

>>: Good evening. This is Candy Thomas. I will be your provider this evening. Looking forward to a great meeting!

>>: All right. I have the times a 6:00. We are going to go ahead and get started with the NCITLB public forum. My name is Bethany Hamm-Whitfield. Tonight is just to basically tonight is just to meet the Board members and really get your comments and feedback. We don't have a formal PowerPoint. This is for the community and the public to let you know your thoughts and comments and feedback. I would like the Board members to introduce myself. We will start tell them your name and who you represent

>>: I am Donnie Dove representing NCAD.

>>: I am Jaime Staley representing ITT program.

>>: I am Kevin Earp represent the department of health and human services. I work for I am appointed for DSDHH.

>> PAM: I am Pam Smith, K12. I am Lauren Pruett. I represent queue.

>> JOHN: I am John Green legal counsel to the Board.

>>:

>> CAITLIN: I am Caitlin Schwab-Falzone. I am the board administrator.

>> BETHANY: Had to head back to Raleigh. Kim Calabretta could not be here tonight. Emily Pope also could not be here. Last day of school. She is an instructor. She is our member at large. So really, I am going to open the floor up to you guys and this is a little bit different. We don't have a formal PowerPoint, but any comments or feedback. If you ask a question and I can answer it, I will. If not we will document it and get back to you later. If you decide to make a comment, please state your name and where you are from. I always look at Kelly. She always has good comments.

>>: Thank you. Where would you like know stand

>> BETHANY: Why don't you come up here. We do have a captionist. For her to be able to hear you the best, I think standing right here would be great.

>>: Standing right in front of all them.

>> BETHANY: Don't you trust the people behind you.

>>: Not really. Can you all see. Well, thank you very much for having this event tonight. I wish we had a bigger turnout. A couple of things I noted, a couple of things I wanted to ask about.

First as a complement. I am happy to see there the minutes that we can see information like when it talks about the number of licenses issued since the last board meeting, five full licenses that were RID certified. For provisional licenses, this is from old, like three qualified by if EIPA. To your degree. How many had that. I think that is very helpful for us to be able to see. So thank you very much for providing that information.

Then a couple of questions: I remember hearing this question, I think maybe in Charlotte two years ago. I have not kept up that much. I am not sure if something has come of it. But I remember somebody asking whether the G on a grandfather license could be removed from a license number. Are there any updates on that.

>> BETHANY: Yes, that was a question that we had. Caitlin correct me if I am wrong. We did decide to remove the G from the card.

>> CAITLIN: If people request it. I can remove the G from their license.

>>: Is there any elaboration on that

>> CAITLIN: Some people have requested it. I think since that question was asked maybe five have requested it. As soon as they do, I will remove it, update it and send them a new card with the G removed from it.

>>: Has there been any opposition to that

>> BETHANY: I am not sure if there has been any opposition there. Is no distinction between a

G license and full license per se. Of course up know we have three different types of licenses, the grandfather, provisional and full. The only difference between a provisional license and a full license, or grandfather license the provisional has a time limit attached to. Grandfather or full license, the only distinction between those is how they obtained licensure, the way they obtained it. Some of those grandfathered people did eventually get RID and never upgraded to that full licensure status there. Is no distinction between a grandfather and full, as far as licensure.

>>: From my position, in the community, it is a pretty big distinction, how to person obtained their license. G denotes whether they have any other credential. I guess they could have a C classification from the old North Carolina system or something like that. It really denotes whether they have any additional credential for interpreting. I wondered about that. We since, maybe last year, we have been kind of working with the licensure update list that is posted on on Web site looking at it. Looking at numbers. That's how I came up with some of my questions. Some of the things we saw changing, that's where the question came up. Oh, can they have the G removed from their name, I remember that question. But I am not sure if anybody has concern about that, but I personally have concern.

>> BETHANY: Okay.

