



**F**ounded in 1996 by Zarita Araújo-Lane, LICSW, Cross Cultural Communication Systems, Inc. (CCCS) is a recognized authority in cultural linguistic services, working with health care, educational, legal and business institutions nationwide.

With over 250 interpreters, translators and trainers in the field, you may wonder just how we manage to keep up with the activity at our Woburn and Nashua sites. In this edition of the Communicator Express, we will take you on a "tour" of our headquarters and introduce you to the prodigious talent working behind the scenes in each department.



**Amanda Duross**



**Gail Marinaccio**

## A TOUR OF CCCS

Our first stop on the tour is **Interpreter Recruitment**, staffed by Amanda Duross and Gail Marinaccio. This department is responsible for the contracting, orientation and ongoing supervision of our interpreter pool.

### Amanda Duross

I am the Interpreter Recruitment Manager and New Hampshire Regional Coordinator. Though I live in Concord, New Hampshire, I divide my time between our two sites. I first came to CCCS as a student in the *Introduction to the Art of Medical Interpretation* program. Later, I worked as a freelance interpreter. I liked CCCS so much, that in November 2006, I accepted a position as a fulltime employee.

The most enjoyable part of my work is the recruitment of new interpreters. My experience as a freelance interpreter helps me to relate to those who are just getting their start in the field. I can empathize with their concerns and rejoice in their successes. It's exciting for me to track the progress of students of interpretation, from their start in our training programs to their 'birth' as professional interpreters.

Another aspect of my work is to lead the Critical Incident (CI) team. When a CI is reported to CCCS, I contact the parties involved and follow up on the information gathered. I then submit a report to the CI team and to the respective client. Although these phone calls are not always easy to receive, please know that I'm a nice

person and that I enjoy interacting with each of you. Contact: [aduross@cccsorg.com](mailto:aduross@cccsorg.com)

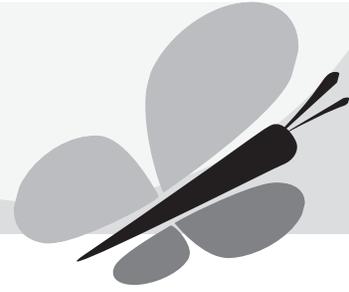
### Gail Marinaccio

I divide my time between two tasks: building office management and interpreter recruitment. As Building Office Manager, I make sure that our office space and equipment are in working order and that all necessary documentation related to the mechanics of the business are complete. I am also on-call after hours in the CCCS Emergency Interpreter Program in which I receive requests from ER departments in local hospitals and dispatch interpreters to cover those cases.

My work in the Interpreter Recruitment Department includes tracking and updating interpreter portfolios on a yearly basis. I am responsible for collecting information on interpreter work authorization, background checks, immunizations, and training certificates. I would like to remind interpreters who have not yet attended the 8-hour Medical Interpreter Foundations Training to contact me as soon as possible to reserve a seat for the May 10th session. Contact: [gmarinaccio@cccsorg.com](mailto:gmarinaccio@cccsorg.com)

Our next stop is in **Interpreter Services**, our largest department, with a combined staff of five responsible for all aspects of interpreter assignments and verification. This department serves as a primary liaison between our customers and the independent contractors designated to meet their oral interpretation needs.

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## A TOUR OF CCCS CONTINUED FROM PAGE 1

### **Debra Eccles**

When I came to CCCS, there were only three employees running the entire company. In my eight years with the organization, I have witnessed tremendous growth. We are now a total of thirteen office workers, and I currently serve as Interpreter Program Manager, directly supervising the work of four Interpreter Services staff members whose duties range from dispatch to data entry and billing.

I believe I work with the best team of people on earth! Our Interpreter Services staff works hard to meet dozens of interpreter requests each hour and to input data from the corresponding Service Verification Forms. We often experience a high volume of calls and this can get stressful at times but we manage to enjoy our work. I want to take the time to thank all the interpreters with whom we have had the pleasure of collaborating over the years. It is in your power to facilitate our work through your organization, cooperation and professionalism. Contact: [deccles@cccsorg.com](mailto:deccles@cccsorg.com)



**Debra Eccles**

### **Linda Demmons**

I have been with CCCS for over four years and currently work as both Interpreter Program Assistant and Contract Assistant. Each morning, I staff the Interpreter Services Department, receiving assignments and dispatching interpreters to cover a variety of medical and legal cases. Daniel, Debbie and I have a great system for emergency assignment coverage, including same and next-day cases, but we could not do our jobs without the support of our wonderful, dedicated interpreters.

