workshop
6/3/05	6/6/05	Chicago, IL	JAT	IJET-16 ( <a href="http://www.jat.org/ijet/ijet-16/">www.jat.org/ijet/ijet-16/</a> )
8/4/05	8/7/05	Tampere, Finland	FIT	17th World Congress of the International Federation of Translators
8/14/05	8/26/05	Cambridge, UK	CCIC	21st Intensive Course in the Practice of Simultaneous Interpretation.
11/2/05	11/5/05	Montreal, Canada	ALTA	28th Annual American Literary Translators Association Conference
11/9/05	11/12/05	Westin Hotel, Seattle, WA	AA	ATA 46th Annual Conference

## Running an individual translator / interpreter business from home

Part 5 continued from page 8

You will need to set up a chart of accounts for both income and expenses. You may or may not want to get a separate bank account, depending on how you will run your business. Get advice from your accountant as to whether you should remain a “sole proprietor” or whether you should incorporate, either now or at some future time. Look at your liability and income and taxes in both situations and see which one suits you best. If you are a sole proprietor, you will have to pay the self-employed Social Security tax, federal income tax, state income tax (if your state has one) and whatever county or city taxes or licenses your residence area requires so that you can run a business from your home.

You might also want to check your subdivision charter to see if you are even allowed to run a business out of your home. If you choose a “doing business as,” (DBA or d/b/a) name, you can still run your business on your Social Security number and may not need a separate bank account. Check with your bank. If you incorporate, you will need to get a Federal ID number for your business and then all accounting and payroll will become considerably more complicated.

Aside from paying your taxes quarterly, in advance, to both the Internal Revenue Service and your state income tax authority, you may also wish to get small-group health insurance. The ATA has an insurance program with Mutual of Omaha; there may be other insurance companies or programs in your area that may be more appropriate for your individual situation.

Don't forget this is a business, so be business-like in all your dealings!

### Record-keeping

You must keep business records. This means keeping receipts for everything you spend and buy for the business and keeping track of all

the monies that come in from your business. Most software programs can help you with that, too. Or you can keep a combination of paper and electronic data files – not a bad idea if the computer goes on the blink and you haven't been backing up consistently!

It's a good idea to keep all the paper receipts filed under the same headings as your chart of accounts on the computer bookkeeping program. That way you have a matching set if something goes wrong. Keep or make a notebook that you carry in your car in which you record every mile that you drive and whether it's a business or a personal trip.

If you keep these notebooks in a consecutive order (like a check book) and with dates and destinations clearly shown, the IRS will accept them as proof of mileage. In those same notebooks, you can also write down any toll charges,

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**“You might also want to check your subdivision charter to see if you are even allowed to run a business out of your home.”**

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parking costs, and meals that you pay cash for and may forget to write down somewhere else. File your receipts at least every couple of days and no less often than once a week. If you leave a huge pile for eventual filing, chances are it won't get done.

As was said before, send out an invoice with each job when the job goes out. Set up a standard invoice form for each client or by number, or whatever system you choose to use, that way you have names and addresses ready to go and you only have to change the name and number and price of the latest job.

Keep a paper copy of all “Unpaid invoices” in a chronological file. When the invoice is paid, staple the check stub to it, or if there is none, write paid and the date on the invoice and put it in an “Invoices Paid” file or whatever system you decide to use. The invoices paid should match your deposit slips at the bank, unless someone paid you cash and you need to note that on the invoice, too.

The advantage of a chronological file is that you will quickly know which invoices are overdue and you may need to spend a couple of hours every week following up on these unpaid invoices. Boring, but very necessary!

Try to keep whatever system you use as simple as possible. The more you complicate it, the less you'll probably use it. The simpler it is, the easier it will be to use and to find the items you actually need to have. Programs like Excel can also help keep lots of data in order, but again, it's only useful if you put in the correct information and obtain the correct results.

### Filing

Filing is the least favorite of all office jobs and the one we wish we had paid attention to when we have just spent a whole day looking for something! To set up a system that works for you, you need to ask yourself: “What system will allow me to find what I need when I need it?” Whole books have been written on filing systems and office organization.

Buy one that looks like something you can agree with and live with. Your files can be paper files (in filing cabinets, drawers, cupboards, boxes, baskets, etc.), in file folders, in hanging folders, in accordion pocket folders, or whatever. Your files can also be electronic files

continued on page 10

# Running an individual translator / interpreter business from home

## Part 5 *continued*

(hard disk with backup on floppy disks, CD-ROMs, portable USB drives, etc.).

Most probably you will have a combination of both, as some things will exist only on paper and others will be easier to file electronically. Spend some time mapping out your work patterns and think through how you will file and find things as you need them. It's easier to think it through first, than to set something up that you then have to change completely.

The only limitation to the number of files is space, either physical or electronic. You also will need to clean out all files periodically. Something that sounded great 10 years ago is probably quite out of date and not worth keeping. For a one-person business, filing should be relatively simple. You don't generate as much stuff, as for instance, a translation company with hundreds of clients and hundreds of translators on their rosters.

