

# Breaking Down Barriers

## Communicating with Clients who are LEP or Deaf/HOH

Monday, June 25, 2012 - 10am-2pm

The Boston Foundation – 75 Arlington Street, Boston

### Presenter Biographies

**Leonor Figueroa-Feher** is the Program Manager for Training and Certification with the Office of Court Interpreter Services, Administrative Office of the Trial Court, Massachusetts. She was born and raised in San Juan, Puerto Rico. She holds a Ph.D. in Arts and Sciences from Harvard University with concentration in Latin American Literature, and a BA from the University of Puerto Rico in Arts and Sciences with concentration in Comparative Literature. For over 12 years she has taught Spanish language and Latin American Literature courses in various universities in the Boston area. She was state-certified as a Spanish Court Interpreter in 1998 by the Office of Court Interpreter Services, and Federally-certified in 2008 by the Administrative Office of the U.S Courts. In 2001, she designed, coordinated and taught the Spanish Court Interpreter Certificate Program in UMASS-Boston. She has presented a variety of workshops and educational sessions for the Massachusetts Medical Interpreters Association Conference, for the National Association for Judiciary Interpreters and Translators, for the Massachusetts Legal Assistance Corporation, for Connecticut's Judicial Branch's Interpreter Services office, and for the Massachusetts Trial Court. As part of the Committee for the Administration of Interpreters of the Trial Court, she collaborated in the drafting of the Standards & Procedures of the Office of Court Interpreter Services promulgated in April 2003.

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**Ms. Zarita Araújo-Lane** is president of Cross Cultural Communication Systems, Inc. (CCCS, Inc.), a SOMWBA and M/WBE and DBE certified company in Massachusetts and New Hampshire. She holds a Bachelor's degree from the University of Massachusetts in Human Services and a Master's degree from Simmons College, School of Social Work. Ms. Araújo-Lane has over two decades of experience working with cross-cultural populations in medical and mental health institutions, as well as designing, implementing and supervising interpreter programs. She began her career as an interpreter service coordinator by starting one of the first medical interpreter programs in the country at *Cambridge Hospital* in Massachusetts. She has authored multiple articles she is the main writer for a column in the ATA Medical Division Newsletter called [Interpreters at Work](#).

Ms. Araújo-Lane has spent the last twenty years presenting, training, and providing consultation services to a diverse customer population, including government human services departments, health care agencies and privately owned companies. Ms. Araújo-Lane has also developed CCCS, Inc.'s successful training programs in Massachusetts and expanded them to include classes in Kentucky, New Hampshire and Rhode Island. A prime example is the 24-hour *Basic Medical Training Program* for the State of New Hampshire refugee communities. Another popular CCCS, Inc. training program is the 60-hour *The Art of Medical Interpretation* training program for medical interpreters.

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**Judy Kanter** has worked as an interpreter in Boston and North Carolina since 1978, although she was not trained as an interpreter until 2001. Fortunately the field has developed and evolved since her earliest work. She currently works as a free lance interpreter and interprets in medical, legal, and educational settings. She has worked as an interpreter in cases for Volunteer Lawyers Project and many private attorneys. She has also taught medical interpreting in Boston and New York with an agency called Culture Smart.

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**Sandy Yeung** is a staff attorney at Greater Boston Legal Services' Asian Outreach Unit where she has worked since 2004. She received her B.A. in Political Science and Economics at Columbia University and her J.D. at Boston University School of Law in 2003. For two years, under a Racial Justice Collaborative project, *Chinatown's Struggle for Justice - Turning Words into Action*, Sandy worked closely with the community organizers at the Chinese Progressive Association. The Project's goal was to provide technical, organizing, networking, research, and legal support to assist community members to overcome decades of structural exclusion on account of race, language barrier, citizenship and poverty. Sandy is now working on the Asian Battered Woman's Project, focusing on family law and immigration law. She continues to work on issues relating to language access. Sandy is licensed to practice in Massachusetts. She is a member of the Asian American Lawyers of Massachusetts and American Immigration Lawyers Association.

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**Dianne Shearer** has been with Massachusetts Commission for the Deaf and Hard of Hearing since 2001 responsible for Statewide Communication Access Education and Training before transitioning to Department of Interpreter and CART Services. Dianne directs and manages the overall operation and planning of the department including: a statewide referral service for use by public and private agencies, and management of interpreters housed in our central and regional offices who provide communication access to Deaf and hard of hearing staff at MCDHH. Responsibilities include administering the statewide contract for interpreter services, oversight of the operations of the IRIS system ("Interpreter Referral Information System", a computerized referral program), recruitment and training of interpreters/CART Providers, providing fiscal and programmatic analysis and reporting, serving as a liaison to other statewide offices, as well as community and professional organizations, and creating strategies to increase the number of competent qualified interpreters, and providing on-going training and support.

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