

WASCLA Summit IV Conference
At The Coast Wenatchee Center Hotel, in Wenatchee, WA
***“Interpreters and Providers Working Together to Ensure Language Access
For Limited English Proficient Individuals in Washington State”***
“BUILDING FOR THE FUTURE”
SCHEDULE

Friday, October 24th

9:00 a.m. – 9:30 a.m.	Conference Registration <i>Red Lobby</i>
9:30 a.m. – 9:45 a.m.	Introduction of Conference ~ Leticia Camacho <i>Orchard Exhibit Hall South</i>
9:45 a.m. – 10:45 a.m.	Working with Deaf and Hard of Hearing Clients in a Variety of Settings <i>Orchard Exhibit Hall South</i>
10:45 a.m. – 11:00 a.m.	BREAK
11:00 a.m. – 12:00 p.m. Two sessions run concurrently, choose one session.	Educating Law Students to Serve the LEP Community <i>Gala Rooms 1,2,3</i>
	Serving LEP Students in the School Setting <i>Orchard Exhibit Hall South</i>
12:00 p.m.—12:10 p.m.	BREAK
12:10 p.m. – 12:30 p.m.	Keynote Address by Seattle University School of Law Dean Kellye Testy ~ “Building for the Future” <i>Orchard Exhibit Hall South</i>
12:30 p.m. – 1:30 p.m.	Networking Lunch Served on Site <i>Orchard Exhibit Hall North</i>
1:30 p.m. – 2:30 p.m. Two sessions run concurrently, choose one session.	Responding to LEP Clients In Crisis: Language Access in Emergency and Police Services <i>Orchard Exhibit Hall South</i>
	Language Glossary Development <i>Gala Rooms 1,2,3</i>
2:30 p.m. – 2:45 p.m.	BREAK
2:45 p.m. – 3:45 p.m. Two sessions run concurrently, choose one session.	How Technology Can Improve Provision of Interpreter Services and Make Them More Affordable <i>Orchard Exhibit Hall South</i>
	Providing Interpreters in Rural Areas of the State <i>Gala Rooms 1,2,3</i>
3: 45 p.m. – 4 :00 p.m.	BREAK
4:00 p.m. – 5:00 p.m. Two sessions run concurrently, choose one session.	Recruiting Interpreters and Interpreter / Translator Training Programs <i>Orchard Exhibit Hall South</i>
	Challenges for Public Defenders in Representing LEP Clients <i>Gala Rooms 1,2,3</i>

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Saturday, October 25th

8:30 a.m. – 9:00 a.m.	Breakfast Provided on Site <i>Orchard Exhibit Hall North</i>
9:00 a.m. – 10:00 a.m.	Statewide Interpreter and Translator Directory Discussion <i>Orchard Exhibit Hall South</i>
10:00 a.m. – 10:15 a.m.	BREAK
10:15 a.m. – 11:15 a.m.	Interpreting and Access for LEP Litigants in Courts <i>Orchard Exhibit Hall South</i>
11:15 a.m. – 11:30 a.m.	BREAK
11:30 a.m. – 12:30 p.m.	Interpreter Qualification and Certification <i>Orchard Exhibit Hall South</i>
12:30 p.m. – 1:30 p.m.	Networking Lunch Provided on Site <i>Orchard Exhibit Hall North</i>
1:30 p.m. – 2:30 p.m. Two sessions run concurrently, Choose one session.	Providing LEP Services on a Large Scale: Expertise from Governmental Agencies <i>Gala Rooms 1,2,3</i>
	Ethics: Special Cases: Interpreting Trauma (Part A) <i>Orchard Exhibit Hall South</i>
2:30 p.m. – 2:45 p.m.	BREAK
2:45 p.m. – 3:45 p.m.	Ethics: Compassion Fatigue and Secondary Trauma (Part B) <i>Orchard Exhibit Hall South</i>
3:45 p.m. – 4:45 p.m.	Screening of Robert Winn Documentary “Childhood in Translation” <i>Orchard Exhibit Hall South</i>
4:45 p.m. – 5:00 p.m.	Conference Wrap-Up ~ Kenneth Barger <i>Orchard Exhibit Hall South</i>

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CONFERENCE SESSION DESCRIPTIONS

FRIDAY

Working with Deaf and Hard of Hearing Clients in a Variety of Settings

October 24th, 9:45 a.m. – 10:45 a.m. (Moderator: Robert Lichtenberg, Assistant Director, Office of Deaf and Hard of Hearing; Panelists: Cathy Hoog, Advocate Specialist, Abused Deaf Women's Advocacy Services; Holly DelCambre, ADA Compliance Manager, Department of Corrections; Carrie Williams, Staff Attorney, Northwest Justice Project)

Many of us are unaware of the special needs of individuals who are deaf or hard of hearing, particularly those coming from outside the United States. This session will include practical tips on providing services to Deaf clients, serving special populations, and providing interpreters on a large scale from a governmental agency perspective.

Educating Law Students to Serve the LEP Community

October 24th, 11:00 a.m. – 12:00 p.m. (Panelists: Monika Batra Kashyap, Associate Director, Seattle University School of Law, Access to Justice Institute; Kristi Cruz, SU Law Student; Amy Kratz, Immigration Attorney)

This panel will describe the work of the Seattle University Law School in educating attorneys in skills such as working with interpreters, cross cultural communication, and LEP policy development. Immigration attorney Amy Kratz will describe strategies for pro bono attorneys serving LEP individuals.

