

**North Carolina Interpreters and Transliterators Licensing Board
Meeting February 20, 2015- DSDHH 1100 Navaho Drive, Raleigh**

- 1
- 2 Board members present: Jane Dolan, Jan Withers, Bethany Hamm-Whitfield, Wayne Giese, Lynn Capps
- 3 Dey, Emily Pope, Catherine Johnson, Pamela Smith
- 4 Board Members Absent: Ashley Benton
- 5 Staff Present: Jim Wellons and Caitlin Schwab
- 6 Guests: Rachel Ragin, Deborah Leisey, Cheryl Pfeiffer, Donnie Dove, Alana Beal, Craig Blevins, Andy
- 7 McKay, Kellie Stewart, Elita Hill, Martha Ingel, Sam Witter, and Lee Williamson
- 8 Interpreters: Susan Murdoch, Karen Magoon, and David Payne

Welcome and Announcements

- 9
- 10 Jane called the meeting to order at 9:05am
- 11 Jane welcomed everyone and visitors. The Board went around the table and introduced themselves to
- 12 the visitors.
- 13 Conflict statement read and no one expressed having any conflicts.

Approval of Minutes

- 14 Bethany: We are trying to make the minutes easier to read, and easier to understand. Does anyone
- 15 have any edits?
- 16 Jan: These minutes are very clear. I just have some small edits.

Motion Feb- 2015-01-(Giese/Dolan) moved to accept minutes as edited and seconded by Jane.

17

DPI- Raising the Standards

- 18
- 19 Jane: Sherri Vernelson is the Section Chief, Sensory Support and Assistive Technology Section at the NC
- 20 Department of Public Instruction and she reached out to Emily, and wanted to know if she could come
- 21 and address the Board. I let her know we would love to work with DPI, and offered her support to work
- 22 together for possibly having educational interpreters licensed. She was unable to come today due to a

1 schedule conflict because of the bad weather. The snow we had caused one of her meetings to be
2 rescheduled for today. Rachael is here from DPI since Sherri was not available.

3 Rachel: I'm seeing a lot of good things at DPI. I developed a policy that will need approval from the state
4 school board, to raise the score for EIPA to a 4. It takes about 3 meetings to get something approved.
5 We are trying to make changes in the state so that we can do the best job we can for children.
6 Cumberland County has a pilot project; Antwan Campbell is in charge of the program there. There are a
7 few programs we are working on. There are areas that have enough interpreters, but many places only
8 have one. We have received overwhelming support from the legislature to get these changes made.
9 The Interpreter training program is being looked at too, and how we can raise that standard for
10 interpreting so we can help people achieve the score of a 4 on the EIPA. I foresee it will take the whole
11 5 years for this step to be put into effect. We will continue with our trainings.

12 Bethany: How does the process work to get the policy changed for the EIPA standard to a 4? Is there
13 going to be a step up program??

14 Rachel: 3 years to get to a 3.5 and 2 additional years to get to a 4. We need to figure out a good solution
15 so we can get interpreters out in the field.

16 Pam: How does this affect the pay scale?

17 Rachel: The level 1 and 2 won't be applicable any more. I'm not sure if we are going to call them 3 or 4
18 yet, and it goes up to a 72, but it might be a little lower, as far as the pay grade goes. I have encouraged
19 interpreters, and let them know how many years of service they have completed. We have a lot of
20 interpreters, and we have tested 800 since it all started over the course of 10 years.

21 Jan: Just a little more background, the NC council for the Deaf and Hard of Hearing wrote a letter to the
22 DPI superintendent; that letter expressed their concerns about the need to increase the EIPA rate and
23 pay scale for interpreters working in the school system, and that letter also asked for a clarification for
24 what a language facilitator is.

25 Rachel: We do need to think about what a language facilitator is. They have a role to play when working
26 with deaf children.

27 Jane: It is a problem with cued language transliterators too. Are there any plans to work with the
28 standards for cued language transliterators, and have a standard for them?

29 Rachel: There is no path for cued language transliterators, and we are working on that.

30 Bethany: I went to an NCRID meeting last year, and they have concern about the high school students,
31 and transition for students graduating and transitioning to the community or higher education. Who
32 can people go to about these concerns?

33 Rachel: That would be me. We have been working with an organization that has teams that works with
34 transition, and as a result NC has developed a transition plan, and we are one of the 5 exemplary states

1 in the country. We are in the infant stages, and we are planning right now and would love to have your
2 help.

3 Jane: When I talked to Sherri Vernelson, she said she would love our help, and we can give a letter of
4 support. I don't know if she understood that the provisional license was good for 3 years, and then they
5 have to work toward full licensure. We are open to discussion if that standard should stay the same,
6 and that is a discussion we can enter into, and if DPI will work toward full licensure for interpreters.

