

**NC Interpreter and Transliterater Licensing Board  
August 24, 2018 – Paragon Bank - Raleigh, NC**

1 Board Present: Bethany Hamm- Whitfield, Pam Smith, Jeff Trader, Jaime Staley, Donnie Dove, Jr, Kevin  
2 Earp, Kim Calabretta, Emily Pope, Lauren Pruett

3 Board Staff Present: John Green and Caitlin Schwab-Falzone

4 Interpreters Present: Mark Lineberger, Kirk Fowler, and Sarah Wheeler

5 General Public Present: Lee Williamson, Catherine Johnson, Treva Haynes

6 Called to order at 10:04 am

7 A quorum was established with all 9 members present.

8 The conflict of interest statement was read, and no conflicts heard.

**Approval of Minutes**

9 Pam asked everyone review the minutes from the June 8, 2018 meeting and suggest edits.

**Motion August 2018-01 (Pope/Pruett) I move we accept the June 8, 2018 minutes with suggested  
edits Emily, second Lauren. No Discussion. All in Favor. Motion Carries.**

10

**Voting of New Officer**

11 *Voting for new officers was tabled until the October 26 meeting.*

**Meeting Dates for 2019**

12 Meeting dates for 2019 are as follows:

13 February 22, 2019

14 June 28, 2019

15 August 23, 2019

16 October 25, 2019

17 Discussion about the location and date for the public forum took place.

**LRC Report**

18 Pam talked about the standing LRC meeting dates for the provisional license extension requests. We  
19 have had two complaints since the last meeting. We have a meeting today after the Board meeting.  
20 The most recent complaints have had two LRC members recuse themselves from the complaints, and  
21 the Board chair has appointed a temporary LRC member to sit on the committee (Lauren Pruett). The  
22 temporary LRC member is trained and knows LRC procedure.

23 Jaime had some questions about the LRC procedure and processes.

24 Pam talked about some new LRC standards, about when interviews are done the interview notes are  
25 sent to the person who the interview was done with to make sure they are comfortable with their  
26 statement, and they are free to add anything and take anything out if needed. They approve their  
27 interview.

1 John talked about the very thorough process that the LRC has done since he has been involved. Some of  
2 the issues that have come up recently due to the complainant not liking the outcome, but that is not due  
3 to the investigation process. The LRC investigates to the “Nth” degree and leaves no reasonable stone  
4 unturned.

5 Lauren talked about being a temporary LRC member and the process that she has been involved with  
6 while serving in that capacity.

7 John added, and the complaint was written by the complainant and the complainant would know if their  
8 complaint is complete and accurate. If something else has come up since they filed the complaint with  
9 this Board, the complainant at the time of the interview, then they are welcome to add that  
10 information. LRC members schedule appointment times for interviews.

11 Bethany talked about the process for appointing a temporary LRC member. The Chair of the Board  
12 appoints that temporary LRC member and that temporary member is trained by John.

13 John brought up the June 8 meeting request about changing the LRC SOPs, this will be discussed during  
14 John’s legal update. The suggested revised SOPs are to be reviewed by the Board and thoroughly vetted  
15 to make sure that they cover everything. I think more often than not that the person who files the  
16 complaint doesn’t like the end result.

17 Jeff: I think it is important that we remember that English is not the Deaf person’s native language. I just  
18 want to make sure we have it in their native language.

19 Kevin talked about the LRC process and that sometimes we get a lot of information and sometimes we  
20 don’t, but we want to make sure the people who are interviewed have a chance to get all of the  
21 information.

22 Jaime asked about the current LRC process once a complaint has been filed. John talked about the  
23 current process and procedures of the LRC.

24 Jaime talked about what RID does versus what the NCITLB LRC does.

25 Bethany talked about RID having mediation and our process is different.

26 Pam: Our process has to do with NCITLB rules and laws, we are to look at everything, and we can affect  
27 someone’s livelihood and if someone wants to request the interview notes they can, because it is a  
28 public record. We as the LRC have to look at what is in the confines of our rules and laws of this Board  
29 are, while RID has a frame work for standards for interpreting. We have had serious accusations against  
30 interpreters, and that is what we are called to handle. We are not here to “nitpick” about things that  
31 people are upset about.

32 Jeff talked about that the first step before filing a complaint is to talk to the interpreter about the  
33 situation if there is something that you don’t feel was right. To try to resolve the situation before  
34 someone files a complaint.

35 John talked more about the current LRC process. He wanted to emphasis that if the LRC or Board was  
36 looking to take someone’s license away we need to be very serious about the process and make sure we  
37 have a good case that is going to stick if you want to penalize someone or take someone’s license away.