Serving LEP Students in the School Setting

October 24th, 11:00 a.m. – 12:00 p.m. (Moderator: Molly E. Ertel, Department of Corrections; Panelists: Howard De Leeuw, Migrant/Bilingual Program Director, Washington Office of Superintendent of Public Instruction; Adie Simmons, Director, Office of the Education Ombudsman Governor's Office; Courtney Searls-Ridge, Executive Director, German Language Services)

This panel will discuss language access issues pertinent to serving LEP students and parents in the schools: legal responsibilities, identifying language needs, responding to special situations such as learning disabilities and disciplinary proceedings, translating written materials, training high school students to interpret at school informational and social events, and training for users of language services in the schools.

Conference Keynote Address

October 24, 12:10 pm – 12:30 pm Dean Kellye Testy, Seattle University School of Law
Seattle University School of Law Dean Kellye Testy will describe how Washington is playing a leading role in addressing language access barriers across disciplines. By increasing education and awareness of LEP issues among trained providers (in legal, medical, and government services) we can better serve all Washington State residents.

Responding to Clients in Crisis: Language Access in Emergency and Police Services

October 24th, 1:30 p.m. – 2:30 p.m. (Moderator: Gillian Dutton, Senior Attorney, Northwest Justice Project; Panelists: Judith Lurie, Senior Attorney, Northwest Justice Project, Wenatchee Office; Harvey Sloan, Detective, Seattle Police Department; Cheryl Gierke, Swing Shift Supervisor, Spokane 911 Call Center)

This panel will discuss the need for careful and thorough preparation for serving LEP clients in emergency situations. We will hear how police departments, 911, child protective services and attorneys can address the complex issues that arise when clients call for help.

Language Glossary Development

October 24th, 1:30 p.m. – 2:30 p.m. (Moderator: Kenneth Barger, Interpreter/ WITS President; Panelists: Claudia A'Zar, Interpreter; Walid Farhoud, Interpreter; Joe Tein, Interpreter)

Interpreters and translators will discuss the development of language glossaries in various settings including medical, criminal, and legal. Current resources and tips will be offered, along with plans to develop additional materials available on-line and in different languages.

How Technology Can Improve Provision of Interpreter Services and Make Them More Affordable

October 24th, 2:45 p.m. – 3:45 p.m. (Moderator: Jodi Sullivan, Staff Attorney, Northwest Justice Project; Panelists: Martine Pierre-Louis, MPH, Manager, Interpreter Services & Community House Calls, Harborview Medical Center; Jason Smith, Video Remote Interpreting Product Manager, SignOn: A Sign Language Interpreting Resource Inc.; Bill Glasser, President, Fluency, Inc.)

Come to the technology panel and learn how to incorporate technology into your plan for serving LEP individuals. Panelist Martine Pierre-Louis will discuss and demonstrate the Harborview Video Interpreter Project that Harborview launched on June 2nd, 2008 as a way to reduce the cost of interpreter services at the hospital; Jason Smith will discuss and demonstrate a video remote interpreting technology used in working with deaf individuals; and Bill Glasser will discuss a recently developed interpreter scheduling software system.

Providing Interpreters in Rural Areas of the State

October 24th, 2:45 – 3:45 p.m. (Moderator: Leticia Camacho, Staff Attorney, Northwest Justice Project; Panelists: Hector Rosas, Interpreter, Douglas County Interpreter Coordinator; Jaye Stover; The Language Exchange, Inc.)

In rural areas, distance makes travel and scheduling a challenge, and haphazard demand for services makes it difficult for interpreters to stay in the profession. In addition, rare and indigenous languages pose a special problem due to lack of interpreters in the area. Come hear about challenges and potential solutions for collaboration between providers and professional interpreter and translator organizations.

Recruiting Interpreters and Interpreter / Translator Training Programs

October 24th, 4:00 p.m. – 5:00 p.m. (Moderator: Gillian Dutton, Senior Attorney, Northwest Justice Project; Panelists: Janice Crayk, First Steps Maternity Support Services Coordinator, Department of Health; Susana Stettin-Sawrey, Interpreter; Thérèse Mirande, Ph.D., Coordinator and Instructor, World Languages/Language Interpreter Program, Pierce College - Fort Steilacoom)

Establishing programs for training interpreters and translators has long been a goal of community colleges and schools in Washington State. This panel will discuss the existing programs, plans for expansion and the need for more ways to make connections so that graduates of their programs can find employment. There will also be discussion of some programs situated in high schools with the purpose of attracting students who may already know another language fluently but be in the process of learning English.

Challenges for Public Defenders in Representing LEP Clients

October 24th, 4:00 p.m. – 5:00 p.m. (Moderator: Katrin Johnson, Court Interpreter Program Coordinator, Administrative Office of the Courts; Panelists: Jana Heyd, Assistant Director, Society of Counsel; Emma Garkavi, Interpreter)

Providing interpreters in criminal cases has long been a legal requirement in Washington State and inadequate interpreting can seriously affect the outcome of a trial. Yet before those cases get to court, defense attorneys must have an understanding of the role of the interpreter in the process of serving LEP clients. This includes an understanding of how to use an interpreter to facilitate communication with the client; interpreter qualifications, neutrality, and confidentiality; and issues with terminology and minimal language skills clients.

SATURDAY

Statewide Interpreter and Translator Directory Discussion

October 25th, 9:00 a.m. – 10 a.m. (Panelists: Cynthia E. Roat, National Consultant on Language Access in Health Care; Tara Gibbs, Vice-President, Upper Midwest Translation and Interpreters Association and Chair of the Registry Committee of the Interpreting Stakeholder Group, Minnesota; Gillian Dutton, Senior Attorney, Northwest Justice Project, King County Office)

The need for an online directory to increase statewide access to interpreters and translators has long been recognized. WASCLA's Cindy Roat will explain how an online directory would operate in Washington, including the training component currently under development. Tara Gibbs will discuss a directory model developed in Minnesota and Gillian Dutton will discuss survey results from two recent statewide interpreter surveys.

