



Chang-Castillo and Associates, LLC

Capabilities Statement

CCA provides the highest-level domestic and international simultaneous interpreters, translators, and simultaneous interpretation equipment for influential clients such as government agencies, international organizations, and Fortune 500 companies.

Company Information

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Chang-Castillo and Associates, LLC: An Overview

Chang-Castillo and Associates, LLC (CCA) is an internationally recognized leader in multilingual services.

We are the platinum standard in interpretation and translation services

We provide the highest-level domestic and international simultaneous interpreters and translators for influential clients such as government agencies, international organizations, and Fortune 500 companies. We welcome the opportunity to work with you!

We are the best and we work for the best because we only use the best

We are exclusively owned and operated by translators and interpreters, so we understand exactly what you need.

Our impressive roster of **interpreters** includes professionals with extensive experience working for government personnel and State officials at the highest level. We require our interpreters to be graduates of elite university level interpretation programs and academies and/or members of prestigious professional organizations like the International Association of Conference Interpreters (AIIC), and the American Association of Language Specialists (TAALS).

CCA **translators** all translate into their native language only. This results in the highest level of quality and performance, and ensures an increased awareness and understanding of the subtleties and nuances of that language

Our services include:

- Written document translation
- Simultaneous/consecutive/escort interpretation
- Furnishing of complete cutting edge interpretation equipment packages
- Complete, turnkey translation project management

CCA has provided linguistic services to highly-respected organizations, including top Federal, State and Local Government Organizations, international organizations, prestigious private sector companies and government contractors:

- Departments of Agriculture, Commerce, and Energy
- Microsoft
- Federal Government of Canada
- United Nations: UNESCO, OECD, FAO, IFAD, WFP, ICC, IDB, IMF, and the World Bank,
- State of California Governor's Protocol Office
- Amnesty International
- Stanford University
- EMC
- Oracle Corporation

**Chang-Castillo and Associates:
One World, Many languages, One company - Worldwide - CCA**



Highlights

Quality is our #1 priority – guaranteed!

As the platinum standard of the translation and interpretation industry, we are committed to providing you with the highest quality. We will work with you to ensure that you are fully satisfied with the final product.

Our proven Quality Assurance Process

Our complete *translation* project management service includes translation, editing and proofreading, with each step performed by a different linguist. With regard to our interpreters, they are carefully selected by a peer review process and possess the highest education and experience criteria of the industry.

Proven Multilingual Linguistic Service Provider

With the ability to translate from and into virtually any language, Chang-Castillo and Associates is a full-service multilingual service provider. We are your one-stop solution for all your translation and interpretation needs.

Certifications



SBA Certified 8a Business: Chang-Castillo and Associates is an SBA certified 8a minority-owned business.



Member of AIIC and TAALS: Chang-Castillo and Associates is owned and managed by members of:

-  AIIC (the International Association of Conference Interpreters or *Association Internationale des Interprètes de Conférence*); and
-  TAALS (The American Association of Language Specialists).



Whenever possible, we specifically recruit members from these associations because their members are the best of the industry.



CCA is the **exclusive member** of Calliope Interpreters in the United States. **Calliope Interpreters** is the top-tier worldwide network of Interpreter and Translator Managers and Organizers. CCA has local representatives available in China, Australia, Brazil, Ghana, France, South Africa, Italy, South Korea, Ireland, Mexico, the United Kingdom, Canada, Thailand, Russia, Japan, and many more, worldwide.



Translation Services

Chang-Castillo and Associates provides written translation of **all types of written media**, including documents, marketing materials, and websites in all areas, volumes, and languages.

Our **Quality Assurance Process** meets the highest quality standards:

- A dedicated Project Manager will be in charge of your project from project kickoff to delivery of final translated files to you. They follow your documents at every step of the way, coordinating all the resources involved in your project, ensuring perfect, complete, turnkey translation project management.
- If necessary, a team of IT specialists, engineers, and desktop publishers is involved to take care of all the technical requirements of your project.
- No less than three separate linguists work on your project:
 - The Translator, in charge of the first draft of your document;
 - The Editor, responsible for checking the translation for meaning, style, nuances, etc.
 - The Proofreader, who performs an extra check, looking for typos, punctuation errors, and formatting issues.

When necessary, your project will be split among several linguists in order to ensure that we meet your deadline. In this situation we ensure consistency by having a single editor review all the translated documents. A **rush translation service** is available to help you accommodate your shortest turnaround times.

