

## NCITLB Forum

### NCRID Conference 2016- Charlotte NC

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Comments received from the audience:

Daisy Rivenbark

-I am in the Wilmington area, and sitting in this forum I am happy to see all the new faces on the Board and I see you are encouraging people to file complaints or make a positive comment which is great. I know there are many people where English is not their first language. Is there not a place where a deaf person can record a vlog and submit the video and that be entered onto the paperwork? I think a good suggestion would be to have something like this so you could open the lines of communications for the deaf community.

Pat Hauser

-Greensboro, I was wondering if there can be more information about complaints that have been filed and how they will be posted on the website.

Bethany: The only thing we would ever post on the website is if the complaint has been substantiated. During the LRC (Licensure Review Committee) meetings we discuss the complaints, and we determine after an investigation if the complaint is substantiated. We would only post items on the website if after the investigation is complete, and after the person has had time to make an appeal. Some other states post basic information, while other states post the legal documents on the website with all the details of the complaint.

David Payne

-I'm from Greensboro, NC. Are there any statistics that have been compiled that show how many years it takes to get a full license versus a provisional license? How many people have lost licenses due to not earning another credential? How are people earning the full license via EIPA or the NIC? The current number of licenses is 523, and I know that the number issued was higher than that. Can we get some more information on why that number drops?

Elita Hill

-I am from Charlotte. Did I hear correctly that the Board's Legal Counsel is from the Department of Justice? I understood that they are from the Attorney General's office. And now from DOJ?

Craig Blevens

-Yadkinville, I'm the President of NCAD and I see how there is a way to file a complaint but is there a way to provide positive feedback or comments for the interpreter? I think it needs to be more clear if there is a way to provide positive comments

Blake Cook

-Out of State I understand the requirement for in person workshops as opposed to online. I have taken some workshops online and sometimes you get more face to face time with people during the online workshop. Can we get some clarification on this?

Delia Letza

-My concern is with this large number of people that need to be licensed in order to save licensure. My concern is that 1,500 is such a large number, should we contact our legislatures?

Bethany: My understanding is that this is stemming from the dental board case and I think that contacting your legislature is a good idea.

Kellie Stewart

-Charlotte, I wanted to ask the question about the collection of statistics. Those who get a provisional license, that they can get a three renewal, and up to two extensions. So a person can hold a provisional license for up to 6 years. Has anyone ever been denied an extension?

Bethany: I would have to research that and get back to you with that information. I know that we will be reaching out to former Board members and see what the rationale was for the discretionary renewals.

Martha Ingel

-Charlotte. First I think its is important that licensure is in serious jeopardy. The OLAs (Occupational Licensing Agencies) that are on the list are in serious jeopardy of being removed. I think it is important that consumers want to reach out to their legislatures and let them know that. Practitioners have a self interest, and if there are less people we make more money, but it can't be like that. The Board has been pretty wide open about the number of people they license. There have only been 21 complaints in 11 years. It may have something to do with the fact that deaf people have to file a complaint in writing, or it may be the deaf person might have to go and talk to a person in the resource center, about something that is very private. It may be that after a complaint is filed is that is public records. There is the issue once a complaint has been filed what happens to that complaint? In the 11 year history of the Board, there have been 3 cease and desist orders, and 4 times the board has been unable to

substantiate the complaint, and 1 case no evidence of a violation. 1 warning to a business for hiring the person, and 4 with mitigating outweighed the aggravating. There have been a total of \$700 in fines from interpreters. My question is what we are doing in this to protect consumers? I think we need consumer protection in place. What are we going to do to protect the consumers and the deaf people, so that deaf people have their rights and privacy protected. The law was written years ago, and the profession is changing. It has been shown that provisional licensees need to be supervised. We know you must have an education to do this job so once we save this it is really important that we have this law worth keeping

Bethany: We have a subcommittee looking into how to protect the public when it comes to complaints and public records requests. We are looking at other boards and seeing how they have protections in place, and we do have the public records law in effect. We also have another subcommittee in place to revisit the law and strengthen the law.

Ginny Moorefield

-From Raleigh, NC. I have been way out of the Board loop and way out of the interpreting loop for years. I have some colleagues who are frustrated with the extensions of the provisional licenses. They are frustrated with the feedback from the NIC. Are there resources provided to these people to figure out what they are doing right, and are there are feedback resources, for people so that they can hone their skills, and help encourage that success and them earning a full license?