7 Rachel: We have such a problem with facilities, but we have LEAs that are not reporting their hours. DPI
8 provided workshops in cueing and interpreting. We have to raise the standard and get whatever kind of
9 support there is to make that happen.

10 Jan: At the previous NC Council for the Deaf and Hard of Hearing meeting, Senator Tarte – one of the
11 Council members stated that he and others have been trying to brain storm how to develop a bill that
12 would support raising standards for educational interpreters. Another thing we are considering is the
13 climate The climate right now appears more favorable than what it was back in 2003 when the licensure
14 bill was first introduced. Back then, the educational lobby was strong, and if we had attempted to
15 include licensure as a requirement for educational interpreters, the bill would have failed. Do you
16 know what Senator Tarte is thinking for the bill amendment?

17 Rachel: No, I am hoping to get a meeting with him soon, and I'm hoping we are saying the same thing,
18 and I hope it's the support we want. I think their intentions are the same as ours.

19 Jan: Just one comment, the law is clear that licensure is not required for those interpreting at colleges
20 and universities as well as in K-12.

21 Jane: This may be a good opportunity to make some changes with educational interpreters, and get
22 colleges and universities to be on board with post-secondary educational interpreters too.

23 Bethany: I think NCRID was concerned as well, and when you work k-12 you need the 3 on the EIPA, but
24 when you work from the college you don't need credentials from DPI or licensing from NCITLB.

25 Rachel: It's a huge loop hole. A level 3 on the EIPA is about 65% competency, 3.5 goes up about 15
26 points. Level 5 is the highest.

27 Pam: Interpreters are not rewarded for receiving a 5, will they be rewarded?

28 Bethany: Compensatory?

29 Pam: yes.

30 Pam: As far as supervision it is kind of a hodgepodge and are you looking into that?

31 Rachel: Almost every state has very rural areas, and we are working toward a regionalized support. We
32 are all in that period of crunch.

1 Catherine: I was curious about your pilot program in Cumberland County. The mentors you selected in
2 the future, would they get paid for their mentoring? I know my students are highly motivated when
3 they graduate. I think it would be a great bridge for them.

4 Rachel: Those who just graduated are not ready for a mentor, around the 3.5 stage a mentor will push
5 through. I think it takes time to get that fluency.

6 Catherine: Can I see a written plan?

7 Rachel: We are working on that now.

8 Lynn: How many deaf mentors do you plan to have in the future to work with educational Interpreters?

9 Rachel: When we developed the pilot, we felt the mentors should be deaf and fluent. The challenge
10 with mentoring programs is getting everyone trained and doing the same thing to evaluate them.

11 Jane: I know Sherri was concerned with our provisional requirements, but like I said before it's for a 3
12 year period, does DPI want us to look at raising that level?

13 Rachel: 3.5 would be better, just for the start. I did speak out against that 3.

14 Bethany: Does Sherri want us to raise our level to 4 for a provisional license?

15 Rachel: I don't know about that but it will take a little work to figure that out. Everyone is going to have
16 to step up their game.

17 Jane: There needs to be a way to get into the profession and get some experience. I did want to point
18 out that there is a "P" in front of the provisional license so it will denote the type of licensure.

19 Rachel: I have always felt they need to carry a card with a number on it. DPI cannot go in and tell a
20 county what to do, we can support special training, and we will work with the problems, but we don't
21 have that kind of relationship.

22 Pam: Virginia has a weekend training to help people pass the QA. It was a revolving door, because there
23 was no pay incentive, people would pass, leave the school, and get replaced by someone who was not
24 qualified to work in the school.

25 Rachel: The ITP program especially CPCC doing training down there, we are trying to do a total
26 immersion work shop over the course of 3 days this summer.

27 Jane: This is really exciting and hopefully we can have a good partnership and make licensure stronger,
28 and make the interpreters in the school stronger. Thank you, Rachel.

29 Jan: Jane, that ad hoc committee who is the chair?

30 Jane: Pam, are you the chair?

31 Pam: Sure.

Inquires About Change in the Statute 90 D

1

2 Jane: We have had a lot of inquires about the changes in the law. Jan and I came up with a statement,
3 because we didn't have a formal statement, and we will put it on our website. Any comments,
4 questions or feedback? I would like for the board to adopt this today so we can release it as a formal
5 board statement.

6 Lynn: In regards to this improving some changes, I have gotten a lot of inquires about the educational
7 portion taken out. My concern is if the educational portion is removed I know that the Board follows
8 RID standards, because we follow the educational levels. What I am reading in the Boards statement is
9 that interpreters from other states can move here, and show they have the years of experience. Is there
10 a path way for them to transition?