We provide the highest quality because **we work only work with the very best translators**. Our translators work only into their native language to ensure perfect rendering of the written word. This ensures the highest level of quality and performance due to an increased awareness and understanding of the subtleties and nuances of their native languages. They have been hand-picked based on their education, experience, and reliability. Our translators must meet a combination of the following criteria:

- Degree from a reputable translation school, such as the Monterey Institute of International Studies (MIIS), the only graduate translation and interpretation school in the United States, or a foreign equivalent;
- AIC (the International Association of Conference Interpreters or *Association Internationale des Interprètes de Conférence*) or TAALS (The American Association of Conference Interpreters) Membership;
- At least 5 years of experience as a full-time professional translator;



Interpretation Services

Chang-Castillo and Associates provides both types of conference interpretation services:

- **Simultaneous interpretation:** Our core interpretation service. Simultaneous interpreters work in soundproof booths and interpret at the same time as the speaker, while delegates wear headsets and listen to the interpretation. Sometimes also known as “real-time translation” or “UN-style interpreting”, it is used at international conferences and multilingual seminars, workshops, business meetings, and training courses.
- **Consecutive interpretation:** Used for small discussion groups and small business negotiations. Consecutive interpreters wait for the speaker to finish a speech or statement, and then repeat what the speaker stated in the target language.

We only work with native speakers of each target language. Our interpreters are professionals specializing in conference interpretation with extensive experience working for government personnel and State officials at the highest level. In a word, they simply are the highest caliber of interpreters in the industry. We have **the strictest acceptance policies of the industry**. All of our professionals must hold at least two of the following credentials to work with us:

- **MA or PhD** in the field of Conference Interpretation from an AICC-approved interpretation school
- Membership in **AICC** (International Association of Conference Interpreters), which is only available via sponsorship
- Membership in **TAALS** (The American Association of Language Specialists)
- At least **five years of experience** in conference interpreting and proof of at least **200 days** of simultaneous or consecutive conference interpretation level work.
- **Accreditation or Certification** with one or more of the following institutions: US Department of State, United Nations, Federal Government of Canada (Conference level), or European Union (Directorate General for Interpretation).

A note on quality: Our conference interpreters are *not* court interpreters. Court certification is for court assignments only. Court interpreters use different terminology and style that are not appropriate for a high level event such as yours– and the courtroom work setting is completely different. Many court interpreters may present themselves as conference interpreters, but they do not have the skills nor credentials to work as such. In contrast, our conference interpreters regularly work with international organizations such as the United Nations family of agencies, and at events such as G-8/G-20 summits, the Olympic Games, and presidential and ministerial meetings. We guarantee that we provide our clients the very best team possible with the most experience, talent, training, and expertise on the market. Our main objective is to serve you, our customer, with the highest level of interpretation proficiency and expertise to ensure the success of your event.

Our **equipment and technicians** are of the highest quality in the industry. We abide by international standards. We provide our clients fully encapsulated soundproofed booths. These are the hallmark of the industry providing interpreters with better sound quality, which results in better interpretation quality. This also means that the audience can listen to the interpreted speech without interference or background noise from elsewhere in the room.

Quality is our #1 priority.



Awards and Projects



The United States Department of Agriculture

We have provided simultaneous interpretation for several high-level events organized by USDA, including for the US Codex Alimentarius Office, both in the United States (Houston, TX; Miami, FL; San Diego, CA) and abroad (Indonesia, Uganda, Jamaica).



The United States Department of Justice

Chang-Castillo and Associates was awarded various contracts to provide interpretation services to numerous high-level federal proceedings under the auspices of the Department of Justice.



The United States Department of Energy

Chang-Castillo provided numerous teams of simultaneous Chinese<>English interpreters and all of the necessary interpretation equipment and technicians for various US-China summits hosted by the US Department of Energy.



The State of California, Office of the Governor

CCA managed numerous teams of interpreters for numerous languages including: Italian, French, German, Indonesian, Spanish, Portuguese, Mandarin, and Korean for the Governor's Global Summit. Interpretations services and equipment were required in many rooms with over 1,500 participants listening to CCA's simultaneous interpretation services.



The United Nations

CCA has provided simultaneous interpreters and translators for numerous meetings hosted by the United Nations throughout the world in English, French, Spanish, Mandarin, Russian, and Arabic. Locations have included New York City, NY; San Francisco, CA; Kampala, Uganda; Denpasar, Indonesia; and many more.