You should have one place (paper and/or electronic) where all your customers' information is kept, names, addresses, telephones, faxes, e-mails; you can also include specific information for some clients (Do they have specific forms for invoicing that you must use? Do they want all their work sent in a special format and no other? Do they need a form for direct deposit at your bank?)

You can also make notes about their (or your) likes and dislikes or how long they usually take to pay, and anything else you can think of that will help you remember and keep them straight. Back this electronic file up regularly and print it out occasionally for easy reference.

Keep all your bookkeeping, accounting, and tax files separate from other files. Be sure they are

backed up every time you use them. Keep all your personal paper documents (such as your Will, car papers, rent/mortgage documents, documents of incorporation, diplomas, birth, marriage and other certificates) in a fire-proof box at home or in a bank vault. For those of us who come from other countries it may be impossible to get copies of certain documents should they be lost or burned.

Keep your pending files separate, that is, a job that may or may not come in after you've given a price quote. If you don't get the job, decide if you want to keep that potential client's information or throw it out, or if you'll only throw it out in a

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**“Sometimes clients' computers crash too, and they lose files; if you have kept the information, it may be a life saver to the client.”**

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year or so. The unpaid and paid invoices files should also be separate so that it's easier for you to follow-up. Whatever electronic system you use, be sure and back up all files all the time!

If you keep copies of your translations and their originals – note that in some cases you may not want to or be able to because of confidentiality – you can sort these by client or by subject or by date. If you generate glossaries for different clients, you will probably need to keep them in that client's file and also in a subject file for yourself.

For future research you may also want to keep subject files of articles you see in newspapers or magazines that update your specialty subjects or start you on a new subject specialty. Accordion pocket files work well for that. You can add drawings, maps, mini-glossaries, newspaper/magazine articles, or

whatever, that you can use when you are working in that subject.

Unless you scan everything into the computer (and sometimes that is not possible or doesn't work well), you will have about as many paper files as you do electronic files. Many articles in the *ATA Chronicle* and in the various chapter publications are well worth keeping. If you cut them out and file them by subject, you'll find them more easily than if you keep the complete magazines stashed somewhere without an index.

Once you have sent your electronic translation to the client, you need to decide if you're going to keep your own copy or let the client do the filing. If it's a client you work with a lot, it may be worthwhile to put all of that client's work on one CD-ROM and keep adding to it. If you know the client will make changes to a translation you have done before (like an Employee Manual or different forms), then keep the original and just keep adding the changes as they occur.

Sometimes clients' computers crash too, and they lose files; if you have kept the information, it may be a life saver to the client. Very small jobs are not worth keeping, they just clutter things up.

If you are using electronic terminology management tools, it would be prudent to keep all files until you can work the terminology into your software for future use. Be aware that as you update your software, you will need to update the files you have on CD-ROM or on floppy disks, or there will come a time when the new software won't be able to read the software from too many years ago and then those files will be useless.

If you have a number of repeat customers (and you should if you do

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## Running an individual translator / interpreter business from home

### Part 5 *continued*

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everything right!), set up a directory or subdirectory for each client and, within that, the individual files for their translations, fax cover sheets, invoices and whatever else you do for that client. For other occasional clients or for other work you may be doing, you could set up this system by subject or by alphabet or an account number you may have assigned to that client. If you get into many, many files, use Document Management or indexing software.

#### **Last but not least**

Most translation work nowadays comes in and goes out via e-mail, so you will need to learn how to use the computer programs that your clients will require. There are a number of translations that are PowerPoint presentations, with many and complicated charts, clip art and tables.

Learn how to use PowerPoint and just overwrite what is there, adjusting the white spaces or making the clip art smaller. Learn Excel. The most common software for translation seems to have become Microsoft Word and, to a much lesser extent, WordPerfect.

Become familiar with how to attach files, how to zip files, and how to convert and open files that have different extensions (for example, .pdf, .rtf, .doc, .mim, etc.) or that are zipped. Become familiar with terminology management software (TRADOS, Déjà Vu, etc.).

Besides the instruction books or help section for the actual software, check out and buy a truly useful and inexpensive electronic book, written by Jost Zetsche called "A Translator's Tool Box for the 21st Century: A Computer

Primer for Translators" published by International Writers' Group, LLC, P.O. Box 1098, 770 Beach Boulevard, Winchester Bay, Oregon 97467 - 541-271-0503, [toolbox@](mailto:toolbox@internationalwriters.com)

[internationalwriters.com](http://internationalwriters.com).

Jost also publishes a biweekly newsletter (in English) under [toolkit@internationalwriters.com](mailto:toolkit@internationalwriters.com) with updated and additional information that is well worth subscribing to.

I wish you many, many years as a successful and profitable translator/interpreter.