11 Jan: A little background here is important. We realized many interpreters living in other states tend to
12 contact DSDHH before they consider contacting the NCITLB office. We realized many very highly
13 qualified interpreters were not able to work in North Carolina because they lacked a college degree. We
14 were seeing those situations again and again where people in the community needed an interpreter and
15 there were none. Deaf people are paying the price for our restriction. I remember the board was very
16 resistant about removing the educational requirements. Then the Board realized that RID requires a 4-
17 year college degree and has an alternative pathway option for those seasoned interpreters without a
18 college degree.

19 Jane: When the original statute was written they used the RID rules as a template. RID backed off of the
20 education requirements, and developed alternative pathways that would allow interpreters who were
21 qualified to interpret. In trying to come up with the best compromise, we took out the educational line
22 item knowing RID had that built it into their certification requirements.

23 Pam: Was there a discussion with working with the interpreters moving to this state, and working with
24 them on their education. I have never heard of a profession that removes the educational requirement.
25 Was that a consideration of adding a provision to the law instead of taking it away?

26 Jane: The Board's thinking is that we were not taking it away we were letting RID do that portion of it.
27 As Jim, the Board's legal counsel, will tell you we have to follow the law to the letter. If it says in the law
28 you have to have a degree, then we don't have that leeway.

29 Pam: We cannot add to the law?

30 Jane: You run the risk of adding all these amendments, and we wanted to do it so we don't have to
31 change it again.

32 Pam: I was very surprised that that had happened. I was there with the original committee and we
33 lobbied with the legislature, and we weren't thinking about people who wanted to move into this area.

1 There are very few interpreters in rural areas. The head of the educational interpreters came to us with
2 concerns that there are educational interpreters that are not qualified.

3 Jane: If you do have those people working in the court system file a complaint. If they are RID certified
4 then they would have to meet the education requirements of RID.

5 Rachel: I wanted to mention within the proposal that I am doing the level 3 and 4 requires a two year
6 degree.

7 Jane: For new hires? What about existing interpreters?

8 Rachel: They are probably grandfathered. There was a study that came out about educational
9 interpreters, and one interpreter from each state went, and they were tested on their skills and the
10 lowest tested skill was the reading and language. Educational interpreters need good skills to help kids.

11 Bethany: What are the requirements to sit for EIPA now?

12 Rachel: A high school diploma.

13 Catherine: How do you draw the line for anyone between a 2 year degree and a 4 year degree?

14 Jane: RID requires a 4 year degree, and that was the measure the Board used.

15 Jane: Do we have a motion to adopt the Board statement?

16 Jim: It's an accurate statement of the law.

17 Lynn: I have been getting questions from a community college asking me if the educational
18 requirements are not there why would the colleges want the 2 year degree program?

19 Catherine: I work in a 2 year program, but I also know 2 years is short amount of time and I encourage
20 my students to get a 4 year degree. Yes, it could hurt my numbers. I also think that deaf people deserve
21 the best interpreters you can get. In general students should be encouraged to get a 4 year degree.

22 Bethany: People that graduate from ITPs can use the 2 year degree to get a provisional license.

23 Jan: Anyone who has a provisional license with that 2 year degree still must finish a 4 year program to
24 obtain full licensure.

25 Catherine: Now the 2 year degree is one of the criteria that can get a provisional license, but now they
26 have to go step further and get a 4 year degree.

27 Jan: I remember the Board had a very long discussion about the alternative pathway that RID offers,
28 that will require many years of taking educational classes and workshops, and it's not like a person can
29 leave an ITP to get their RID certification right away. That's why we were accepting of that decision.

30 Martha Ingel spoke. (Her written statement is attached)

1 Elita Hill spoke. (Her written statement is attached)

2 *Break at 10:30*

3 *Reconvened at 10:48 am*

4 Jane: I would like to continue with one more person who requested to speak and then I want to open it
5 up to anyone else who would like to speak. We want to hear your comments.

6 Craig Blevins (written statement is attached)

7 Jane: Would anyone else like to address the Board?

8 Donnie Dove: How many of you are deaf? You have never walked in my shoes. Many of you don't know
9 the life of a deaf person. You are able to take life for granted and take life with ease. I got a speeding
10 ticket today, and I asked for an interpreter and was refused one, and they would not provide one in NC.
11 That is one example of how my life is different from yours as a hearing person. As a teacher I have to be
12 certified, and I feel you are lowering the standards to help 20 people. I fail to understand the
13 requirements for that, and I still struggle to understand. I struggle to understand this change, and I wish
14 you had gotten feedback from the community.

15 Bethany: I want to clarify Donnie's statement, "he is a teacher, and you have standards to get that
16 teaching certificate. The people that certify teachers do not lower their standards for people, why
17 should we lower standards for interpreters."

