

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

FEBRUARY 1, 2019 QUARTERLY MEETING

MEMBERS PRESENT

Ray James, Chair
Jami Hollingsworth
Michael McMahon
Carel Dunaway
Daisy Dippel
Nancy Quinn

ADH STAFF PRESENT

Brooks White
Jessica Upchurch

GUEST PRESENT

John West
Linda Stauffer

WELCOME AND CALL TO ORDER

Mr. Ray James called the meeting to order at 2:02 p.m. Ms. Daisy Dippel, replaced Ms. Karin Binko and was welcomed to the Board. Mr. James reminded everyone that Ms. Jerri Finch's position is vacant and wanted to know if Ms. Nancy Quinn would replace Ms. Finch and was notified. Brooks White informed Mr. James that Ms. Quinn has accepted the position and sent Ms. Quinn a letter this past week letting her know about the date and time of the meeting. Mr. White stated Ms. Quinn may not be official as of yet.

APPROVAL OF MINUTES

Mr. James informed the Board that a transcript of minutes from the last Board meeting was not available due to technical problems. Mr. James asked if there were any corrections to the subcommittee minutes and there were none. Mr. James requested acceptance of the minutes by a show of hands. The minutes were accepted.

SUBCOMMITTEE REPORT

Ms. Jami Hollingsworth reported approvals for this month and there was not a subcommittee meeting today. She wanted to have a meeting but no one was available except herself. Ms. Hollingsworth stated that the subcommittee report needed to be looked at as a whole and determine what needs to be done. Mr. James wanted to know how many subcommittees existed. Ms. Hollingsworth reported there are three and then remembered there are four, which are the Licensure, Investigation, Budget and Technology. Ms. Hollingsworth stated the Budget Subcommittee is ad hoc. Mr. James stated there are three listed in the record. *(Nancy Quinn arrived at the meeting)*

Mr. James introduced Ms. Quinn to the Board and informed her of the present subject, which was the subcommittee for licensure approval applications, and the total of subcommittees. Mr. James stated there were three in the books from the rules and regulations. Ms. Hollingsworth stated there was not anything about committees in the rules and regulations. Ms. Dippel stated the website listed three--Licensure, Investigation, and Budget. Mr. James stated that Technology should be the fourth.

Mr. James received several inquiries about applications online. Ms. Jessica Upchurch reported that she does have an application that can be filled out online and also applicants can upload credentials as well. Ms. Upchurch stated when the "submit" button is clicked; the application will go directly to her email. Ms. Upchurch informed Mr. James that payment cannot be made online as of yet. It is still a "work in progress." Ms. Hollingsworth stated that she knows someone who has used this online process for renewal and stated the applicant forgot to sign the code of professional conduct, so Ms. Hollingsworth had the applicant fill it out online just to do an electronic signature.

Ms. Upchurch explained how the potential online payment process would work if implemented. Ms. Upchurch stated the front page of the document was from the IT department and was created a few years ago but never used. Ms. Upchurch stated it can be used as a tool for them to fill out an application. The applicant would login with a username and password, which would allow the applicant to reenter if for some reason the applicant stopped the process. Ms. Upchurch also reported that there is a company where the applicants can pay online and be charged a fee.

Mr. James asked the Board about the design of the form shown by Ms. Upchurch. Ms. Hollingsworth suggested that it would be a good idea to have a home page to start on. Ms. Upchurch agreed, and stated it would be listed under forms and when the applicant click on "licensure application", the website would take the applicant to a page to login and then be able to pay. Ms. Hollingsworth asked if a link can be added to the webpage

for this process and Ms. Upchurch informed her that a link could be added. Mr. James agreed that a small segment in the form design should be removed because it was rather outdated. Mr. James stated he would continue to tell applicants that online registration and payment is coming, so keep looking. Ms. Upchurch asked Mr. James to also tell the applicants to continue to mail in their payments for now.

Ms. Hollingsworth had questions concerning the two current applications – interpreter and provisional. Ms. Hollingsworth stated the language was confusing on the interpreter form and should be revised and made clear. Mr. James agreed. Ms. Upchurch was asked to revise the language as follows: On the Interpreter Application provide spaces to check for “Deaf”, “Hard of Hearing”, “Oral Deaf”, and “Hearing”. On the Provisional Application no changes are needed.