1 Bethany (signing) to Jaime about the process and possible changes to the LRC SOPs that could be  
2 discussed. She suggested a subcommittee to determine if anything needs to be changed, and what the  
3 process could be going forward.

4 Kim asked about how to the information out there.

5 Bethany talked about looking into different ways to get the information out there.

6 John wanted to make sure he was clear that complaints need to be serious and the examples he gave  
7 are just suggestions.

8 Pam talked about the possibility of having the mediation from the June meeting and possibly having that  
9 going forward, details still need to be worked out and determined.

10 *Break at 11:19 am*

11 *Reconvened at 11:34 am*

**Financial Report**

12 Emily went over the Board’s most up to date financials through July 31, 2018. She talked about the total  
13 assets and net income on the balance sheet. She discussed profit and loss and total income and the  
14 management fees and why there was the increase. We were up a little for line item 655 (other  
15 contracted services) that is for CART services and our interpreters. Emily talked about Profit and Loss  
16 the year to date comparison and the overages that do appear.

**Approval of the 2018-2019 Budget**

17 Emily talked about the proposed budget and the different lines items that could possibly need to be  
18 increased. There were some discussions about different line items and possibly increasing the different  
19 line items if something comes up.

**Motion August 2018-02 (Smith/Calabretta) I move we approve the proposed budget for 2018-2019  
as presented Pam, second Kim. No discussion. All in favor. Motion Carries**

20

**Central Office Report**

21

**NCITLB Central Office Report** (as of August 23, 2018 at 12:24 PM)

22

Type of License	Current Number of Licensees	Percentage
Full	339	60%
Grandfathered	51	9%
Provisional	172	31%
<b>Total Number of Current Licenses</b>	<b>562</b>	<b>100%</b>

23

1 Licenses issued since last Board meeting (June 8, 2018): 11

2 Full: 0

3

4 Provisional: 11

5 *Qualified for licensure by:*

6 Recognized credential from another state: 2 of 11(18%)

7 2-year degree: 7 of 11 (64%)

8 DSDHH Mentor Program: 2 of 11 (18%)

9 Licenses Pending Issue: 4 (all provisional)

10

11 **Comments:**

12 Renewals completed as of 8/23/2018: 79 of 562 (14%)

13 Provisional Extension Requests Received as of 8/23/2018: 2

14 Language added to the website about the CEU surplus reporting form, there has been some  
15 confusion with the new form, which is to be expected with a new process.

16 Many renewals that come in are missing the public notice statement form. The General  
17 Assembly requires that this form be completed and submitted anytime someone applies for a  
18 license or renews. I send a quick email and people get the completed form to me very quickly.

Year	ISSUED				License Year	LAPSED				Total at year end
	F	P	G	# of Licenses Issued		F	P	G	# of Lapsed	
2004-2005	195	36	121	352	2005	2	7	10	19	333
2005-2006	27	17	0	44	2006	5	5	14	24	353
2006-2007	35	16	0	51	2007	3	17	5	25	379
2007-2008	36	29	0	65	2008	9	23	9	41	403
2008-2009	12	19	0	31	2009	7	19	7	33	401
2009-2010	20	25	0	45	2010	3	17	5	25	421
2010-2011	12	29	0	41	2011	6	28	1	35	427
2011-2012	17	26	0	43	2012	8	18	2	28	442
2012-2013	13	32	0	45	2013	13	20	1	34	453
2013-2014	12	31	0	43	2014	11	30	5	46	450
2014-2015	23	37	0	60	2015	12	19	6	37	473
2015-2016	24	38	0	62	2016	17	20	3	40	495
2016-2017	21	42	0	63	2017	22	31	2	55	503
2017-2018	10	49	0	59						562
	AVERAGE	AVERAGE		AVERAGE		AVERAGE	AVERAGE	AVERAGE	AVERAGE	
	20.15	30.00		50.15		8.92	19.00	4.62	32.54	

19 *\*Averages found not using the first year of data.*

20 The Board has questions about the information that was presented. Caitlin also went over the  
21 information that was presented on the spread sheet for the number of licenses issued and number  
22 lapsed each year.

1 Catherine Johnson (former Board member): Would like to see the data about what schools each person  
2 is coming from and how long it takes them to get licensed. I would like to take that data to my dean and  
3 show him that students could need more time and schooling to be able to successfully pass the NIC.