Interpreting and Access for LEP Litigants in Courts

October 25th, 10:15 a.m. – 11:15 a.m. (Moderator: Honorable Justice Susan Owens of the Washington State Supreme Court; Panelists: Judge Dennis Yule of Franklin County Superior Court; Judge Gregory Sypolt of Spokane County Superior Court)

Participants will have an opportunity to hear about the role of the judge in monitoring appropriate interpreting and quality control standards, judicial ethics in the context of counsel's misuse of immigration status, scheduling interpreters, and courtroom use of telephonic and in-person interpreting services. There will be time for questions and discussion.

Interpreter Qualification and Certification:

October 25th, 11:30a.m. – 12:30 p.m. (Panelists: Katrin Johnson, Court Interpreter Program Coordinator, Administrative Office of the Courts; Cynthia E. Roat, National Consultant on Language Access in Health Care; Gillian Dutton, Senior Attorney, Northwest Justice Project)

This hour-long session will examine what it means for an interpreter to become qualified or certified. The session will include information on new developments in the process for state court interpreter certification, upcoming changes to the state medical/ social service interpreter certification; and current development of a national certification process for healthcare interpreters. Come learn about these developments and how they will impact services to the LEP population in Washington State.

Providing LEP Services on a Large Scale: Expertise from Governmental Agencies

October 25th, 1:30 p.m. – 2:30 p.m. (Moderator: Gillian Dutton, Senior Attorney, Northwest Justice Project; Panelists: Janice Crayk, First Steps Maternity Support Services Coordinator, Department of Health; Molly E. Ertel, Department of Corrections; Neil Gorrell, Deputy Director, Employment Security Division, Unemployment Insurance Division)

Government agencies in Washington have long been leaders in the area of services to LEP clients. As awareness of legal requirements and new technology has resulted in the expansion and improvement of services by agencies throughout the state, agencies have responded by formalizing policies and increasing efficiencies. Come hear how your agency can learn from their experiences and borrow some of their innovative approaches whether operating on a large or small scale.

Ethics: Special Cases: Interpreting Trauma (Part A):

October 25th 1:30 p.m. – 2:30 p.m. (Moderator: Julie Bryan, Pea-patch Garden Coordinator, City of Seattle, Department of Neighborhoods; Panelists: Claudette Antuña LISCW; Beverly Underwood LISCW; Susana Stettri-Sawrey, Interpreter)

Come hear PhD candidates Claudette Antuña and Beverly Underwood discuss their work training interpreters working in the healthcare field in Trauma and PTSD issues that may arise as they interpret for medical providers in the critical areas of interviewing, evaluating and treating LEP patients who are dealing with trauma. Susana Stettri-Sawrey will guide participants to recognize and respond to ethical challenges that may arise in the context of interpreting for PTSD and trauma LEP individuals.

Ethics: Special Cases: Compassion Fatigue and Secondary Trauma (Part B):

October 25th, 2:45p.m. – 3:45 p.m. (Moderator: Julie Bryan, Pea-patch Garden Coordinator, City of Seattle, Department of Neighborhoods; Panelists: Claudette Antuña, LISCW; Beverly Underwood, LISCW; Susana Stettri-Sawrey, Interpreter)

This session will continue the discussion from Part A and will teach participants how to recognize compassion fatigue and secondary trauma experienced by interpreters and providers in the health care field, ethical considerations for interpreters working in this field, and how interpreters and providers can protect and care for themselves in the face of trauma.

Screening of Robert Winn Documentary “Childhood in Translation”

October 25th, 3:45 p.m. – 4:45 p.m. (Discussion led by Sandra Gresl, Law Student, University of Washington School of Law)

“Childhood in Translation” is a 30-minute documentary by Robert Winn, funded by the Annie E. Casey Foundation and The California Endowment, which describes how language barriers adversely and profoundly affect recent immigrants and their children. Sandra Gresl will lead us through a cultural competence exercise and a discussion of how providers can use the video modules to raise awareness about language access and cultural competence.

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PRESENTER BIOGRAPHIES

Claudette “Claudia” Antuña, LICSW, MHSA, and Psy.D. Candidate is a licensed mental health practitioner in private practice. Ms. Antuña is a doctoral student in the doctoral Clinical department at Argosy University - Seattle. Ms. Antuña, together with Beverly Underwood, are licensed mental health practitioners in private practice. Their business, Sound Response Immigration Psychological Services, serves LEP persons with psychological and cognitive disability waivers. Ms. Antuña also provides psychological services for individuals seeking legal status at the Northwest Detention Center, cancelation of removal cases, VAWA, U-visa, Hardships, Asylum cases.

Claudia A’Zar is a Spanish court interpreter certified by the US Courts and the State of Washington. Born and raised in Mexico, she began learning English at an early age. Claudia has extensive experience working in conference and court settings in many venues in Washington State and the USA. She is also a translator specializing in forensic transcription and translation. Claudia has a degree in Business and Economics from the University of Las Americas in Puebla, Mexico and has studied at the Court Interpreting Summer Institute at the University of Arizona, and at the Translation and Interpretation Institute at Bellevue Community College. Currently Claudia works as a teacher’s assistant for Dr. Susana Stettri Sawrey, offering courses in advanced interpretation at Bellevue Community College. As Advocacy Chair for the Washington State Court Interpreters and Translators Society, she works to defend the interests of language professionals and educate the public.