>>: Also, for discretionary renewals. Looking at all the number of licensees and the list of, for discretionary renewals, from June fifth, I am wondering. Two people with provisional license dated 2010. Three people dated 2011 and 12 people dated 2012. So that means the 2010 people, if they started October 1st through the current end of this cycle will have been provisional license for eight years. I know there was some discussion and consideration that could be given for the moratorium or ID when it was just not possible to take the test. I think I remember asking before about is there a limit to discretionary renewals and not necessarily but from what I understand, the

process has kind of gotten tightened up a bit. If people requested discretionary renewal they need to show a plan, action, progress on their plan. Since 2010, well, we have had licensure since 2005. I guess we are kind of about at the point where we are going through a full cycle where people could have used all of the necessary renewals, as I said. Two people are still having 2010. Is there any talk about whether discretionary renewals will have a limit in the future?

>> BETHANY: We have not talked about that. You are correct we did have a rule change.

That is part of our rules now. We went through a rule change to add a caveat for an event of a moratorium set by RAD. So if they are not allowed to take the test, they are allowed to keep working and have their license. And then when they can take the test, we included that time limit to get on the wait list. We could not predict how long R. AD would have the moratorium set for. It is always up to the Board's discretion if they grant the extension or not. It is not automatic. There is a certain amount in the beginning. After that they must fill out paperwork and show us they are working towards receiving their RID. Then based on the documentation they provide, it is up to the Board's decision specifically the -- if they decide to grant the extension or not. I don't think there has been any discussion about changing that rule back or there has been no discussion on the Board about changing that.

>>: Okay

>> BETHANY: To my knowledge.

>>: Also, I remember hearing and I saw some in the minutes, about posting infractions on the Web site. Are there any updates on that?

>> BETHANY: Yes, the board did come to a consensus. I think at first we were not sure how much to post or what to post. So we did come up with a template. It will not be retro active but from now on if someone has their license suspended or revoked, those are the two categories we are starting with, they will be posted on the Web site. Board can choose to change that later on.

Right now we are starting with suspensions or revocations. That will be from now going forward.

>>: I can't remember, for suspension is that up to the Board's discretion or is there a template kind of plan in place for that

>> BETHANY: John.

>> JOHN: It depends on the severity, how long the suspension will be.

>> BETHANY: So is the Board --

>> JOHN: Yeah.

>>: Let's see.

>> JOHN: I was thinking template. That's what -- we do have a template. But it is a form of penalty matrix.

>>: One of the other things I remember asking about before is whether you guys had any data on how many provisional license holders moved from a provisional to a full license. And how many just kind of dropped off. We don't know why, of course, they might move. They might change their career or whatever. Importantly for the ITPs how many people are moving from a provisional license to a full and what kind of turn around time there is I think is pretty valuable information for them. We can hope that they report that to their ITP as a sign of success. And not everyone attends an ITP in North Carolina. I think that is very good information. When I looked at the numbers from October 2017 to the present, I noticed that five people went from a provisional license to a full. One person went from a grandfather to a full. Three with a provisional, their names didn't appear any longer on the list. Two with a grandfather license, their names no longer on the list. About 12 fulls were added brand new not from grandfather or provisional. Again, I think that's very good information for the community, for deaf community, for agencies to have trust in the training that interpreters are receiving and that the requirement for

qualifications is definitely helping maintain the quality of interpreters that are out there in the community. I would be curious to know going backwards what the numbers were. Five from a provisional to a full in one year, I would like to see that number be higher. It might be higher later. Of course we just went through that whole moratorium situation. But with the Board be willing to give any consideration to collecting that kind of data and making it available? Going forward?

>> BETHANY: I don't have an answer for you today. But I will document that.

>>: Thank you

>> BETHANY: How many years back would you like to -- I mean if somebody were to go to the Web site and click something, what kind of.