Recently, I started working afternoons in the Contracts Department with Esther Phillips. I have learned to prepare contract renewal documentation for existing customers and to market our services to new clients. I welcome this opportunity to grow personally and professionally. Contact: [ldemmons@cccsorg.com](mailto:ldemmons@cccsorg.com)



**Linda Demmons**



**Daniel DeOliveira**

### **Daniel De Oliveira**

I work at CCCS as an Interpreter Program Assistant. I truly enjoy interacting with people from different backgrounds who are pursuing professional interpretation as a career and who have the desire to help others with their language skills.

At CCCS, we are always encouraged to express our ideas. About six months ago, I was given the opportunity to lead the Positive Reinforcement Team, a small committee comprised of staff members from different departments responsible for the oversight of the nominations process for the Interpreter of the Month award. We created this award as a means of acknowledging the work of our awesome freelancers who brave the elements to give their best to our clients and patients. Contact: [ddeoliveira@cccsorg.com](mailto:ddeoliveira@cccsorg.com)

### **Amy Lau**

My main job is data entry. I am responsible for entering requests daily and sending the service forms out to interpreters so they have all the information needed for their assignments. It's great working at CCCS!

### **Mandy Lau**

I am responsible for the matching and data entry of Service Verification Forms after interpreters complete their assignments, and for the preparation and authentication of billing reports and invoicing. I also work closely with all CCCS departments in the requisition and purchase of office supplies.

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Now we'll visit **Translation Services**, the department responsible for meeting the written translation demands of our customer base.

### **Alejandra Lloveras**

My work as Translation Services Coordinator keeps me in touch with an international base of translators with diverse specializations. While our primary requests are centered in medical and public health translation, we have branched out to accommodate legal and business translation needs. From Farsi to Somali to German, my job is to match your project to just the right linguist.

With a background in computer science, I feel very much at home at my workstation, from which I receive, estimate, assign and review translations in over 30 languages from translators working in more than a dozen countries. I encourage you to make CCCS your one-stop multilingual translation service provider. Our project management includes cultural feedback on source materials, translation, proofreading and editing, and graphic design. Contact: [alloveras@cccsorg.com](mailto:alloveras@cccsorg.com).

The **Contracts Department** is our newest department, formed in 2007 to expand our interpreter and translation services in Massachusetts and New Hampshire.

### **Esther Phillips**

Since 2002, it has been rewarding to be able to grow along with CCCS by working in several departments and helping to coordinate and manage many projects. One enormous challenge was the completion of the bidding procedure for the renewal of our contract with the State of Massachusetts and the joy of being awarded that contract until 2010.

Currently, as Contract Director, I have the responsibility of updating and maintaining all of the customer contracts for interpreter services. This opportunity allows me to 'meet' through phone, email and occasionally in person, many dedicated people who are struggling to work within their budget constraints without sacrificing quality interpreter services.

My background and involvement as a trained and experienced medical interpreter and principle trainer in our Medical Interpreter Foundations Training helps to keep me abreast of the issues faced by interpreters and by the fine organizations that have the tremendous task of providing these services. Contact: [ephillips@cccsorg.com](mailto:ephillips@cccsorg.com)

CCCS has implemented an interdepartmental cross-training initiative in which members of each department have been trained as emergency workers in other departments. However, the one staff member who interacts on a daily basis with all departments is Lily Tam, CCCS **Accounts Specialist**.

### **Lily Tam**

My work as Accounts Specialist is multifaceted. On a daily basis, I manage accounts receivable and payable for both our Woburn and Nashua sites. I am responsible for company payroll, interpreter payroll and monthly payments to translators, instructors and language coaches. I also handle all of the company's payment collections and banking. At CCCS, we appreciate the prompt payments made by the majority of our customers, as well as the patience of our interpreters as we work to maintain a seamless interpreter payroll system. Contact: [accounting@cccsorg.com](mailto:accounting@cccsorg.com)

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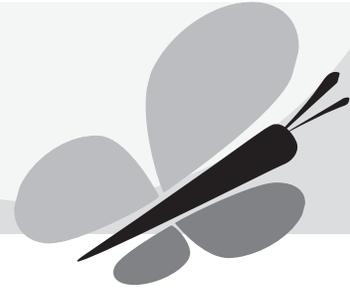
**Alejandra Lloveras**



**Lily Tam**



**Esther Phillips**



### **The Cross Cultural Communication Institute (CCCI)**

is the department responsible for designing and implementing training programs for interpreters, providers and healthcare support staff.