18 Cheryl Pfeiffer: I am a licensed interpreter. As I have sat here today and listened to the Board, it seems
19 the Board may not even be clear on what is required. It is 4 year grant as was pointed out. As an
20 employer of interpreters, I know that what is required of interpreters is the ability to self monitor.
21 When I am in the role of an interpreter I am the only person in the room that knows what is being said
22 on both sides of the table. What has been done by the Board, is that we have thrown out the rule that
23 requires education to become an interpreter, thus lowering the standards. I encourage you look at this.

24 Jim: you employ interpreters, can you expound on that?

25 Cheryl: I work for Fluent and as an ASL interpreter I understand what it takes to be licensed, and what it
26 takes to interpret. Most of the companies are not started by interpreters but by a business person. My
27 concern is that the person who could not be licensed and now can be licensed as a qualified interpreter.
28 We have several hundred interpreters in North Carolina I understand what is required to be an
29 interpreter. Bad move to take the educational interpreter clause out.

30 Bethany: Point of clarification. Provisional licensure process allows for the license to be renewed 3
31 times, and a person can be granted up to 2 discretionary renewals.

32 Jane: Anyone else like to address the Board? I do want to thank everyone for coming.

1 Martha Ingel: The law reads 4 years. Provided you get your initial license in October then renew 1-2-3,
2 and that means 4 years.

3 Jim: You are all right to a point. You look at sub part B. A provisional license is valid for 1 year. All
4 licenses need to be renewed every October 1. A provisional license is the same as a full license in that
5 respect. Then upon expiration Provisional Licensure may be renewed for an additional year. A
6 provisional license may not be renewed more than 3 times. The last sentence says the board may grant
7 an extension after the third time. (read from the rules that the board taking the original rule plus the
8 amendments, the rule states what the law state) Then is says the Board may in its discretion renew a
9 license a 4th or 5th time. We start out with 3 renewals by statute, and 4th and 5th time, but the board may
10 not renew a license a 6th time. The LRC reviews every extension requests, and there is no 6th renewal.
11 I'm not trying to contradict anyone, but it is in fact 3 renewals and up to 2 extensions.

12 Jane: I wanted to thank everyone for coming, and please submit any requests in writing to Caitlin, and
13 we will get the documents back to you. Anyone on the Board want to comment before we move on? I
14 think in the end we all have the same goal of good quality services for the deaf and hard of hearing.

Review Financials

15

16 Lynn: The balance as of Jan 31, 2015 in total assets \$140, 968.29
17 Total equity is \$141,267.57. Total income is \$74, 043.10. Expenses \$46, 230.88. Total income last year
18 was \$74, 489.24 and this year \$74,043.19. Deposits this year so far are \$751. \$263 and \$63.84.

19 Jane: Any questions for Lynn?

Statement of Economic Interest and Ethics Training

20

21 (Jan passed out a hand out about the ethics training and what is needed, and what is involved in it.)

22 Jan: As your ethics liaison, I am your liaison to the NC Ethics Commission. This is just a reminder to file
23 with the commission every year an SEI ("Statement of Economic Interest"). If you have no changes from
24 the previous year's filing, you can use the short form. It is very important you do this prior to April 15. If
25 you do not do this before April 15 you will incur a civil penalty. Now for the training, all of us are
26 required to go to ethics training every 2 years. The NC Ethics Commission sent this to me in June 2013. I
27 will contact some of you individually to let you know that it is time for you to take that training. For
28 those of you soon leaving the board but still have training due prior to your departure, I called the Ethics
29 Commission about people who are soon leaving the board, and the response is legally yes, they must
30 take the training but given this circumstance...the response left it open.

1 Jim: To be on the safe side those people that are soon leaving the board still need to take the training. It
2 would be safest to take the web training. I know every one of you is ethical. It's the law so I would
3 recommend that you take the webinar training.

4 Jane: the training takes about 2 hours. Set aside that amount of time to take it.

5 Emily: I just did it and it does take a few hours.

6 Jim: The training is in modules so you can take different modules at different times.

7 Jane: When are we supposed to have the completed?

8 Jan: I will email everyone individually and let you know.

LRC report

9

10 Bethany: I don't have much to report. We have had 1 new case open, and Jane is going to chair this case
11 because I have recused myself due to a conflict of interest. We also have a point of clarification that we
12 need to follow up on with another applicant.

13 Jane: Even though Ashley is not here today I would like to still meet for just a few minutes to discuss the
14 new case.

Central office report

15 Caitlin: Current licensees- 467
16 licenses issued since 10/1/2014- 27
17 Issued since last meeting-8
18 pending-3.

19 Jane: Caitlin made a form that can go to fill out for committee meeting minutes. She will send everyone
20 an electronic copy.

Audit system for renewal

21

22 Caitlin: I lay hands on every renewal, and that people report on the renewal if a class is face to face or
23 online, and I want to know what the Board wants me to specifically look for.