>>: Well I like data. I might not be the person to ask. I might not be the person to ask. But with some tweaking, we were able to figure out pretty easily in our office how we can download the list, dump it in a Google drive, sort it by number. Match it up to the previous list and see what was missing. Once we got it set up the first time or two, it took about 10 minutes with each list updated. It took almost no time to get the information. We did have to kind of tweak out a few things, like if someone's name changed. Which is another question that I have. I thought in the past if someone had a provisional license and let's say the number was 200-7620, if they had a provisional license and they achieved a full license, would their number then change to not P2007620 -- looks like that is being done differently now

>> CAITLIN: That's correct. If somebody changes from provisional license to a fully give them a whole new license number.

>>: That has always been the case

>> CAITLIN: I am not sure.

>>: When I look at the numbers, it is like, well, I can't quite tell.

>> CAITLIN: Uh-huh (affirmative).

>>: Let me look at my questions again. And I definitely noticed that the queued speech people are denoted differently now which I think is helpful. Maybe not everybody chooses to be posted on the DSDHH list for interpreters and -- if we are looking for a name and someone calls our name and asking about someone, it is easy to pull up quickly and scan down the list for the name or the symbol. That is very helpful. Thank you for denoting that. I think at the moment, that's all the questions and comments that I have

>> BETHANY: We might have some time later.

>>: Unless you want me to make some more

>> BETHANY: So feel free --

>>: I can go poke a few of them.

>> BETHANY: Thank you Kelly Owens. You are from Greensboro, that's correct?

>>: Yes, that's correct. It is painless. Go ahead. Painless.

>>: I will make a question.

>>: Hi I am Michael. I am curious why we don't have licensed interpreters for K12 and also for higher education are. We looking into advising that and providing license interpreters for education?

>> BETHANY: I can't answer a part of that. Initially when licensure was set up. But initially when the discussion of licensure for interpreting came on the table, DPI was pretty adamant about not wanting to be involve. I think they wanted their own monitoring process in the K through 12 arena. At the last minute they pulled out and said they didn't want to be part of our licensure law. It was passed with those exemptions in place with education and religion. Now, recently Antoine Campbell has been in contact with us. Now, they kind of want to have a licensure. Not sure what that would look like. If they would have their own, if it would come

under our umbrella as educational category or do they want all their people to have licensure status.

It has not gotten that far. I think they want to pursue that. As far as higher education NCRD has noted that gap. We of course only license and monitor those interpreters that are in the community setting. DPI monitors their K through 12 secondary setting. The post secondary setting is a gap. It is still labeled educational. They don't have DPI -- it has, of course that is a loophole that has been brought to our attention. I don't know the plans right now to address it. And that might be another thing that if DPI works with the state of North Carolina post secondary educational system is that something they would partner together to license their people and would that be a separate breakout category. I think before times are different than now times. So maybe we will see a difference in that going forward. That's where we are right now.

>>: Thank you

>> BETHANY: Thank you Michael.

>>: DPI backed out early. Including colleges were in until the very last meeting. They decided to withdraw from requiring licensure. I think most of the colleges do require licensure anyway. It is not that they can. It is an option as opposed to --

>>: Thank you.

>>: I can add history too, my memory serves me correctly DPI at the time had their own evaluation system. It had the, was it?

>>: They had high school diploma with a book in your lap requirement.

>>: I mean, no. They, that too. They had a evaluation system that they got, that it was being managed through DSDHH. It was not EIPA. I can't remember the name of it

>>: The ABC thing?

>>: No. It came from California

>>: NCICS

>>: No. It came from California. Old school remember the person who developed the book, the signing exact English system. She developed, Jerry Lee Gustonson. She developed a test evaluated interpreters. So they were using that. Corroborating with DSDHH. And then because I think there were some hard feelings between DSDHH and DPI. I think that was part of the decision of why they backed out at the last minute. I used to talk to her because I was working in Raleigh at the time. She said that she didn't want to have any part of it. They wanted their employees to be managed and evaluated by DPI. That was the reason why

>>: No outside entity

>>: Right. No outside entity.