Kenneth Barger is president of the Washington State Court Interpreters and Translators Society (WITS), a professional association formed in 1988 with the goals of improving the quality of language services, defending the interests of language professionals, and promoting understanding of the profession. He is also a member of other professional associations such as ATA, NOTIS, and NAJIT. A Spanish interpreter and translator with nine years of experience, Mr. Barger holds credentials as a Washington State Certified Court Interpreter, Medical Interpreter, and Social Services Interpreter; Oregon State Certified Court Interpreter; Federally Certified Court Interpreter; ATA Certified Translator for English to Spanish and Spanish to English; and Washington State Certified Translator. Mr. Barger currently works as a freelance court and conference interpreter and interprets regularly in Federal District Courts, King County Superior and District Courts, Seattle Municipal Court, and other venues around Washington State and elsewhere.

Julie Bryan is a Spanish court interpreter certified by the State of Washington in 1989. She holds a B.A. in Latin American Studies and a Certificate of Ecological Horticulture. Born in Idaho and raised in Peru, Julie attended university in Costa Rica and served as a Peace Corps Volunteer in the Dominican Republic. She has 18 years experience as a staff interpreter. Until recently, she was Seattle Municipal Court's Interpreter Coordinator. Julie has the unique perspective of being a trained professional interpreter as well as regularly using the services of other interpreters in her work with immigrant populations in community gardening. As the Outreach Chair for the Washington State Court Interpreters and Translators Society (WITS), she works to educate the public and other legal professionals about language access issues and in appropriate use of language professionals.

Leticia Camacho is an attorney with the Northwest Justice Project where she works on family law cases involving battered immigrant women and children. She received a Bachelor's degree in Political Science from the University of Wisconsin-Madison in 1990, a Masters degree in Latin American Studies from the University of Texas-Austin in 1993, and a Law degree from the University of Wisconsin-Madison in 1996. Ms. Camacho is a member of the Washington State Court Interpreter Advisory Commission and represents the Washington State Bar Association in that capacity.

Janice Crayk –is the Maternity Support Services Coordinator for the WA State Dept of Health First Steps Program, which offers enhanced maternity support services to income eligible pregnant women. Jan completed a BA in Spanish in 1980 and received an MSPH in international health from Loma Linda University in 1983. For the next 11 years as faculty in the schools of public health and medicine, she taught and managed two programs that provided learning opportunities for students in the delivery of cross-cultural and international health care services. After moving to WA State in 1994, she was employed by Providence Centralia Hospital and contracted with DSHS and a private mental health agency as a medical interpreter. Her non-profit experience includes managing a 3 year Robert Wood Johnson Foundation grant focused on language access in health care for Spanish-speaking populations and a trainer of the internationally recognized *Bridging the Gap* medical interpreter curriculum.

Kristi Cruz is a student at Seattle University School of Law. Prior to law school, Ms. Cruz worked as an ASL interpreter for thirteen years. Ms. Cruz is currently a legal intern at the Northwest Justice Project working on the Washington State Coalition for Language Access project. In addition, Ms. Cruz is assisting in the development of the Language Resource Center for Seattle University School of Law, Access to Justice Institute's Language Resource Project.

Howard De Leeuw is the Program Administrator for Washington State's Migrant and Bilingual Education Program. He has also worked as the English Language Development Program Coordinator for Spokane Public Schools, a district with 29,000 students, 1000 of which are ELLs, representing 48 languages. Mr. De Leeuw has been an ESL teacher, professional developer, high school instructional coach for literacy and math, German teacher, reading teacher, World History teacher, and Principal's Assistant. He earned his Ph.D. in Teaching English as a Second/Foreign Language at the Justus Liebig University in Giessen, Germany, in 1997, where he trained teachers for the German school system. He is the author of English as a Foreign Language in the German Elementary School: What Do the Children Have to Say? (Tübingen: Gunter Narr Verlag 1997). Mr. De Leeuw has taught as an adjunct professor at Gonzaga University, Eastern Washington University, Washington State University, and Whitworth University.

Holly Delcambre serves as the ADA Compliance Manager for the Washington State Department of Corrections. Ms Delcambre ensures that correctional programs, services and activities are accessible and that the DOC is in compliance with all laws and policies regarding offenders with disabilities. She is responsible for recruiting, contracting and overseeing the sign language interpreters used in the prison facilities as well as those in the community supervision program. Since 2003, Holly has been a certified hostage negotiator on the Monroe Correctional Complex Crisis Negotiations Team (CNT). In her free time she does volunteer work with Deaf-Blind people and serves on the Board of Directors for the Deaf Blind Service Center (DBSC) in Seattle.

Gillian Dutton is the Senior Attorney for the Northwest Justice Project Seattle office and the Director of the Refugee & Immigrant Advocacy Project (RIAP), a University of Washington Law School Clinic based at the Northwest Justice Project. The clinic provides legal assistance to immigrants and refugees seeking public benefits, assistance to victims of trafficking, and naturalization assistance for elderly and disabled immigrants. Ms. Dutton has an M.A. in Chinese history and is a 1988 graduate of Boalt Hall School of Law at the University of California at Berkeley. Before starting the clinic in 1994, Ms. Dutton worked for Evergreen Legal Services in Yakima, Washington where she represented limited-English speaking farm workers in housing and public entitlements cases. She has worked on issues such as prenatal care for undocumented women, immigrant access to managed care, the provision of language access to limited English speaking clients, assistance to victims of trafficking, and naturalization for persons with disabilities. She is a recipient of the 1999 Charles A. Goldmark Award for Distinguished Service and the 2005 Northwest Immigrant Rights Project Golden Door Award.