24 Jane: What should that process be?

25 Bethany: Caitlin lays hands on every application that comes in, and my suggestion was after everything
26 comes in, for example during the board meeting that takes place after the renewal period has passed to
27 have Caitlin and I perform a random audit, maybe pull every 15th application.

1 Pam: Will you notify the licensee that they are being audited?

2 Jan: To answer your question, Pam - I remember I sent an email to Jane where I pulled some information
3 from my paperwork for my counseling license, and suggested that we add similar language to the
4 renewal process.

5 Jane: It could be on the application itself, which makes people aware they could be audited. I think that
6 is something that the LRC could review. Looking at the application for the upcoming renewal season
7 the application can be edited.

8 Jane: At the next meeting bring in the renewal application with the wording.

9 Jim: Send me an electronic copy so I can review before we bring it to the board.

10 Jane: Jan sent me an email about what are on other applications.

11 Caitlin: Bethany and I came up with a provisional extension request checklist.

12 Bethany: This is a working document and open to feed back.

13 Jane: This is a good start. With the LRC with people going on and off of the committee this is good for
14 consistency sake.

15 Caitlin: I can add a place in the database to talk about what granted the discretionary renewal.

Policies and Procedures

16

17 Jan: First off I must give thanks to Jim; I would not be able to do this without his work. Now for some
18 background, as you said we do have a lot of turn over, and we do have one person that stays, and that is
19 Jim. I thought we could go ahead and put something is writing that will guide us with the document
20 about how we run this board. We then met with Ralph Bizzarro and Jim Thompson, they work at our
21 management company, and they helped us write them. I think the document is ready for a vote or
22 feedback.

23 Jane: We wanted a place where the new board members could go and look for an answer to a question.
24 Jim did a great job starting this document and having the excerpts of the law as a basis for the different
25 sections in the document. It is not as stringent as bylaws would be, it's more of a policies and
26 procedures manual. Any questions?

27 Pam: Under section 8.12 Public access to disciplinary actions. That might be a section that might be
28 changed after the disciplinary action committee report.

29 Jane: We can make changes to our policies and procedures at any time.

1 Jan: I do recall that was the one section realizing that the committee was meeting on disciplinary
2 actions.

3 Jane: As for the document as it is today do we have a motion to accept it the way it reads today?

4 Jan: I'm wondering if we want some time to read that section and we can make a motion after we hear
5 the findings.

6 Catherine: I think it might take a while to decide what to do with the website and to put up any
7 infraction, and that is something to consider.

8 Jane: If we go ahead and vote on the document as is, we can take action to edit the Policies and
9 procedures at that time.

Motion Feb- 2015-02: (Smith/Giese) I move that we accept the Policies and Procedures as they are written.

10 Bethany: Should this be posted online?

11 Jim: I think it should be posted online for easy access.

12

Term expirations

13

14 Jane: We have quite a few who are rotating off the board.

15 Jan: We have Jane, myself (Jan), Ashley, Wayne are all finished 2 terms. Jane represents cued speech
16 transliterators, myself (Jan) representing DHHS, and Ashley representing the deaf blind, and Wayne
17 representing the Hearing Loss association. Someone needs to draft a letter of recommendation to the
18 senate pro tem.

19 Jane: I have a few people in mind that I would like to recommend.

20 Jan: I will be happy to provide the contact information for the senate pro tem. What happens at that
21 point is the senate has a bill with all of the people that will be appointed to different boards and
22 commissions and we might not know until July. Bethany and Lynn both need to be reappointed. I just
23 called the governor's office of boards and commission and they asked that your association send
24 recommendations, and make sure you send a resume.

25 Jim: Until a replacement is found you remain on the board until you are replaced.

26 Jan: Thank you for mentioning that Jim, the governors' office recommends ASAP, but they need to
27 understand that the board needs to discuss possible options, and talk to NCDDBA about finding a possible
28 replacement. I will contact NCDDBA, and Wayne can you contact the hearing loss association?

1 Wayne: I informed the Hearing Loss Association 2 years ago that they need to find a replacement for
2 me on the Board. Their next meeting is in March, and I will remind them.

3 Bethany: Does the department name someone for your position?

4 Jan: I can make recommendations but it is up to the DHHS Secretary. One more thing we need to think
5 about the change out of officers. There are two people who are officers, and maybe wait until August's
6 meeting to make a vote of who would like to be chair and vice chair.

7 Jane: It would be better for someone who has been on the board for a while to fill those roles rather
8 than a new person to the board.