Bethany: NCRID does have mentoring programs and in terms of the NIC I am not sure about how they will continue. I think you should ask that question to NCRID later today at their meeting.

Shallon Turner

-I support the Board for a lot of reasons and I feel I am a skilled interpreter. I was a person who was frustrated with the NIC, and I can't pass the NIC because of the high fail rate, but the system is broken. I am concerned with the field of interpreters, with the moratorium in place; there is one avenue of getting a full license, and it is taking the NIC. I do have a concern with the profession and NC is going to start feeling the burn. We need to stop making blanket statements that provisional licensees are not qualified.

Bethany: I think RID has gone through a lot of changes this year, and back when licensure was set up you had to get a credential through the NIC or a cued language score. It has been suggested that we open up and accept the BEI or another test. I think that you should express your frustration with the NIC with the RID rep. Josh Pennise who is there at the conference, and RID is looking at the NIC and seeing if the test needs to be changed. I would reach out to Josh

and ask him some questions. As a Board we are revisiting that option and seeing if we are able to accept more tests. This Board does not give a test or credential anyone. RID is the national credentialing body for ASL interpreters.

Earl Elkins

-I have written my legislatures, I just wanted to say that people try to empathize with the consumers, and the state of NC needs protection just as much as the deaf consumer does.

Pat Hauser (second comment).

-I know as members of the licensing Board you are not permitted to lobby what are you permitted to do? You were appointed by the senate or the house, but have you all had the opportunity to contact the entity of whom you represent and let them know what is going on? I know some groups are working on that.

Bethany: I have tried to reach out and we have encouraged board members to reach out to the different communities and entities they represent. We cannot lobby but we can inform.

Kelly Owens

-From Greensboro, NC. I assume the license number on the board's website is the year and number in order of when the person was licensed? So that is about 400 people in 11 years who have moved, changed paths, and that is about 36 people each year that are no longer licensed. Where are they going, what is happening?

Tzena Keyes

- I have a question about the board, have you or will you, from the board office, be able to send out a mass email to licensees about the legislative issues that have come up?

Bethany: The Board members can inform on an individual basis, but the Board would not be able to send out an email because it would be considered lobbying.

Richard O'Dell

-I am from Greensboro, NC. If there are people working without a license, what is being done? If you work in the school system there are people who are working K-12 and they are independent contractors, out there saying they do not need to be licensed. What are we doing about that? Why doesn't the licensure law require educational interpreters to be licensed?

Bethany: When the law was originally written, DPI (Department of Public Instruction) did not want to be involved. So that is why in K-12 and post secondary you do not need to be licensed.

Richard O'Dell

-Can we look into accepting DPI interpreters and folding them in?

Bethany: DPI is separate, and DPI has started a pilot project, and has been raising their standards for interpreters. In reference to the non-licensed individuals prior to the dental board case we used to be able to send out cease and desist letters and now we might have to go about it a different way.

Jeff: Speaking to what Martha said and what Richard said, it is important to police each other, and to hold each other accountable, and if we can't hold each other accountable how do you expect deaf consumer to do that?

Craig Blevens (second comment)

-In some of the discussions especially about policing each other, I think there should be some sort of "how is my service" card. That may be an avenue for us to get positive feedback. Some communities allow for that, but many don't allow for that. That could be a way to do that.

Bethany: It is important for interpreters to know when they are doing well.

Antwan Campbell

-Fayetteville. I do know that the lack of the educational requirement is back into the law?

Bethany: Are you speaking about what was said yesterday during the NCRID meeting? About the post secondary educational interpreters being exempt from licensure?

Antwan: Yes

Bethany: There was a concern by NCRID that DPI regulates k thru 12 interpreters but a post secondary interpreter is not regulated by NCITLB or DPI so NCRID has discovered a hole that they think needs to be filled.

Pat Hauser (third comment)

-When we were in the process of establishing licensure we went to DPI they said that licensure "sounds like a good idea" , but they would not allow any outside entities to have any power over their employees. At that time there was only a HS diploma needed, and the DPI has since raised their standards.