>> BETHANY: Any one else have any questions, comments? May.

>>: Hi I am Mary crump. I am a free lance interpreter from Lexington North Carolina. My question is: is the Board, can you give us an update about the sunset issue, where it is and is it or isn't it? I have heard lots of conflicting things

>>:

>> JOHN: I am John Green, legal counsel to the Board. I attend the legislative meetings simply to listen to what is going on. I have gone to them for three years now. Occasion think there legislature will come out with things that are quite a surprise to us. Two years ago in Charlotte when we were there, there was a sunset bill introduced no one expected. It went nowhere. They adjourned before dealing with it. Of late what they have done is what the legislature has done is talking about having a comprehensive audit. They call at yellow book audit. It is a federal government agency type of audit where they look at not only the financials of a board, which we regularly have done, that is a very inexpensive as well, \$4,500 a year audit to one that audits not

only the financials to make sure there is no inappropriation of funds, embezzlement but also look at the purposes of the Board, what the Board is there for. And whether or not the Board is accomplishing those purposes. They will interview board members, board staff. Caitlin and I will be interviewed as part of one of those. It is done accordingly to general acceptable government audit standards called G Ag AS. It will be an expensive audit. State auditor Beth Wood was in the last meeting I attended May 1st. She mentioned if they pass this it will help them to gather information on boards for possible closure of some of them, that may not be needed. Such a detailed audit would assist the boards, assist the legislature in determining whether or not the function and operations of a board justify its being, is what I, its existence is what I too away from that. That bill has come out of committee with some additions regarding the barber board. And just today or in the last 24, 48 hours, an amendment has been made to that bill. It is on track to require those heavy duty audit standards. So we, I can't look at a crystal ball. I have no idea. These sunset bills come out of nowhere. One could be introduced and passed during this legislative session. I would be surprised by that. I think the route that they are going to do is probably go through this audit, maybe a round or two of it. And see what boards are necessary and which ones are not. And make a decision at that point that. Yellow book audit is required for the 2019, 2020 fiscal year. If it passes and they go on that track it could be a couple years down the road. That gives me some comfort. But I can't promise that another sunset bill won't pop out of nowhere. Because we have seen that before, as well. Short answer is, I have no idea. But given what has been presented, that's the track they look like they are on now.

>>: Okay. Thank you.

>>: I need to get up. Good evening, everybody. My name is page sprinkle. I live in Greensboro. So I work with a nonprofit organization that provides advocacy services as well as interpreting and captioning services, within that organization, one of my roles is to provide direct service, direct

client services to individuals who are in the community. Just in the three-years that I have worked with this organization, I have noticed an emergence of other service providers when I am out with a client. That could be DIs, that could be support service providers for a deaf blind clients. With the understanding that we all have the same goals at that, in that client appointment to advocate for the client and make sure they have full access, fully informed to make a decision for themselves, I wonder what is the Board's expectations if these other service providers find a grievance with the interpreter who is there providing interpreting services? Is that a clear question

>> BETHANY: Say it is a different way.

>>: Sure. Let's suppose in a doctor's office, you have have a deaf blind client, you have a support service provider in the room, and you might also have DI in the room. You will have a hearing interpreter in the room. As a team, maybe the supplemental support service providers see something is off with the communication, with the hearing interpreter, whether it is in approach, whether it is a moral decision they took within the doctor's office, do these support service providers also utilize the complaint process? What are your expectations for these emerging field in collaboration with interpreters

>> BETHANY: Correct me if I am wrong, our complaint process is not limited to just deaf consumers services, anybody can make a complaint.

Is a team interpreter can make a complaint. Hospital can make a complaint. Hearing person can make a complaint. SS P can. Any person that sees wrong doing or infraction of the CPC can make a complaint. We don't limit it to just the deaf consumer.