9 Jan: Should we vote in June then?

10 Jane: Is there anything Caitlin needs to do to get people appointed?

11 Jan: I have not thought about that? We can talk about that offline.

12 Bethany: For Lynn and I should we send that to Caitlin or the senate pro tem?

Planning NCRID Conference

13

14 Jane: Bethany is the NCRID representative, but Pam is the chair of that committee. We are going to the
15 conference, and we are going to have a board meeting from 1-5 on June 25th and NCRID has a space for
16 us to have the meeting. On the 26th the Board will be making a presentation at the NCRID conference.
17 Half presentation and half public forum.

18 Bethany: The space is a very nice meeting space at the University Hilton in Charlotte. Any materials they
19 have sent out does have our board meeting listed on the agenda. The next day we do have the forum
20 from 830-1030 that is CEU bearing. We are also having a joint conference with NCAD. It will be great to
21 have that joint conference with the deaf consumers. We will need the AV needs that we have from last
22 year. We need to send out a call for a list of questions.

23 Pam: Is there a list of what I need to do to get this all done?

24 Bethany: Last year we had a few board members answer the questions, and have a power point
25 presentation, and we had time for spontaneous questions.

26 Pam: I was going to ask if we had last year's presentation.

27 Jan: In regards to what to include in the presentation, we can mention things like requesting extensions,
28 and issues that come up that Caitlin often has to answer. The information about the audits that we will
29 be doing, issues with CEUs and reporting those accurately.

1 Catherine: I think it is interesting to ask the public about what they want us to talk about. The Q&A
2 session is great, but if they want to talk about specific issues we can find out what that involves.

3 Bethany: We can send out an eblast now to see if there is anything that the public wants to hear about
4 during our presentation.

5 Jane: Something else to address are the changes that DPI is working towards. Also one thing that people
6 were happy with last year was the financial slides with the slides and graphs to show people where the
7 money goes.

8 Jane: Any other thoughts?

9 Bethany: I think Pam and I need to get together and discuss the Board's needs during the workshop
10 time.

11 Lynn: I was thinking about what Craig Blevins was saying today, and that the Deaf community being
12 unaware of what was going on. It seems they are unaware of their rights, and that they are unaware of
13 who they are to go to about these issues. Maybe we can have a presentation of the NCAD and get their
14 input on this. Maybe we participate in the NCAD events to let them know about the law changes.

15 Bethany: I think that the video Ashley has been working on would be great in that aspect.

16 Jane: Ashley can talk about her project that DSDHH is working on, and that video Ashley is working on so
17 we can educate consumers.

18 Lynn: The NCDDBA conference is in March the second weekend in March, at Atlantic Beach. Valerie,
19 Ashley, and Bethany went last year.

20 Pam: Are DSDHH doing any town hall meetings?

21 Jan: We are in talks but they are not happening soon.

22 Pam: To let the everyday consumer know they have rights.

23 Jan: One possibility we have is it is best to go wherever the deaf community is, and maybe do a
24 presentation.

25 Lynn: I know there are some special events for the Deaf Seniors of America. It's a great group with a
26 very diverse population.

27 Bethany: I heard that will be a big event, and it would be good to have people go.

28 Jane: I think we should discuss different events that we could attend.

29 Lynn: I went last year, and it was packed. I thought it was a perfect place for everyone to listen to their
30 right of interpreting services. I will let the Board know more if I hear anything. We need to reach out to
31 the Black Deaf Association too.

- 1 Jane: Is there someone that would volunteer to reach out to those groups?
- 2 Lynn: We don't get a lot of Deaf people to attend if they have other choices of places to attend. I can
3 help you get information and event names.
- 4 Bethany: I suggest we make a list of events we should attend. Not the full board but have a few reps at
5 each event.
- 6 Jane: It does not need to be a long presentation, just a short informational session and explain the law,
7 and what they can legally do, and how to file a complaint, and maybe have just a few minutes.
- 8 Bethany: Maybe we can use the NCRID PowerPoint.
- 9 Jan: NCAD and NCDDBA had a practice presentation to help tweak the script of the video, and we can use
10 that power point for that presentation.
- 11 Lynn: When is that video going to ready?
- 12 Jan: It has been a struggle; we are looking for a replacement production company for the video.
- 13 Jane: would you put together a list for some events of possible event for us to go to?
- 14 Lynn: Sure, I can reach out to others that are not on my list, and I can reach out to groups that are over
15 looked.
- 16 *Break for lunch 12:10 PM*
- 17 *Reconvened 12:46pm*

Ad hoc Committee for Disciplinary Actions

- 18
- 19 Pam: I worked with Bethany, and Catherine on this topic, and we had to decide if the public has the right
20 to know. (Read from the rules and law). NCITLB has the right to investigate any complaint, or any
21 misconduct. Should consumers know and make choices? What are other states are doing? Wisconsin
22 (link in power point took us to their website). Wisconsin has a licensing board that does publish the
23 findings, and what the person has been found to have violated. The additional link will take you to the
24 legal document what the findings were. Missouri is very strict; they have lots of things they include. On
25 the webpage is on the complaint form, "disciplined licensees" is easy to see, and if you click on that it
26 brings up their court document. For the state of Iowa, the information is posted and it is similar to the
27 other states, the same type of legal document pops up. Missouri has a lot of cases that they have taken
28 care of in the state of Missouri. They must be really working on that.
- 29 Bethany: I would say the amount of complaints we receive is growing because consumers are more
30 aware that they can file a complaint.