Mr. James shared with the Board communications with two applicants. One applicant had let her certification expire and would have to restart the process, paying the \$125. The other applicant never applied, but wanted to apply for EIPA and was asking about CEU. Mr. James stated CEU is a moot point for this applicant because you have to be in the system for one year. Ms. Hollingsworth did not think that CEU was possible for EIPA. Mr. James informed Ms. Ms. Hollingsworth that an applicant can do 10 hours a year after he/she has been licensed because there is not a tracking system for EIPA. Mr. James stated that once you get your EIPA, it's basically for life.

Mr. James remembered the question asked by an applicant. The applicant needed to know what to submit. Mr. James informed Ms. Upchurch that applicants just need to submit a copy of the letter stating their score, and EIPA does not issue cards.

OLD BUSINESS

Ms. Upchurch informed the Board that the renewal form cannot be changed because it is a standard form and the perforated lines cannot be removed. Ms. Upchurch stated there is a space on the form to write something up to 100 characters if needed. Ms. Hollingsworth inquired why the lines needed to be removed. Mr. James informed her that applicants often detach the form and the signature line is located above the line of detachment. Mr. James wanted to know if the “please detach and return” wording could be removed and Ms. Upchurch informed him the wording cannot be removed because it's on a template. Mr. James stated if the applications are done on line, the whole point would be moot. Ms. Upchurch stated the renewals would still be sent out by mail. Mr. James wanted to know where the potential space for “added wording” was located. Ms. Upchurch informed him it would be right under where the signature line. Ms. Hollingsworth expressed her opinion that no one will read this added wording and the

change would make it more complicated. It was decided that the form would not be changed because of the template. Mr. James's final solution was the applicants who do not sign would be contacted and directed to go online and sign the box and then the two forms would be put together. Ms. Upchurch stated she would contact them by phone or send them a letter.

Appointments

Mr. James suggested that appointments be made-- the chair, secretary, and subcommittee. Everyone agreed and the nominations began. Ms. Hollingsworth nominated Mr. James to continue as Chair. Mr. James declined because this is his last year. Ms. Hollingsworth mentioned this is her last year also. Mr. James continued further to let the Board know that he thought it would be wise for someone to take the chair who will have a longer duration and Mr. James would be available as a guide for questions and answers. Ms. Hollingsworth then nominated Carel Dunaway. Brooks White asked if Holly Ketchum needed to be asked. Ms. Hollingsworth stated Holly Ketchum said she was not coming, so Mr. James motioned to accept Mr. Dunaway and all who were in favor let it be known by a show of hands. Carel Dunaway was accepted as Chair.

Ms. Hollingsworth nominated Ms. Daisy Dippel as Secretary and she accepted the nomination. There were no other nominations for Secretary and Mr. James moved to accept Ms. Dippel by a show of hands. Ms. Dippel was accepted as Secretary.

Assignment to Subcommittees

Mr. James informed the Board that members needed to be assigned to four committees and encouraged everyone to make it known if he/she wished to remain on certain committees. Ms. Hollingsworth suggested that before proceeding further, the duties of each committee should be explained so people would feel more comfortable in the decision making.

Licensure

Mr. James started by explaining that the busiest committee would be the licensure because it meets regularly and takes care of all the incoming applications and renewals, making sure that proper documentation are submitted with the application and/or renewal. The licensure meetings are usually fairly short and a lot of the work is done by email among the committee members. Mr. James went on to say the committee rotates out as far as who does the physical part each month regarding approving or disapproving applications and sending out letters.

Ms. Hollingsworth added that the process was well-established. If someone brings in a new application, the credentials, payment and Code of Conduct will all need to be verified. If all criteria are met, the application is approved. Ms. Hollingsworth explained further that rotation meant that each of four people signs up for one month. Ms. Upchurch sends in new applications to the committee and the committee member who signed up for that month examines each application for approval and there is communication back and forth. Ms. Hollingsworth informed the Board that It needs to be very clear that there be little communication by email between the Board members because that information would be available for FOIA. Therefore, email communication should be between the Board and the office. Also, the committee usually meets about 30 minutes before the Board meeting to go over questions. She stated the meeting is fairly active, but not labor intensive.

Mr. James added that as Chairperson of the Board, does communicate with the Board sometimes by sending out email communication to the whole Board. That way, if it's FOIA, it is available for anybody. It may be a question specifically to parts of the Board, but it is sent to the whole Board and Arkansas Department of Health (ADH) personnel as well.