>>: Correct. Reason I raise the question, a lot of times advocate, we are not always bound by the CPC. It is more flexible. Support service providers, SS Ps, I am not sure if they also, jump in anybody, if they are bound by this CPC as well, like approaching the interpreter afterwards, debriefing afterwards. Are all those same things applicable to the service providers

>> JOHN: The CPC applies to the interpreter, if it is one interpreter wanting to complain against another, the CPC will suggest four or five about going to the interpreter, trying to work it out. That's common sense for anybody to try to do. But non licensees are not bound to try that before they file a complaint. But it is good advice to try, if it can be worked out. If you see an interpreter stealing money from a client, that's not something you can mediate. That is something that needs to be brought to the Board. That's a serious violation. That kind of thing needs to be brought to the Board in the form of a complaint. If somebody is having a bad day, they are a good interpreter having a one off bad day, work it out if you can. That's the best advice. If it is not really ethical problem. They have not done something that really shocks the conscious type of thing. It is just something you can talk to them. My bad, I am sorry. Whatever. Then they are a fine interpreter from then on, then, yeah, that's a good approach as well. Try to talk it out. Non licensees are not bound by the CPC regarding the working it out before.

>>: Right.

>>: This is Kevin speaking. I do believe that coaching an interpreter and just letting them know that do you mind if I give you some feedback. Think if me and advocate SS P, maybe I go out to somebody and let them know, maybe the interpreter doesn't know specifically what is going on or maybe there is some feeling of unease or uncomfortableness there. Are still interpreters learning about deaf interpreters or advocates role. There may be some awkwardness in those conversations. It is good to educate that interpreter. Hey we are here for communication access to make sure everything is going smoothly. We are not here -- we are here for the consumer. Sometimes having that conversation and educating them. Like John was saying, before you go ahead and file something, do something. First we do encourage people to come up with that person. Come up to that interpreter and dialogue with them, talk to them. Could be a DI. It could

be anyone. It could be just an interpreter. Point is to resolve that first. If that can't be resolved, then, yes, it is the right thing to do. It is not a taboo thing to file a complaint.

>>: Thank you.

>>: Too much time. Too much time. I thought of a couple of followups. I was going to ask, since your last forum was a little bit tense maybe that I recall, sorry for that, are there generally any updates on how the grievance processor the complaint process is working. I know there was some talk about how do consumers, what is their access to understanding that process there. Is a video in ASL that they can use there. Was talk about all complaints are investigated. If the information is not there, it is clear, there is nothing you can do. If they leave out information, that seems pretty common sense to me. But I was wondering if there are any other updates. Is it actually really called a complaint process? I say that because I am trying to make an effort to think of it from a little bit more neutral perspective. We have been in the licensure thing 13 years now but I don't know if it is consideration. I know if at complaint, it is a complaint. If it is a yeah.

>> BETHANY: As opposed to.

>>: I don't know. Something. I don't know. Concern.

>> BETHANY: Issue.

>>: Something. I people's perception of it. Some people might think that oh, if I make this report, they are going get their license lost forever. So I am really not going to do it. It was bad but maybe not that bad. I don't know if that is influencing people's perception of the process

>> BETHANY: We actually talked about this. We are, you know that there is a video online.

We are going to update that video to include more instruction. As well doing, adding some standard operating procedures to the LRC handbook for example if I am a hearing investigator that -- a deaf consumer about utilizing in person interpreting services or VRI as opposed to something like Sorenson or VRS. Actually Pam had this idea about a mediation process, maybe

helping someone like DSDHH or N CR D or some other state board to help implement a mediation process before it rises to a level of a formal complaint. That's where we talked about it today. We are kind of adding to the investigative process itself, how to file a complaint, the process itself as far as having a mediation maybe as a first step. Oh, we updated the form and Caitlin updated the form. It is a little clearer on the form when they fill out. Sometimes when we get the complaint, and then it is like, how do we contact the witness and who is this person that is being mentioned the write up. So we ask it right from the beginning. Okay. Who is the person filing the complaint. Who are your witnesses. And what is the interpreter's name.