1 Pam: In Kentucky they have a very elaborate system. They all have the same format, and have the link
2 to the legal document that describes what happened. It feels strange because you see people's names,
3 but we have to remember we are providing a service, and we need to keep people from working if they
4 should not be interpreting.

5 Bethany: I think Pam found all these sites and she was able to guide our committee, it is up to the Board
6 to decide how much information to include on the website. A few sites had just a list of the findings
7 involved and the fines. In my opinion it is important to start with a little information, and explore more.

8 Pam: RIDs newsletter posts people violations. I don't think that is right. I think we should have a place
9 people can go to. The goal of the licensing board is to protect the consumer. In conclusion the
10 consumers have the right to know. We decided and the Board can make the final decision, it is
11 important for the board to be accountable for letting people know that information.

12 Jane: I think it's really important to hold people accountable. The fines are written into the law, but that
13 for me is a big deterrent having your name on the website.

14 Bethany: Something else we need to assess is how long to leave the information on the website?

15 Pam: Some states have it posted from the beginning of the licensure board.

16 Jane: How much information should we put?

17 Pam: we would like input from the board.

18 Bethany: We can email this presentation to the Board and we can look at the different websites, and
19 maybe come up with a sample of a short hand version and a long hand version, with Jim's Input.

20 Jane: One thing that occurs to me, that maybe all that information posted on the website is confidential
21 information.

22 Jim: You will find findings of fact in the other states letters. I encourage you to look at the PDFs, and
23 read the information. You could put the decision letter with the findings and conclusions. It can be
24 misleading at times. I suggest maybe that we just post the fines.

25 Bethany: Will we have to wait for the appeal process to be over?

26 Jim: Once the LRC has the final finding that is public record. If there is an appeal then it would have to
27 be removed, but after the new findings you would post the new findings on the website. You should
28 post all the documents after the final findings.

29 Bethany: I agree with Jim, I think posting the facts and findings would be best.

30 Pam: I'm in favor of posting what is ever legal and appropriate, and what would help consumers.

31 Jim: The only thing we have found is people breaching confidentiality, and people interpreting without
32 a license. I don't think we have revoked a license.

1 Jane: We had 1 suspended license.

2 Jim: The suspended licensee must keep their license in good standing.

3 Bethany: We should send out the findings and fact out to the Board to everyone, and vote in June.

4 Jane: How many states did you look at?

5 Pam: 6

6 Jane: Pam will send that out to the full board, so at the next meeting we can have an official proposal,
7 and think about how long would we want the actions on the website, do we want time specific?

8 Jan: Whoever sends that email out can you also send the questions Jane just asked?

9 Jim: I don't think there is anything that will require you to take any information down after a certain
10 amount of time. Under the public records law we are obligated to provide any information that a
11 person asks about. Once something has happened it has happened, and you can't change that. We are
12 not required to expunge records, and if you are satisfied with what is available and you have voted to
13 take action about it, then you should not have any fear about posting it to the website. You don't need
14 to be too afraid of once it goes up it stays up. You cannot change a public record law.

15 Jane: Pam, we look forward to getting this information from you.

16 Jan: Would it be a good time to go back to the policies and procedures?

17 Jane: If we aren't passing something today do we need to do that today? Let's look at it.

18 Jim: 8.12 does not say anything other than what consumers are allowed to have under the law. I
19 approved the current form of the policies and procedures. It is there for the easement of the staff so
20 they can consult the document without having to call the chair or legal counsel.

21 Jan: So if anyone wants to make a motion, we could adopt it with the understanding we would have an
22 additional citation.

23 Pam: Can we do that?

24 Jim: you can have a motion to adopt the polices and procedures as circulated today with an
25 understanding that 8.13 will be completed at a later time. Right now 8.13 just has a header. I have seen
26 boards get into trouble with motions they have made in the past, and not remembering what was
27 approved. You could approve the document and write in that we accept as is, and have 8.13 edited at a
28 later date.

29 Jan: I was talking about 8.12, and you possibly putting in an additional citation.

30 Jim: I don't see the point in holding up the document to cite a citation, but you can include that counsel
31 will get the information to your administrator, to be added later.