#### **Vonessa Phillips Costa**

Seven years ago, I joined the Translation Services Department as a part-time coordinator. Since 2003, I have served as Director of our training division, The Cross Cultural Communication Institute (CCCI). My current work with the organization includes the development of interpreter training programs, including the preparation of related manuals, videos and other study tools. Along with Zarita, I contribute articles to publications of a variety of interpreter associations and travel nationwide as a CCCS representative, presenting on issues related to interpreting, training and cultural competency.

As a primary instructor in our *Art of Medical Interpretation* program, I divide my teaching time between our institutes in Woburn and Nashua. Last year, CCCS was licensed by the NH Postsecondary Education Commission as a private, postsecondary career school for medical interpreter training. This year, I am honored to be a part of the team that will spearhead the MA proprietary school certification process. Contact: [vphillips\\_costa@cccsorg.com](mailto:vphillips_costa@cccsorg.com)



**Vonessa Phillips Costa**

### **CCCI Program Coordinator**

The CCCI Program Coordinator is key to the daily operations of our training division, including our career school in New Hampshire. This individual collaborates with the CCCI director in the marketing of new programs, and is responsible for the recruitment and screening of interpreter program applicants, as well as for the maintenance of student files and grade records, and the issuance of certificates of accomplishment to qualified graduates. Currently, this position is undergoing a transition.

#### **Stefanie DiMeo**

I would like to take this opportunity to say good-bye to my job as CCCI Program Coordinator. I have enjoyed being here in the office for the last four years and feel that it is time to pursue a full-time freelance interpreter career with CCCS. I will miss everyone that I have come in contact with during this time and I will greatly miss my co-workers here in the office. I wish you all the very best!



**Stefanie DiMeo**



**Mariana De Paula**

### **Mariana De Paula**

I have just started as CCCI Program Coordinator. I am excited about my position and I look forward to this new learning opportunity. I am also a Portuguese interpreter trained by CCCI and I continue to accept assignments as a freelancer. I am from Brazil and have been in this country for over 12 years.

CCCS also works with several expert consultants. One of our most active advisors is **Aida Cases**, National Program Coordinator.

For the last two years, my relationship with CCCS, Inc. has been extremely rewarding and educational. With the coordination and support of CCCS staff, we have been able to open a regional office in New Hampshire and develop a relationship with the New Hampshire Medical Interpretation Advisory Board (MIAB) and other state organizations.

As a representative of CCCS and an active member of national interpreter organizations, I travel to various conferences, workshops and trainings. I have been fortunate enough to continue to highlight the incredible national work that CCCS embodies through its work in interpreter training, training materials, cultural and interpreter services, etc. The CCCS staff is a unique and hard working team and I am proud to be part of this organization.

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We end our tour of the CCCS headquarters with a few words from **Zarita Araujo-Lane**, our founder and President, and the main creative force behind all of our departments.

Our motto is "It takes a team to build a future." At CCCS, we are a dynamic team of dedicated professionals and I feel like the luckiest business owner on earth. Our staff operates with the spirit of a non-profit, although we are an S-application business committed to providing quality and cost-effective services.

CCCS had made a mark on the national movement for the professionalization of interpreters by donating its time and resources to meetings and events sponsored by nearly every major interpreter association. Our representatives are frequent presenters at national and international interpreter and translator conferences and contributors to key industry publications.

We are not only looking to make CCCS a better company, but we are advocating for the future of face-to-face medical interpretation. Our goals are to open dialogues between interpreters and providers all over the world and to provide tools for better practices when working with a culturally and linguistically diverse patient population. We are proud of our efforts towards making quality health care accessible to all.

I truly believe that CCCS is one of the best companies to do business with. We strive to keep our promises, learn from our mistakes and provide the best services available in all of our departments.



**Zarita Araujo-Lane**

### CONGRATULATIONS TO CCCS INTERPRETER OF THE MONTH MARIA VIGORITO!

CCCS is proud to have sponsored the *Interpreter of the Month* award for exceptional service each month for the last eight months. Our April 2008 *Interpreter of the Month* is Maria Vigorito (Italian). Thank you, Maria, for your exceptional work!

### MEDICAL INTERPRETER FOUNDATIONS TRAINING SCHEDULE

We would like to thank the over 210 active freelance interpreters who have attended the Medical Interpreter Foundations Training (MIFT), an orientation and refresher course for CCCS interpreters.

CCCS stands behind its commitment to partner with interpreters who have attended at least 54 hours of formal instruction in the ethics and techniques of medical interpretation, updated their interpreter portfolios and participated in MIFT training. CCCS will not continue to utilize the services of interpreters who have not completed this three-step process.