Molly E. Ertel, with an unremarkable grade of “C” for her two semesters of Spanish at Roosevelt University in Chicago, IL, satisfied the foreign language requirement and figured she was done with it. However, her part time job at a trendy restaurant put her in contact with cooks and dining room helpers who spoke a very vibrant Spanish. It contrasted sharply with the “textbook-ese” she’d learned, and so began her real lessons in living Spanish. She soon decided to take a summer course in conversational Spanish in Cuernavaca, Morelos, Mexico. She stayed twelve years. Among the many language lessons there was her discovery that being bilingual did not qualify her to translate textbooks for medical, dental and computer science students! That was hard to explain to Mexican university students with armloads of books “made in the USA.” Molly eventually moved to Spokane, WA where she began to take state language certification tests. She has three certificates from the DSHS for social services interpretation, medical interpretation and English to Spanish translation. She also earned her court interpreter certification in 1998. Along the way she finished her B.A. degree at Eastern Washington University. For the past 12 years she has worked as a Spanish interpreter and translator for the WA State Department of Corrections and has developed a bilingual glossary of over 2000 terms, an interpreter manual for disciplinary hearings, new testing series for prison and community corrections staff and is currently working on a department-wide language access plan.

Walid Farhoud was born and raised in the Galilee region of the Holy Land. Upon completion of high school, he moved to Jerusalem where he finished his B.A. and worked as a journalist / reporter. Mr. Farhoud moved to the US in 1973 to attend his graduate studies at the University of Washington where he taught both Arabic and Hebrew for several years. He started his Middle East International Services in 1980 to assist US companies operating in the Middle East and in North Africa. Also, he acted as an interpreter and translator for Middle East VIPs visiting the US. Among the services Mr. Farhoud provides are: translation, interpretation, voice-over, graphic design, language courses on-line and both commercial and educational services. Mr. Farhoud has developed an extensive glossary of Terms used in courts which was compiled into the English-Arabic Dictionary of Legal Terms Used in US Courts. In addition, Mr. Farhoud has translated several books and research studies into Arabic, Hebrew and English.

Emma Garkavi is a member of Washington State Interpreter Commission. She is Washington and California states certified court interpreter in Russian. Mrs. Garkavi is an American Translators Association certified translator (EN>RU). Since July of 2007 she has worked as an Interpreter Coordinator for Seattle Municipal Court. As an interpreter, Emma Garkavi worked in Washington and other states in Municipal, District, Superior, Federal and Immigration courts. She regularly works as a simultaneous conference interpreter for Microsoft, FRAEC, US Aid and other organizations. Emma Garkavi has been trained as a professional interpreter/translator in Russia and also has an equivalent of MS in Electronics Engineering. She is a member of WITS, NOTIS, NAJIT and ATA. Emma Garkavi is a former President of WITS.

Tara Gibbs is the chair of the Registry Committee of the Interpreting Stakeholder Group (ISG) in Minnesota. She is also the vice-president of the Upper Midwest Translators and Interpreters Association (UMTIA) (and temporary Acting President). She holds masters degrees in Linguistics and English as a Second Language from the University of Minnesota-Twin Cities. She is a teacher at Maple Grove Junior High (Maple Grove, MN).

Cheryl Gierke is a shift supervisor with the Spokane County 911 Call Center. Ms. Gierke has worked for Spokane 911 since 1999. As a 911 call receiver, Ms. Gierke was involved in the call center's training program and participated in Spokane County's 911 Public Education Program teaching children about 911. In 2006, Ms. Gierke was promoted to shift supervisor and is in charge of the call center's TTY program. Ms. Gierke is a trainer for the Spokane County 911 Call Center and provides classroom trainings to all new call receivers as well as refresher trainings for all Call Center personnel.

William Glasser has been a Spanish interpreter since 1986, starting his career in Los Angeles during the Amnesty era under the Reagan administration. In 2000, Bill founded Language World Services, in Sacramento, California, which has grown into one of Northern California's largest face-to-face healthcare interpreting agencies. Fluency, Inc. was established in 2005 to provide language service managers with powerful Internet-based tools that make face-to-face interpreter dispatch, management and record keeping, easy, secure and cost-effective for state and local government, in-hospital interpreting service departments, and private language agencies. A former Treasurer and board member of the California Healthcare Interpreting Association, Bill's unique perspective on how Internet technologies can manage quality, control costs, capture information and fulfill thousands of daily interpreting encounters in any language throughout a large geographic area will be of special interest to others who need good technological tools that maximize efficiency at a reasonable cost.

Neil Gorrell is the Deputy Director of the Unemployment Insurance Division of the Employment Security Department. Neil is a loyal University of Arizona Wildcat undergraduate, where he earned degrees in Political Science and Philosophy. He received his Juris Doctorate from the University of Washington School of Law in 1996. After serving as a law clerk for Judge Elaine Houghton in Division II of the Court of Appeals, he joined the Office of the Attorney General where he focused on civil and regulatory litigation. Neil worked in several divisions of that office, including Labor & Industries, General Legal, Government Compliance & Enforcement, and Torts. Neil was appointed as an Administrative Law Judge in February of 2004. In that position he heard cases for a variety of state agencies and local governments. Governor Gregoire appointed Neil to a five year term on the Executive Ethics Board in November 2005. In his spare time, Neil has taught courses in civil litigation and administrative law in the paralegal program at the South Puget Sound Community College.