Motion Feb- 2015-03: (Hamm-Whitfield/Smith) Amended motion 2: that the NCITLB adopt the NC ITLB 2014 Policies and Procedures as is, with the deletion of 8.13 to be worked on at a later time. We also give authorization to legal counsel to provide the Board administrator with statutory citations for 8.12.

1 Jane: Before the next meeting it would be good for that committee have something ready for that
2 section. The next meeting is June 25th.

3 Jim: I usually don't attend that meeting, but if you need advice on the document get it beforehand.

4 Jane: We did incur many legal fees and we were did decide not to invite us in the past. We do try to be
5 fiscally responsible.

6 Jim: The better form is to have it written out, and have that motion made.

7 *Tabled FAQ regarding SSPs.*

8 Jane: So the last item is the update on the OLA report. The refresh everyone's memory, we received
9 notice from the office that the results of the report at the end of last year, they ordered a review of all
10 the Occupational Licensing Agencies (OLA). It gave us a very short time to respond, and they took
11 responses until January 2nd. The report was issued, and the program evaluation division evaluated all
12 OLAs in NC, and gave recommendations. We submitted a response. An overview of the findings were,
13 what they used to evaluate the different agencies was cookie cutter and it didn't fit into the form, and
14 we didn't get a good score. They looked at things like public harm and they gave us a low score, and we
15 said we are the bridge from the high scoring and agencies, so we help protect. They compared
16 complaints and we are a smaller board, so how can you compare us to other boards with thousands of
17 licensees. Disciplinary actions were also looked at, but the year they looked at didn't have many
18 actions. The letter is posted on the program evaluation website. They looked at other states, if less
19 than ½ of the states in the country have licensure, then we got a zero. We should be applauded for that
20 because we are in the forefront of getting licensure. Since they presented this report to the general
21 assembly, they have posted this report on the joint legislative over site committee website. We are 1 of
22 12 agencies they want to look at further, because of the scoring we just went over. Right now they
23 forwarded that report, but nothing is happening right now. They recommend over site for all the OLAs.
24 They are having a forum that I will be attending, Best Practices for OLAs, they want our board attorney
25 to attend as well.

26 Jim: I know about it.

27 Jane: It's on May 5th and it's a forum that will have best practices for OLAs. They are going spend the
28 day going through all of the recommendations. I would recommend, since I am cycling off the board,
29 that others attend the meeting as well.

30 Jim: It's at the office of one of the other licensing boards. I think it is at the CPA board. There will be
31 further announcements. The GA had their staff do this study to evaluate whether or not they have gone
32 overboard with all of these licensing boards. I think another aspect of the inquiry if that the GA should
33 have the licensing boards staffed with their staff. I think if you look at some of those WebPages that

1 there is one agency that staffs all of the licensing boards. Here each board is responsible for its own
 2 management. The GA decided it was time to review why all the boards exist, and if there should be an
 3 overall government agency there for staff report.

4 Jane: It was recommended that the state not adsorb all the OLAs and be responsible for them. I think
 5 this is their first attempt to establish uniform guidelines for all the OLAs. We are all members of our
 6 profession and it would be good to have best practices guidelines.

7 Jim: There are some members of the GA that think there is not enough over site. The office files reports
 8 regularly. The question they are asking is if the over site is enough.

9 Wayne: Thank you to everyone who was on the front line and under the crunch to get the information
 10 out there.

11 Jane: Ralph and Caitlin will keep us on track, and let us know what we need to do.

12 Bethany: Jim will you be able to attend May 5th?

13 Jim: I put it on my calendar; I don't have a conflict at this time. It seems to be an unofficial response
 14 rather than a legislative mandate. I'm curious what their agenda will be, and whether it is worth my
 15 time. You cannot lobby at the GA, when I first got that message it looked like the boards were trying to
 16 get together and lobby. If it is truly a matter of working with the GA and something positive comes out
 17 then it can be beneficial.

18 Jane: I will forward any information we do get about that.

Action Items			
Bethany	Follow up with RID with the changes to the website regarding the changes in 90D.	Feb 20	In progress
Bethany, Jan, Lyn	Will write up the roles of SSP compared to CDI and will submit their work to the board for their feedback.	Feb 20	Tabled, in progress
Pam(chair), Catherine, Bethany	Ad hoc committee have the disciplinary actions for website details worked out.	Feb 20	In progress
Bethany and Caitlin	Work on a possible audit system for the 2015 renewal season.	Feb 20	In progress
Bethany and Caitlin	Come up with a checklist of what is required to request an extension of a provisional license for 2015 renewal season.	Feb 20	In progress
Pam (chair) Ashley, Bethany	Ad hoc committee to present at the conference forum	June 25	In progress
Jane & Jan	Draft Bylaws/ SOPs	Feb 20	complete

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2 Jane: Any comment or questions for the day? We do have a quick LRC meeting.

3 *Adjourned 1:49PM*

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