Janet Beattie

-Triangle Region. I wanted to follow up on Jeff's comment and that we need to be helpful to each other as consumers. If I find out about something on a consumer end I can turn around and empower the consumer. Jeff did you mean more by your comment?

Jeff: First always talk to the person before you file a complaint, and I am talking about people who are not licensed, if you know about someone interpreting and that person is not licensed then a complaint should be filed.

Bethany: You do have the right to make a complaint and there is a public records law.

Ginny Moorefield

-Can we look at the number of Provisional and full licensees and see who has a full 4 year and who has a 2 year degree. So that way we can see how people are getting licensed?

Bethany: We can look into that.

Craig Belvens (third comment)

-I do support the interpreting field, but the legislature does not see that, and we need to get the number of complaints up, and even if we added in positive comments, maybe that will have a positive impact.

Bethany: When we looked at the PED report and we had a low score on their rubric, and we are statically a smaller board and they (the Legislature) didn't think we had any impact to public safety. We (The Board) wrote back to The Legislature and let them know we did let them know we do impact public safety, and their rubric was flawed.

Martha Ingel (second comment)

-There is also an interplay of federal law (Americans with Disabilities Act), any post secondary school that does not comply with the federal law, and if they do not provide adequate help for people, but there is that mechanism, and that said we do need to look into incorporating post secondary schools. We need to look into the law, and what a cued speech person, interpreter, SSP, and sight translator, and oral translator does. There seems to be this "big misunderstanding" does the licensure board represent the agencies from where they come? Does the NCAD rep represent NCAD, etc. There maybe a courtesy recommendation from there organizations. When I look at the regulations I think its important we understand how this board represents us.

Bethany: We are not a constituency, we are not elected, but we are an appointed Board. When I am on the Board, and we are having discussions, I am speaking on behalf of me. I am following the scope that is set before me. I speak from being a member of NCRID, and with that said I do try to go to an NCRID board meeting, and I will bring items to the NCITLB.

Daisy Rivenbark (second comment)

-I have 2 questions. Often, what do you do with the grandfathered licensees?. Will that be added or will that go away? I have been hearing talk about the legislature and the laws and I think we are missing something. We are not just people being involved and commenting where are all the people of NC? I know there are other groups, Black deaf advocates, Black deaf interpreters, NCAD, and NCRID are doing a lot. I feel there is something missing from this conversation, and during the power point presentation, you talked about the town hall meetings, an reaching out to groups, you have to go to the people. I know Kevin talked about the events and if you guys can come let you know. You can look online and see the events. I want to see your motivation and your heart. If we want this to improve for all how can we look at this.

Bethany: With grandfathered licenses there was a time at the beginning of licensure where the potential licensee had 6 months to get that license when the law was first enacted. People must renew that license ever year, and they continue to renew that license until they retire. In response to the national black deaf advocates, and when this board was formed. I am not sure what the reasoning behind who was added to the board and what groups were around then.

Connie Hutchinson

-From Louisburg, NC. The Board is created through the law that is passed. The board's job is to interpret the law that is their purpose. I do believe strongly that the boards interaction with the community, is as a legal authority, and do think a lot of what we talk about and what we want from this board. This board is limited by what they can do and I think that is because they were created by the law. Communication is important, and the board comes to us with that veil of authority, and I wanted to offer some words of encouragement and we are experiencing a lot of influx, and we don't know what will happen a year from now or 6 months from now. I am frustrated with my national leadership right now (at RID). I am frustrated with the general assembly right now and them looking at taking away licensure. We can contact our senators, representatives, and Caitlin (in the Board office) any time we want to. We need to remain encouraged, and we need to remember we are doing good work.

David Payne (second comment)

-Can you give a summary of the current discussion of the current interpreter versus SSP discussion?

Bethany: There has been a question posed to the board about the roles of SSPs and is that interpreting, and we have gotten together to figure out if the SSP role is interpreting if they need to be licensed. We need to look at the law of how interpreting is being defined. We have put legal counsel on that, and I think resources are varied, and need to look into if that person who is an SSP needs to be licensed or not.

Thank you again NCRID for inviting The Board and it is always a good discussion. We are a community wanting to provide services and a sense of community and we need to do that together. If you have questions I am not able to answer please let us know. Our meetings are open to the public. Have a great conference.