Sandra Gresl has been working for over five years around issues related to domestic violence and immigration. She has served on the Board of Directors of the King County Coalition Against Domestic Violence and on the steering committees of the Multilingual Access Project (MAP) and the Washington State Coalition for Language Access (WASCLA). She currently attends University of Washington School of Law.

Jana Heyd is the assistant director at Society of Counsel, one of the public defense agencies in Seattle, Washington where she has worked for almost seventeen years. Jana has been involved primarily in the dependency practice area, working with children and families in the foster care system. Jana is currently the co-chair of the state's Children's Justice Interagency Task Force and participates in the Immigrant Child Advocacy Project, the Family Treatment Court advisory board, and the Child Youth and Family Advisory Council for the state of Washington. Jana is the co-chair elect of the new juvenile law section of the Washington State Bar Association. Jana volunteers at the Bi-lingual Legal Aid Clinic that provides pro bono legal services to Spanish speaking individuals. Jana is also involved with the National Voice committee, through the Chief Defenders organization of the National Legal Aid and Defender Association (NLADA.)

Cathy Hoog is the Advocacy Specialist at Abused Deaf Women's Advocacy Services (ADWAS), where she has worked since 1987 providing advocacy to Deaf, Deaf-Blind, and Hard of Hearing survivors of sexual abuse and domestic violence, including those with a wide range of disabilities. As the co-director and partner in the Washington State Coalition Against Domestic Violence's, *disAbility Advocacy Project*, she collaborates to provide technical assistance, training to foster community partnerships between disability, domestic violence and sexual assault advocacy organizations. Ms. Hoog has authored several educational tools and training materials for use by disability and domestic violence advocates statewide. Ms. Hoog also provides national training and consultation on accessibility in shelters and services for persons with disabilities.

Katrin Johnson is the Court Interpreter Program Coordinator for the Washington State Administrative Office for the Courts (AOC). She oversees interpreter testing and training, staffs the Interpreter Commission, and provides assistance to courts statewide on interpreter matters. Before joining the AOC, she was the Coordinator for Minnesota's Court Interpreter Program. Previously, she was a practicing and managing attorney with the Minnesota's Public Defender's Office. Working in a small city located in a rural area of the state, she represented clients on a wide range of matters from traffic offenses to murder.

Monika Batra Kashyap recently joined the Access to Justice Institute at Seattle University School of Law as Associate Director in 2008. Prior to joining ATJI, Monika taught in SU's Immigration Law Clinic as an Adjunct Faculty Professor. Monika has worked as an immigration attorney at Gibbs, Houston & Pauw in Seattle where she represented detained and non-detained immigrants in removal proceedings before the Immigration Court. Before working at Gibbs, Houston & Pauw, Monika was an Equal Justice Works Fellow in New York City where she represented immigrant youth in foster care. Monika has also done extensive community organizing and anti-trafficking work within the South Asian domestic worker community in New York City. Her community organizing experiences have been published in a book entitled, "The New Urban Immigrant Workforce: Innovative Models for Labor Organizing" (2006). Monika received her B.A. from Columbia University, New York, in 1996; and her J.D. from the University of California at Berkeley School of Law (Boalt Hall) in 2001. Monika is admitted to practice in New York State (2002) and the U.S. Court of Appeals for the Ninth Circuit (2006).

Amy Kratz practices immigration law in Seattle. During her tenure at Northwest Immigrant Rights Project from 1997-2006, she was a staff attorney, co-legal director, instructor of the UW Law School Immigration Clinic and pro bono coordinator. She is now in private practice, in which she continues to focus on citizenship, asylum and deportation defense.

Robert "Bob" Lichtenberg has worked for the Office of the Deaf and Hard of Hearing (ODHH) in several key capacities as Assistant Director since 1998. He is currently responsible for procurement contracting, coordination, and delivery of multiple program activities in the social services and telecommunications areas. He is also involved in program budgeting, risk management, strategic planning, policy development, and stakeholder relations for ODHH. He has a Bachelor of Science (Economics) degree from Lewis and Clark College, a Juris Doctor from the University of Washington School of Law and has a post-graduate level Certificate in Rehabilitation Management from San Diego State University.

Judith Lurie is the Senior Attorney of the Northwest Justice Project's Wenatchee field office. She has been practicing poverty law for the past twelve years representing mostly low-income farm workers and their families. In addition to representing individuals, Judith has represented both incorporated and unincorporated groups of low-income people seeking to improve their communities. For the past few years, together with other members of the Northwest Justice Project and Columbia Legal Services, Judith has been working with a group of women in a fairly remote agricultural community to improve access to police protection for the monolingual Spanish-speaking majority of the town's residents. Judith received her law degree from Harvard Law School, and her undergraduate degree from Brown University.

Thérèse "Terry" Mirande has been teaching for nearly thirty years, although she doesn't like to admit it has been that long. She has taught for twenty years in the Washington community college system, the last thirteen of which have been at Pierce College. She earned a B.A., an M.A. and a Ph.D. in Spanish Language and Literature from the University of Washington (Seattle). Coming from a very academic background, the switch to the interpreting program is the solution to her midlife crisis, a wonderful opportunity to reinvent herself without having to go through the trauma of a job search. She's the one you've spotted knitting rather than doodling on a piece of paper or tapping her pen on the tabletop.