#### Step One: Formalizing Your Interpreter Education

While our recently hired freelance medical interpreters have graduated from recognized training programs, there are still a few veteran interpreters who have not yet formalized their interpreter education through completion of a 54-hour interpreter training program. If this is true in your case, make it your goal to complete basic training by December 2008.

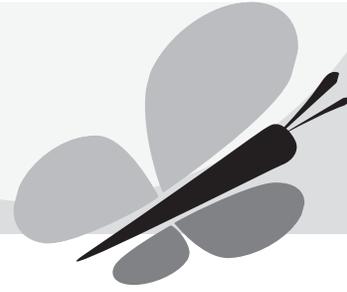
One excellent resource for discovering local interpreter programs is the "Training" section of the International Medical Interpreters Association website, <http://www.imiaweb.org/education/trainingnotices.asp>.

In addition, our training division, The Cross Cultural Communication Institute at CCCS, Inc., offers a variety of basic, intermediate and advanced skill trainings, all available to our freelance interpreters at a discounted tuition rate. For more information or to download this semester's course brochure, see [http://www.cccsorg.com/training/interpreter\\_summary.html](http://www.cccsorg.com/training/interpreter_summary.html)

#### Step Two: Updating Your Immunizations

All CCCS interpreters are required to submit proof of current MMR vaccination and PPD (TB) test results as a pre-requisite to yearly

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## MEDICAL INTERPRETER FOUNDATIONS TRAINING SCHEDULE

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renewal. In addition, interpreters are strongly encouraged to undergo vaccination against other communicable diseases, including Hepatitis B.

Many interpreters have asked where to go for free or low cost routine immunizations. While your medical provider is likely the best source of information regarding vaccines that may be applicable to your work as an interpreter, you can also check with your city or town's Board of Health. In each municipality, the Board of Health can provide information on local vaccination clinics. In some areas, routine vaccinations may be free for all residents, while in other areas, a small fee is paid.

CCCS interpreters who fall behind with their yearly Interpreter Portfolio updates will receive fewer assignments than interpreters who promptly submit the required paperwork. CCCS reserves the right to discontinue the services of interpreters who fail to meet yearly immunization and work authorization requirements or to attend MIFT training.

### Step Three: Getting Your MIFT Certificate

A small number of our freelance interpreters were unable to attend MIFT training during the past year. If you have not yet attended MIFT training, contact Gail Marinaccio at [gmarinaccio@cccsorg.com](mailto:gmarinaccio@cccsorg.com) or by phone at 781-729-3736 x.106 to reserve your seat at one of our spring trainings, which have been scheduled once a month on alternating weekdays and weekends. The next MIFT training will be held on Saturday, May 10th.

## LOCAL MEDICAL INTERPRETING EVENT: PAVING THE WAY TO HEALTH CARE ACCESS

**Organization: UMass Medical School Office of Community Programs**  
**Date/Location: May 30, 2008/ Crowne Plaza Worcester**

Paving the Way to Health Care Access is a daylong educational conference coordinated by Office of Community Programs at UMass Medical School, as an opportunity to provide continuing education to interpreters and the health care team. The theme for this year's event is mental health and patient safety when delivering care to a diverse population. Keynote speakers are Matthew R. Mock, Ph.D. (Director of the Center for Multicultural Development, California Institute for Mental Health) and Diane C. Pinakiewicz (President of the National Patient Safety Foundation).

For more info about event and afternoon workshops, contact Janet Culpepper at [janet.culpepper@umassmed.edu](mailto:janet.culpepper@umassmed.edu)

## CCCS SERVICE VERIFICATION FORM SUBMISSION GUIDELINES

In our last edition of The Communicator Express, we announced the designation of a special fax line exclusively for the submission of Service Verification Forms (SVF). All SVF documentation must be faxed to **781-937-4222** along with a cover sheet detailing the total number of pages per fax. Interpreters are responsible for utilizing their fax verification mechanisms to determine whether the fax has been received by CCCS. On behalf of our staff, we ask that you do not contact the CCCS office to inquire as to whether your fax has been received.

Fax cover sheets must be marked "CONFIDENTIAL" and must include a return fax number along with the statement, "This message is a PRIVATE communication. If you are not the intended recipient, please do not read, copy, or use it, and do not disclose it to others. Please notify the sender of the delivery error by replying to this fax, and then delete it from your system. Thank you."

Failure to submit your Service Verification Forms to our dedicated fax line within 48 hours of each assignment could result in your payment being deferred to the following month's interpreter payroll. We appreciate your services and it is our desire to pay you on time each month. It takes a team to build a future and we truly value your partnership!



cross cultural communication systems, inc.