Investigation

Mr. James explained the purpose of the investigation committee. Mr. James informed the Board that this committee handles the complaints that are filed with ADH regarding credentials and/or behavior, and also a company's violation of hiring someone without the proper license. It is not as active as the licensure committee. Mr. James stated that in the six or seven years the licensure law has been in effect, there have been two formal complaints filed. There are four members in this committee and there is rotation to determine who does an investigation. Mr. James said the investigation committee works well with the ADH team who is the committee's legal counsel.

Budget Ad Hoc

Mr. James stated the budget ad hoc committee is the third committee, and this committee was set up to make sure the Board would operate self-sufficiently. Mr. James said the Board has exceeded its ability in operating self-sufficiently to the extent that there has been a discussion about lowering renewal fees. However, it has not yet been determined. This committee also determines how to spend its current funds to benefit the profession overall. Mr. James said one way would be spending funds to make the website deaf-friendly. This could be done by having signed pieces about

information to peruse through and having signed scripts for that purpose. Pamela Taylor has already been contacted to make this happen. It would be after the first of the year, however, before Ms. Taylor can begin to work on it. The next step would be to review those scripts and then hire deaf actors to sign the pieces.

Technology

Mr. James explained that the technology committee works in conjunction with the budget committee as far as what the website would look like and updating the website. That committee is not listed on the website yet. Mr. James believed Jamie and Karin were the two members for that. Ms. Hollingsworth agreed that she and Karin were the two members on the technology committee. Mr. James informed the Board that opens discussion had been done regarding what the Board would like to see on the website, such as the signed pieces. Ms. Hollingsworth and Ms. Binko would identify the pieces to be signed so Ms. Taylor would know which pieces would be scripted.

Mr. James proceeded to asked for volunteers and informed the Board that a member is usually on two committees. Ms. Hollingsworth stated she did not mind staying on the licensure committee, since she has history with the committee. Ms. Hollingsworth also agreed she would stay on the technology committee, but she does not want to be chairperson.

Ms. Quinn informed the Board she would serve where the Board thinks she fits best. Mr. James suggested the investigation committee and Ms. Quinn accepted. Mr. James then suggested Ms. Quinn serve on the budget committee as well, and Ms. Quinn again accepted.

Mr. Dunaway agreed to remain on the investigation and budget committees. Ms. Dippel agreed to serve on the licensure and technology committees. Mr. James stated Ms. Ketchum would remain on the investigation and budget committees. Ms. Hollingsworth reminded Mr. James that Ms. Ketchum was also on the licensure committee. Mr. James stated Ms. Ketchum would remain on all three committees unless she wishes to change.

Mr. James stated that Mr. Michael McMahon would remain on the licensure committee. Mr. James also suggested that there be a discussion regarding Mr. McMahon's appointment. Ms. Hollingsworth reminded Mr. James that he needed to place himself on a committee before going further. Mr. James agreed that he would serve on the investigation and technology committees. Mr. James stated he would also be

chairperson on the technology committee, and Ms. Hollingsworth stated she would be chairperson on the licensure committee.

Mr. James suggested that Mr. Carel not be chairperson on any committee since he will be chairperson of the Board. Mr. James suggested Ms. Quinn be chairperson of the budget committee and she accepted. Mr. James indicated that Ms. Ketchum would be chairperson on the investigation committee.

Ms. Hollingsworth informed Ms. Dippell that the licensure committee meets at 1:30 p.m., which is thirty minutes before each Board meeting. Mr. James stated he had not officially heard from Mr. McMahon and he has reason to believe that Mr. McMahon will be moving out of State to continue his education and would probably remain out of State. Therefore, Mr. McMahon's appointments will need to be replaced. Mr. White agreed that Mr. McMahon should be replaced and added that Mr. McMahon should resign. Mr. James assured the Board that he would try to contact Mr. McMahon and find out if he will be returning to Arkansas. If Mr. McMahon will not be returning, he will ask him to submit his resignation to the Board and his positions will then be reappointed. Mr. James suggested to Mr. Carel that the both of them would work together in reaching out to Mr. McMahon. Mr. James suggested that Mr. McMahon should respond to Mr. Carel since Mr. Carel is now the new chairperson. Mr. James also reminded Mr. Carel to keep ADH personnel informed when reaching out to Mr. McMahon.