Justice Susan Owens was elected to serve on the Washington State Supreme Court on November 7, 2000. Justice Susan Owens was the seventh woman elected to serve on the Washington State Supreme Court. She joined the Court after serving nineteen years as District Court Judge in Western Clallam County, where she was the County's senior elected official with five terms. She also served as the Quileute Tribe's Chief Judge for five years and Chief Judge of the Lower Elwha S'Klallam Tribe for six plus years. Justice Owens attended college at Duke University. She attended law school at the University of North Carolina at Chapel Hill, receiving her JD in 1975. She was admitted to the Oregon State Bar in 1975 and the Washington State Bar in 1976. Justice Owens serves on the Rules Committee, she chairs the Court Interpreter Certification Advisory Commission, and she serves on the Board for Court Education.

Martine Pierre-Louis manages Interpreter Services and Community House Calls at Harborview Medical Center in Seattle. She holds a master in public health with a focus on international health. A Haitian Creole and French interpreter for over a decade, she is a founding member and past board member for both the Society of Medical Interpreters and the National Council on Interpreting in Health Care. She has been involved for years in community-based public health efforts with a focus on access to health care and equity for refugees and immigrants.

Cindy Roat is a consultant and trainer on issues related to language access in health care. She started working as a medical interpreter in 1992, after earning her MPH in International Health from the University of Washington. Ms. Roat is certified by the Washington State Department of Social and Health Services for both medical and social service interpreting. Her interest in systems change led her into training interpreters and interpreter instructors, then into training providers to work with interpreters, and finally into working with administrators on improving language access programs. Several healthcare systems faced with litigation have turned to Ms. Roat for help in assessing and expanding their services. Over the past decade, Ms. Roat has worked with large and small public and private institutions, in urban and rural areas all over the United States, making significant contributions in the areas of training, program development, policy formulation, advocacy and organizational outreach. She is the primary developer of *Bridging the Gap*, the country's most widely-offered training for health care interpreters, as well as being the author of a wide array of key resources for the field. Ms. Roat is a founding member and former Co-chair of the National Council on Interpreting in Health Care (NCIHC).

Hector Rosa is a court certified interpreter and has been a staff interpreter for Douglas County Superior and District Court for the past 18 years. Mr. Rosa is also currently the Douglas County Interpreter Coordinator.

Courtney Searls-Ridge is executive director of German Language Services which she founded in 1979. She has been a translation project manager for over 30 years, including a stint at Microsoft as a localization project manager. As an independent consultant, she has worked with organizations in the non-profit, public and private sectors to set up and streamline their translation flow, as well as providing translator training to in-house translators. She is a co-founder of the Translation and Interpretation Institute at Bellevue Community College (Bellevue, WA) where she teaches Ethics and Business Practices of Translation and Interpreting. Courtney is a past president of NOTIS and served several terms on the ATA board of directors and executive committee. She is currently co-chair of the ATA Mentoring Program and co-chair of the ATA committee to review the ATA Code of Professional Conduct and Business Practices.

Adie Simmons, M.Ed., is the Washington State Education Ombudsman. She was appointed by Governor Chris Gregoire in September 2006. Her office focuses on school-family partnerships and assists families and educators to resolve conflict that impacts student academic success. Mrs. Simmons holds a Masters Degree in Education from Western Washington University. Her career in education spans over 25 years and has been focused on developing and directing programs that contribute to the education, health, and well-being of children, and the involvement of parents in education. Most recently, Mrs. Simmons has managed the Office of Family and Community Partnerships, a collaborative effort between Seattle Public Schools and the City of Seattle focusing on providing schools with funding and technical assistance to integrate family involvement practices into academic goals. Mrs. Simmons is a recognized trainer and presenter on topics regarding family and community involvement in schools and the creator of the “involving Bilingual Families in Education” training seminars. Mrs. Simmons’ volunteer work spans more than two decades. She has served in numerous boards and decision-making community committees and as a PTA President and Council Vice-president for several years. She has been awarded four PTA Golden Acorn Awards and was also the recipient of the 1997 Governor’s Washington State Excellence in Education Award.

Harvey Sloan, Detective has been an officer with the Seattle Police Department for 40 years, 11 of which he served as a Vice Detective. In addition, he has been working on Human Trafficking for the past 6½ years. He is co-chair of WashACT (Washington Advisory Committee on Trafficking). His educational background includes an A.A. Degree in Police Science and a B.A. in Public Administration. He provides training on Human Trafficking to the Seattle Police Department and to other law enforcement and non-governmental agencies throughout Washington State as well. Detective Sloan is committed to providing quality education on human trafficking to both law enforcement and the greater community.

Jason Smith is the Video Remote Interpreter Product Manager at SignOn: A Sign Language Interpreting Resource Inc. Jason has extensive experience with internet video communication for deaf and hard of hearing individuals. Prior to his position at SignOn, Jason established the Video Communication Access Program at SE WA Service Center for the Deaf and Hard of Hearing in Pasco, which provides free access to Video Relay Services for low income individuals. Additionally, Jason installed over 300 video phones throughout Minnesota’s deaf community to provide free access to Video Relay Service including video phones in each battered women’s shelter throughout the state, increasing access to domestic violence counseling and interpreting services. Jason is the child of deaf parents and his native language is ASL.

Susana Stettri-Sawrey is a Court Interpreter, certified by the US Courts and the State of Washington in the Spanish language. She is a staff interpreter and Assistant Manager in the Office of Interpreter Services, King County Superior Court, in Seattle, Washington. Ms. Stettri Sawrey has long been an interpreter trainer at the Institute of Translation and Interpretation at Bellevue Community College, Washington, of which she is a co-founder; the University of Arizona Summer Institute for Court interpreters (and other workshops), and also in the Masters Program at the College of Charleston, South Carolina. She lectures extensively on Ethics at conferences and workshops.