4 Various Board members asked questions about the information and Caitlin gave them the requested  
5 information.

6 *Lunch Break at 12:14 pm*

7 *Reconvened at 1:14 pm*

#### Legal Update

8 John talked about nothing to report from the legislature at present. He does need to check on the  
9 status of the yellow book audit.

10 *LRC SOPs*

11 John spoke about the changes and that Jaime has a current complaint and she either needs to recuse  
12 herself and these changes would go to effect for current complaints or future complaints. These are  
13 standard operating procedures (SOPs) they are not rules or statutes. There are some parameters we  
14 have to mindful of. The stricter these SOPs are could restrict what the Board can do if people recuse  
15 themselves from a complaint. John discussed the proposed changes to the LRC SOPs and the Board  
16 reviewed the proposed language.

17 Kevin talked about the use of VRS for an interview and talked about what he does with any VRS service,  
18 and he asks them if they are RID certified and asks if they have any conflicts of interest with any  
19 interpreters or interpreting agencies in North Carolina.

20 Jaime asked questions about adding in what Kevin does (clearing a VRS interpreter) to the SOPs?

21 Jeff suggested leaving it general and not too specific, having language that suggests the “preferred mode  
22 of communication”.

23 John talked about being sure that the Board is providing the flexibility in the process so that when things  
24 need to be changed they can be changed.

25 Bethany agreed that the language should be general. She suggested that she get together with John and  
26 go over the different modes of communication.

27 Lauren suggested adding the preferred mode of communication to the form so the person filing the  
28 complaint would choose that preferred mode of communication and how they want to be contacted.

29 The Board discussed the different options and needs for doing interviews.

**Motion August 2018-03 (Smith/Earp) I move we adopt the revised LRC SOPs as written Pam, second Kevin. No discussion. 8 in favor, 1 abstention. Motion carries.**

30

**Questions submitted to the Board on 7/28/2018**

- 1 Jaime was concerned about some of the answers to the questions. The Board discussed the questions
- 2 and answers that were submitted. Discussion of the relationship between NCRID, this Board, and the
- 3 public forum.
- 4 The Board discussed some different questions and how they were answered, a discussion of the
- 5 difference between educational interpreters and NC licensed interpreters.

<b>Review of Action Items</b>
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#	Owner(s)	Description	Due date	Status
1	Donnie and Jeff w/John	Ad hoc committee to work with John about how to receive alternative complaint resources, and process for having the complaint transcribed. <b>Caitlin to research more options for uploading at the next meeting.</b>	August 24, 2018	
2	John Green	Get antitrust insurance quotes.	August 24, 2018	
3	Pam and Donnie	Explore with DSDHH about trying to get mediation as an option started, what would that look like? How would the process work?	August 24, 2018	
4	Caitlin	Caitlin to compile information for the last 5 years about how many licenses total and each type of licensure per year.	August 24, 2018	
5	John and Pam	Add interview process changes to LRC SOP Manual	August 24, 2018	
6	Bethany and Donnie	Bethany and Donnie sub committee to have open communication with DSDHH for community outreach.	On Going	On Going
7	Bethany & Caitlin	Update the Website as needed	On Going	On Going
8	Kim	Compile a list of meetings and events for Board members to attend.	On Going	On Going
9	Bethany, Jeff, and Donnie	Will write up the roles of SSP compared to Interpreter and will submit their work to the board for their feedback.	On Going	On Going
10	Jaime, Kevin, Pam	Ad Hoc committee that will research what changes are needed to the licensure law, and what changes can be made to protect the complaint process.	On Going	On Going
11	Pam & Bethany	Ad hoc committee set up for work with DPI and helps go to meetings so they can work toward making the changes.	On going	On going

- 6
- 7 #1 Caitlin talked about a drop box and it being the best option and Bethany would work with Caitlin on
- 8 the language to the add to the website. Discussion was had about the different ways to send the
- 9 information in, possibly youtube, the drop box link, or go to a regional resource center.
- 10 #2 John gave update on waiting on a quote from the brokers he has reached out to.

- 1 #3 Donnie had a meeting with Jan Withers at DSDHH and they seem motivated to work with us, and Lee
- 2 Williamson also recognizes that need. She recommended that we have a face to face meeting. Possibly
- 3 meet in Greensboro between now and the next meeting in October.
- 4 #4 Caitlin presented the information during her central office report.
- 5 #5 presented during legal update.
- 6 The rest of the action items are ongoing.

**Motion August 2018-04 (Dove/Smith) I move we adjourn the meeting Donnie, second Pam. No discussion. All in favor. Motion carries.**

- 7
- 8 **Adjourned 2:57 pm**