Licensure Fees

Mr. James informed the Board of the current fees. There are as follows:

Initial application fee	125.00
Annual renewal fee	90.00
Reactivation fee	125.00
Upgrade fee	35.00
Annual late fee	25.00
Replacement Card fee	10.00
Insufficient funds fee	35.00

Mr. James asked for any suggestions regarding fee adjustments. Ms. Dippel asked if there were something to compare the fees to, like other States. Mr. James informed her there was not. Mr. James stated most states do not have licensure and compared to those that do, the present fees are basically the same.

Ms. Hollingsworth asked how much money the Board currently has. Mr. James then asked if there was a budget report and was told there was not a report. Mr. White said

the Board could later get a report but one was not available at the moment. Mr. James stated that he believed there was a deposit of \$3000.00 to \$5000.00 each year. So, over six years, the Board may be at around \$18,000. Ms. Hollingsworth stated she wanted to know because there has not been an update on the status of the budget for a while. She was concerned that lowering any fees could result in money not being available to cover future tasks. Mr. James stated that at one point it was discussed that the renewal fee would be lowered to \$75.00 and was not sure if an agreement was reached regarding the initial application fee of \$125.00. He suggested that if a percentage was preferred, the initial application fee would be around \$103.75, to be rounded off to \$105.00. He stated the reactivation fee would be same as the initial application fee, and the other fees would remain the same because they are seldom used and there is no reason to change them.

Mr. James agreed that a budget report was needed before any fees could change and that this could all be addressed at the next Board meeting. Mr. James asked if this process would have to go through promulgation. Mr. White informed him that it probably would not if it does not affect anything except decreasing the fees, however, he will look into it and get back with the Board with a definite answer.

Mr. James informed the Board that the dollar amounts are in the Rules and Regulations on page 13, part 12. Mr. White stated that since the amounts are set in the Rules and Regulations the adjustment of fees would probably have to be promulgated. Mr. James proceeded to read the rules pertaining to fees to the Board. Mr. James then asked Mr. White if the proposed change should have already been submitted to a committee or even legislature for consideration. If it should have gone to the legislature, he wanted to know if it was too late at this point. Mr. White responded by saying that even if it needs to go before the legislature, it's probably not too late because they still meet even when not in session. Mr. James asked if the fee changes could still be approved before the renewal time at the end of this calendar year. Mr. White stated that he thought it would be possible and not a problem.

Mr. White asked Mr. James the reason for the fee changes. Mr. James responded there was a big outcry from the applicants that the fees were really high when the fees were first announced. That outcry, however, has decreased considerably-- almost completely, except for the students who are initially applying for the first time. Mr. James went on to say that if the funds keep building up, he believes it is only fair to treat the profession with courtesy and decrease the fees.

Mr. White stated a draft changing the fees can easily be done and submitted. Mr. James then asked the Board for input. Ms. Hollingsworth stated she could go either way. Ms. Hollingsworth said it was hard to say without knowing how much money is in the Board's funds. Ms. Hollingsworth expressed her opinion that money could be used for training. Ms. Hollingsworth also reminded the Board that \$10,000.00 were already being used for the website.

Ms. Hollingsworth further explained about the suggested training. Ms. Hollingsworth stated that members of the deaf community could be trained on what the license is for, how to file a complaint, how to advocate for themselves, the investigation process, and those types of things. Mr. James informed the Board he did similar presentations at the beginning of the licensure law. Mr. James asked Mr. White to find out the status of the Board's budget and to email the Board members with those result. Mr. James stated the status of the budget would give the Board guidance as to whether or not to proceed with the promulgation. Mr. White stated he would try to get the results by next week.

NEW BUSINESS

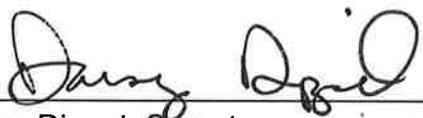
There was no new business.

OTHER MATTERS

Ms. Upchurch had an update on the list of applications. There are 226 applications and 25 pending. Pending means all documentation has not been received or they have applied online and the funds have not arrived. Mr. James wanted to know how many were out of State, BRI type applicants. Ms. Upchurch stated she only has the applicants' credentials and not any proof that any are out of State.

Ms. Upchurch asked if the Board wanted the website updated monthly. Mr. James responded by saying yes because the public schools check the website and wanted it updated monthly.

The meeting was adjourned at 2:59 p.m.



Daisy Dippel, Secretary

Approved on May 3, 2019