>>: Just from an observational perspective, the words I heard investigate gater, investigation, complaint, write up, report. Just thinking about the way the process is framed and what it looks like when it is signed to a person, food for thought.

>> BETHANY: Go ahead Kevin.

>>: This is Kevin. One thing that is lacking in this system is an evaluation tool. So for example interpreter goes to an assignment and the person feels like is maybe not worth making a complaint or there is a evaluation tool that is missing to figure south this worthy of a complaint or not.

Something like that may be takes it to a more neutral place, like let's say I have an interpreter that is working and it is like I want to tell them something but I am not sure how to tell them. It is not a big deal. It is just something small that might could be adjusted. Like all of us state employees we have an NCVIP. Interpreters are evaluated every day by consumers. However, sometimes there won't maybe the deaf person wants to give them a tip or some sort of feedback. Evaluation tool is missing. I do want to share with you that Donnie Dove and I have gone out and given presentations to the community. So any team, anytime NCITLB is contacted by the community, especially the deaf community wanting to know how to file a complaint, what it looks like, what it is all about, we can come out for those presentations. We actually is a PowerPoint ready for that.

So if you are interested, contact Caitlin. NCITLB@cathill .org. One of us will be happy to come

>>: Two other things I recall from reading over the minutes recently. If a whatever the technical term is, request for information, freedom of information act, whatever. Public records, that's it. If someone file as request for information of a public record, if I file the request for information of public record on Susie Smith interpreter, I wait for you to process all the information, determine what is able to be released to me or not, is sue see made aware that people are requesting her public information

>> JOHN: No, but she could be if she asked. She could be.

>>: So generally, okay. It is a one-way communication? Sue see would need to ask has anyone requested my public information

>>: Uh-huh (affirmative).

>>: Okay. Then I think I remember reading something about is there a separate or different fee for license, if you are a military person? Did I read something about that?

>> JOHN: There is a new law that gives a break to military who come from other states that have similar licenses. So that they are not penalized. Military members or their spouses. A lot of times it is spouses, aren't penalized for their spouse's military service. It is like they are renewing with us. It may be more. We could do a background check and charge them for. That otherwise, it is very similar to pretending like they had their license with us already and they file a renewal. There may be one other step. Maybe a background. Maybe checking with the other state, that kind of thing. But it is to make it seamless so the military spouse is not punished for his or her spouse's military service.

>>: I have not looked at a, I am not a licensed interpreter, I have not looked at a application for a full license. Is that on there? Is that clear to people when they apply

>> CAITLIN: That statute applies to military trained applicants. To my knowledge, I don't

know if anybody is trained in the military ASL. It is broader than that. I can speak to, no one has fallen under that caveat. So it is not on the application because it kind of has not applied yet. Maybe it might have to be brought to more attention, if we do have someone who tries to apply for that.

>>: I was not. When I read the minutes I thought I had not heard this before. Any updates about or any reminders about video remote interpreting and where the interpreter -- is there any licensure requirement for an interpreter in another state who interprets in this state?

>> BETHANY: Only licensed interpreter whose are actually lifting their hands in North Carolina. If we only license interpreter whose are actually lifting.

>>: Like standing in North Carolina

>> BETHANY: Feet are on the ground in North Carolina. If I am handling a call from New York, I am licensed in North Carolina. I would be regulated here. Duke University has an interpreter from Colorado. We would not license that person because they are not actually physically here. Does that answer your question.

>>: Oh, it does. That's a very good simple way to answer it. Thank you.

>>: Hi. My name is Matt. I work in Greensboro as well. One question that sort of occurred to me while I was here tonight. I know Kelly mentioned it over the last licensure year. List started showing designation that works that instead of sign language interpreter. I wonder if there has been any thought of similarly designating people that have a provisional or full license as a DI. I know that is a growing field currently in North Carolina. It can be hard sometimes to know if you looking to get a DI, where can you look, whose license, how many people are licensed. I thought might be a thing to think about, if that is worth exploring. I guess it is not really a question

>> BETHANY: Thank you so much. Where are you from again?

