

MINUTES OF
THE ADVISORY BOARD FOR INTERPRETERS BETWEEN HEARING INDIVIDUALS
AND INDIVIDUALS WHO ARE DEAF, DEAFBLIND, HARD OF HEARING, OR ORAL
DEAF

November 1, 2019
Quarterly Meeting Minutes

The Advisory Board for Interpreters convened at 2:15 p.m., at Freeway Medical Building, Room 902, Little Rock, AR. Board president Mr. Carel Dunaway opened the meeting by welcoming everyone and requesting a brief introduction of each member and program staff.

Board members present included: Board president, Mr. Carel Dunaway, Mr. Ray James, Ms. Jami Hollingsworth, Ms. Daisy Dippel, and Ms. Holly Ketchum.

ADH staff in attendance included: Mr. Brian Nichols, ADH attorney, Ms. Kimberly Scott, Section Chief, Ms. Cheryl Allen and Mr. Leroy Randolph, (both administrative support).

Transcribers present: Amy Hazel and Will Gorum

APPROVAL OF MINUTES

President Dunaway requested a motion to approve the August 2, 2019 meeting minutes and acceptance of the minutes by a show of hands. The minutes were accepted.

SUBCOMMITTEE REPORT

The licensure subcommittee did not meet today. Ms. Hollingsworth reported that everything is running smoothly and three member's terms on the board will expire December 31, 2019. This will affect two members of all committees. She felt one of the tasks the board needed to address in the first order of business at the start of the year, was to reorganize the committees. Ms. Hollingsworth and Mr. James offered their assistance, especially to the new members elected to the board. Attorney Nichols stated that as long as the assistance is a procedural issue and not a disclosure issue, it should be ok. Mr. James asked if nominations letters and replacement names had been received from AAD and ARID for members that are rotating off the board. Three interpreter representative nominations and one deaf will need to be appointed by the ADH, Secretary of Health. Mr. James also stated the board has the approval to fill the unexpired term of Mr. Michael McMahon. There are three interpreters and one deaf community.

Mr. James asked ADH attorney Brian Nichols if the subcommittee meeting minutes needed to be approved by the board? He stated that the subcommittee minutes need to be approved during the subcommittee meetings.

Mr. James stated that the investigation subcommittee received complainant number 4, which dealt with a similar issue of a previous complaint. A follow up letter will be sent to the agency involved. He also stated that another complainant was received, which the individual involved represented an attitude issue, not a skills issue. He plans to let the agency know as well. A letter was mailed to the

complainant to inform them of the response path that was taken. Attorney Nichols informed the members that the letter should be submitted on the board's letterhead. Mr. James stated that the board does not have a letterhead and would probably use the board's long name for now.

Old Business

Mr. James wanted to know where the board was on the need for revisions to the rules and regulations. He wanted to document on record the areas of concern that should be reviewed and recommended for revisions. The first one is the complaint process. There are gaps in the process that would help the investigation committee in their work, if it was clear as to length of time, the turnaround of the complaint, how the punitive decisions are made or not made, and what those decisions are? Right now, it's extremely vague or not there at all, except for the punitive financial fee, if that's the decision. Finally, make sure the process is clear, and make sure a complaint can be filed via video. It doesn't have to be in writing if the deaf consumer wishes to use ASL.

The next piece is the renewal process, which needs clarity and cleanup, which was recognized during a previous complaint that was filed. When the renewal is mailed and it's received, sometimes applicants don't get the renewal card before January 1, yet they may show up on the approved list online. Mr. James believes the best way to address this is to swipe it clean and start over with new interpreters who have applied and paid their dues, or keep two lists: 1) one that expires in 2019 and 2) one that's moving forward.

There's another part on the clarity of limitations. This is with the Department of Education having authority over the credentials for educational interpreters. It's skewed as far as clarity. It needs to be understood that it's K-12 and not for secondary. That was the major concern there.

The last concern Mr. James remembered the board discussing was the fee schedule. He felt the board has proven to be self-sufficient in the first 6 years. The board talked about discussing lowering the \$90 renewal fee schedule to \$75. The initial or new application fee would be \$90 and the renewal fee will be \$75 versus \$125 and \$90.

Ms. Ketchum and Mr. James suggested the board should document in writing what it has completed and share with the next board so they can review all the minutes and all the things that we haven't done.

Ms. Hollingsworth felt there was also a need to focus on the website and the video interpreted portions of the law and the process. Mr. James stated there are 3 pieces of the website that he believed the board really needed to address. The first is the introductory to the licensure law, and its purpose. The second part, if a deaf individual applies for a CDI, what is involved? The third part is the complaint part. How do you file a complaint, what is the complaint for, is it valid or not, etc.? Those are the major areas to focus on. Ms. Hollingsworth suggested letting them know what happens after a complaint is filed so they don't expect a quick turn-around. Mr. James stated that's why we need to clarify the complaint procedures, because it's not there. Ms. Hollingsworth stated if there are any projects that need to be involved as well, they should be on the website and she would be happy to serve on that committee as a helper.

Knowing there are major things the board is engaged in, and that the majority of the board is turning over, Mr. James suggested the board create an AD HOC Committee, with representation from the community, to look at the rules and regulations for revision purposes. He would be happy to serve on that committee.

Mr. Dunaway wanted clarification on the person who is still not licensed and hasn't been licensed, but is out there interpreting. What do we do about them? They're not on the list or licensed. Ms. Hollingsworth wanted to know where are they interpreting? If it's school related, that's for the Department of Education.

Mr. Dunaway inquired about an applicant who submitted her application more than a year ago but is still not licensed. He wanted to know what can be done to make the process run smoother? Attorney Nichols asked for the name of the individual and stated he would ask Jessica Upchurch to follow up after the meeting today.

Ms. Hollingsworth replied that If a person contacts you and says they haven't gotten their license yet, you can contact the ADH office and see where it is in process. Sometimes it falls through the cracks. The board was asked to contact one of the administrative support staff at ADH to follow up on any similar issue.

New Business

Ms. Hollingsworth wanted to know if the Board had stationary letterhead, or do we need to have letterhead if we're sending out letters from the board? Mr. James stated that it might not be a bad idea to have it. Attorney Nichols recommended that the board acquire letterhead if you're sending documentation. Mr. Dunaway agreed.

Mr. James asked if it would be appropriate to use the ADH logo and the name of the licensure board beside it? Attorney Nichols stated he would like to check and make sure before answering. He didn't want to tell the board one thing and then have to say something different. Mr. James stated that the information and the addresses would be the same as the ADH letterhead. It would just be the name at the top. Attorney Nichols stated he will double check and make sure.

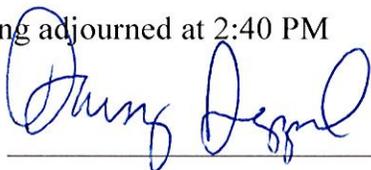
Mr. Dunaway asked if there were any other public comments or any comments? There were none. He then stated that Mr. Michael McMahan is still on the list on the website and recommended his name be removed when the new board members are added.

Mr. Dunaway thanked Mr. James, Ms. Hollingsworth, and Ms. Ketchum for their time and effort during the last two terms, and for working so hard.

The 2020 quarterly meeting dates are confirmed for February 7, May 1, August 7, and November 6.

The meeting adjourned at 2:40 PM

Signature: _____



Date: _____