*M. Eta Trabing, translator, instructor, writer, retired interpreter, ex CATI President, and owner of Berkana Language Center (see [www.eberkana.com](http://www.eberkana.com)) has been in the T/I business for about 35 years*

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### Breaking news

## Court interpreter charged with misrepresenting himself as legal counsel

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According to a report in the April 20, 2005 Davidson County edition of the *Winston-Salem Journal*, a Davidson County court interpreter was arrested on April 18 and charged with swindling defendants out of hundreds of dollars by misrepresenting himself as an attorney who could handle their cases.

The article, by journal reporter Jessica Guenzel, states that the interpreter, Luis Encarnacion Jr., of Lexington, was charged with unauthorized practice of law and obtaining property by false pretenses.

What follows is an excerpt of the *Winston-Salem Journal* report:

The State Bureau of Investigation began investigating Encarnacion about a month ago, after a Hispanic defendant in a court case told a judge, through another bilingual attorney or interpreter, that Encarnacion was representing him.

Encarnacion is one of two interpreters who work at the Davidson

County Courthouse, and state court guidelines prohibit interpreters from offering legal services.

"The court system is confusing enough to those who have English as their first language," said Clerk of Court Brian Shipwash. "Being in the court system can be intimidating, and when you don't understand the language that is spoken in the courtroom, you automatically adhere to someone who can understand it as a friend and a sense of security."

After District Attorney Garry Frank learned of Encarnacion's actions, the SBI began a sting investigation.

An undercover Hispanic officer sought Encarnacion's counsel for a fake charge, and Encarnacion agreed to take her case.

According to court papers, Encarnacion offered to provide legal

counsel, negotiated the execution of legal documents and charged \$345 for his services.

"This is a serious problem with regard to people who are dealing with a culture and a language that they're totally unfamiliar with," Frank said. "It's my understanding that this is a growing problem across the state."

Encarnacion was working alternate weeks with another interpreter in the Davidson County court system. They are two of only 33 state-certified interpreters in the state, a certification that is hard to attain, Shipwash said.

While Encarnacion awaits his court date, a replacement will be needed to handle the daily need for a Spanish interpreter, Frank said.

"He's still presumed innocent," Frank said. "But they'll have to do something to keep the courts in operation until this is resolved."





From the Editor's desk

## Deriving all the benefits of CATI membership

By G. David Heath

**W**hile driving back from the CATI Conference in Charlotte, I started thinking about all the benefits that we derive at very modest cost from our CATI membership. (I had a long time to think about this because roadwork on Route 49 held me and everyone else up for at least 45 minutes.)

What started this train of thought was the conference itself. For an early-bird registration fee of \$50.00, I had been to four excellent conference sessions that provided valuable information that was totally relevant to my own interests.

The conference also provided an opportunity to renew contacts with many of the 80 CATI members who were there. Congratulations to **Maria Rodriguez** and the presenters for making this event so successful. My only concern – which was also expressed by some other attendees – was that I was unable to attend some of the other sessions that were taking place in parallel.

In February, I went to the CATI Spanish-to-English Translator's Workshop in Durham, not as a participant because Spanish>English is not my language pair, but as a reporter for the *CATI Quarterly*. The workshop focused on preparing the participants for the ATA certification exam.

**Ann Sherwin**, an experienced translator who is ATA-certified Spanish-English and German-English, and chair of the German-English ATA certification grading team, provided an excellent insight into ATA certification procedures, how the ATA certification exam is graded, and the complex topic of error point decisions.

**Janet Austin**, also an experienced translator and ATA-certified from Spanish to English, then led a discussion on two ATA practice passages, which the attendees were asked to translate in advance and bring to the workshop. This was one of the best ATA-certification workshops that I have attended, and it was free to CATI members. Not surprisingly, every seat was taken.

For other workshops and events that the CATI Board is planning for this year, please page 7 of this newsletter.

Another valuable member benefit is the CATI Directory, which exists in printed and online formats. In 2004, the CATI Board of Directors approved a new addition to the directory. It consists of a biographical paragraph of up to 100 words that members can submit online, stating any facts about themselves that they consider relevant to prospective clients.

I strongly encourage any CATI members who have not yet taken advantage of this benefit to go to the members-only section of the CATI website and submit an appropriate paragraph. It takes only a few minutes, and I know for sure that many prospective clients who are looking for suitably qualified translators and interpreters use the "Find a translator or interpreter" online search function on the CATI website.

Following a complete redesign of the CATI website to make it more easily indexed by Google and other search engines, the hits on the site range from 30 to over 120 per day. And based on the search arguments being used to find the website, many of those hits are from prospective clients looking for translators or interpreters. Take full advantage of this member benefit.

Another member benefit, of course, is this newsletter. Please consider contributing an article on any aspect of translation or interpretation, especially if it relates to the Carolinas.

This is your association! The more you contribute to it and take advantage of the many benefits it offers, the more you will gain from it.

I hope that you enjoy reading this issue of the *CATI Quarterly*.



CAROLINA ASSOCIATION OF  
TRANSLATORS & INTERPRETERS

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