Jaye Stover holds a Licenciatura from Universidad Catolica, Quito, Ecuador, and a graduate degree in Linguistics from the University of Washington. Ms. Stover began working with Spanish-speaking people involved in Skagit county services in 1985. As the need for access to a wide range of community programs grew, I recruited and trained bilingual people in many languages to serve our community through interpreting and translating. I am the President of The Language Exchange, Inc., working with some 700 interpreters and 50 translators and am myself a Washington State Court and Social Service-certified Interpreter for Spanish.

Judge Gregory Sybolt – Judge Sybolt was first appointed to the bench in November 1996. He received his BA from Washington and Jefferson College in Pennsylvania in 1971 and his JD in 1976 from Gonzaga University Law School. His career highlights include: 1979 -1996 Office of the Public Defender, Spokane County; 1997--present, Superior Court Judge; 2002-2003 Presiding Judge, Superior Court; Juvenile Court Judge 2001, 2006-2007. He was elected Trustee of the Superior Court Judges' Association Trustee in April 2007. He chaired the Superior Court Judges' Education Committee between 2002 and 2004 and has served on the Superior Court Judges' Equality and Fairness Committee from 2000 to the present. He instituted the "*Family Treatment Court*" in Juvenile Court in 2001 and was the Coordinator for the DSHS Region One "*DV/CPS Protocol Project*" between 2006 and 2007. He has been a trustee for the Washington State Judicial College Trustee from 2004 to the present and was a member of the Washington State Judicial College Deans' Team from 2000-2002. He is currently a member of the following organizations: Member, Minority and Justice Commission of the Supreme Court (2004-present); Coordinator – "*Reasonable Efforts Symposia*" Region One DSHS, 2001- 2007; Co-chair, Diversity Section of Spokane County Bar Assn. (2004-present); Co-chair, Access to Justice Board-Impediments Committee, (2007-present); Member, Washington State Interpreter Commission, (2008-present)

Dean Kellye Testy is the Dean of Seattle University's School of Law. She initially joined the law faculty in 1992, after serving as a law clerk to the Honorable Jesse Eschbach of the United States Court of Appeals for the Seventh Circuit. Dean Testy earned her J.D. *summa cum laude* (first in class) from Indiana University School of Law (1991), where she served as the Indiana Law Journal's editor-in-chief, was a member of Order of the Coif, a John H. Edwards Fellow, and a Chancellor's Scholar. During law school, she also completed a joint program in women's studies. Now a frequent lecturer nationally in the areas of business and commercial law, Dean Testy is a leading scholar in the area of corporate governance reform. She has published numerous articles and book chapters on corporate governance and other business law and economic justice issues. In addition to her teaching and writing activities, Dean Testy is also active as a consultant and expert witness on a variety of corporate and securities law matters, in both state and federal court. At Seattle University, she served as a Wisner Professor from 2001-03. In the law school, she co-founded the law school's Access to Justice Institute, and founded both the Seattle Journal for Social Justice, and the Center on Corporations, Law & Society. Prior to being named Dean, she served as the Associate Dean for Academic Administration.

Joe Tein was born in Israel of German-speaking parents, learned Spanish during the four years he lived in Uruguay, and began learning English – his best 'foreign language' – at the age of 10. He later studied French and Italian in high school and college. Joe is a Washington-state certified medical and court interpreter. He currently works as an interpreter, translator (Spanish to English, and Italian to English), Spanish instructor, and musical-instrument repairman. In early 2008, Joe developed the English-Spanish glossary of legal terms that currently appears on the Washington Administrative Office of the Courts web site.

Beverly Underwood, LICSW, is a licensed mental health practitioner in private practice. Ms. Underwood is a doctoral student in the doctoral Clinical Psychology Program at Argosy University- Seattle. Ms. Underwood is co-owner of Sound Response Immigration Psychological Services which provides physiological services for limited-English proficient individuals with psychological and cognitive disability waivers. SRIP also provides psychological services for individuals seeking legal status at the Northwest Detention Center, cancellation of removal cases, VAWA, U-Visa, Hardships, and Asylum cases.

Carrie Williams has been a staff attorney at the Northwest Justice Project since 1998. She currently represents battered immigrant and refugee women in a variety of civil legal matters, in conjunction with a grant from the Department of Justice Office of Violence Women. Ms. Williams received her law degree from Seton Hall University School of Law in 1995 and is admitted to practice in Washington and Alaska.

Judge Dennis Yule - Judge Yule began his legal career as a law clerk to Justice Matthew Hill of the Washington Supreme Court in 1967-68. Following two years of military service, including one year in Viet Nam, he began the practice of law with a major firm in Seattle, specializing in civil litigation. In 1975 he joined the Benton County Prosecuting Attorney's Office, where he served as chief deputy until his appointment to Benton & Franklin Counties Superior Court by Governor Booth Gardner on March 17, 1986. Since his appointment to the bench, Judge Yule has served as the supervising judge for juvenile court. In 2000 he convened a group to initiate drug court programs in Benton and Franklin Counties and has served as judge of the Benton/Franklin Counties Adult Drug Court since its inception in 2003. He is a member of the Washington State Interpreters Commission, the Washington State Minority and Justice Commission, the Washington State Center for Court Research Advisory Board, the Children's Justice Interdisciplinary Task Force and the Equality and Fairness Committee of the Superior Court Judges' Association. In 2007 he served as a member of the Unified Family Court Workgroup of the Commission on Children in Foster Care. Judge Yule has particular professional interests in access to justice, diversity in the justice system, juvenile justice and drug courts and other specialty courts. He graduated from Seattle Pacific University in 1964 and from Duke Law School in 1967. He and his wife, Lynda, have four children and nine grandchildren.