>>: Greensboro. I live in Winston. I work in Greensboro. I don't know what you need.

>> BETHANY: Pat, did you have a question?

>>: I do.

>> BETHANY: Okay.

>>: Related to that question comment. Do I need to come up there, or can I sit here.

>> BETHANY: Probably better to come up so the captionist can hear you.

>>: Okay. You can be a deaf interpreter and not be licensed and would you not be on the licensing list of who was licensed in the state. That is a DI. A deaf interpreter that is licensed.

That is different from a certified deaf interpreter that is certified by RID, that needs to be licensed to work in the state. So I am not, I don't know where the

>> BETHANY: Was this in relation to his recent comment.

>>: Yes

>> BETHANY: We put a symbol to denote if someone is a queued speech, she asking if we could do the same for DI slash CBI, if the list could say who is DI or CBI versus a regular hearing interpreter.

>>: I thought it was something to do with whether they were certified or not certified

>> BETHANY: I did understand your.

>>: That is correct. Not relating to certification. But there are I know because I recognize some names there. Are DIs currently listed on the list there. Is nothing that shows they are a DI or --

>> BETHANY: If somebody is looking for that specific skill set.

>>: I am slow on the uptake here

>> BETHANY: No, no. You are fine.

>> BETHANY: I can tell Kelly has one more question.

>>: If you want me to I could try. I am really thinking basketball comes on. It is the NBA finals.

>> BETHANY: Oh, it is tonight.

>> JOHN: Is it going to go to game six?

>>: It is never. Statistically speaking anybody down 0 to 3 has never come back and won

>> JOHN: Not won. But there is too much money at those games to not drag it out.

>> JOHN: Maybe golden state will come in and polish it off in game six or seven. \$20,000 a ticket. I think we are going to see Game 5 or six. That should be off the record but I know it is not.

>> BETHANY: Mary.

>>: Silence is just killing me. This is Mary crump again. I am still from Lexington. This may have absolutely nothing to do with interpreter license. But it is a concern. I am don't know if this is something would you even take into consideration. But as an interpreter here within the last year, I would say I get a lot of requests from people in places and companies for an interpreter that I have no idea who they are. Even if they tell me what state or country they are from, I still have no idea anything about the background of this company and their ethics and whether this is a spam. I was talking with my friend Pat today, I said this could be a way of trying to get information from us, because they say, send us your contract with all your information, that sort of thing. I didn't know if that is an issue that has been brought to the Board, if it is something that you all have considered or if nobody is concerned but just a few -- okay. Then I will bring it up to NCRID or maybe even RID. Sometimes they will refer and say I got your flame the RID list

>> BETHANY: Yeah.

>>: Still, it is like there is no way to check them out. So I didn't --

>> BETHANY:

>> PAM: Up might be able to find through the better business bureau or look on the Federal Trade Commission, I think would have a list if there is something that has been filed against the company. But the better business bureau is usually the first place people go to that makes a

formal record or see the rating of the company. It is an A plus company or has had several complaints.

>>: Even if they are like a small interpreting agency or something, you think they would get to the better business bureau

>> PAM: Maybe.

>> BETHANY: Sometimes you can just Google.

>>: Yeah. Asking tech savvy folks

>> PAM: North Carolina, it is Secretary of State Web site.

>> JOHN: That is if you are registered.

>> PAM: You can look them up there and call and ask, because they also take complaints, as well from consumers.

>>: All right. Thank you.

>>: Okay. Mary. At a street leverage conference, I remember some people from, in AD talking about a task force to not certify but I am trying to be careful with the word not approve not certify. Something. Validate interpreter service agencies, kind of like a some sort of assessment process. I don't know where they are with that. You might -- I have not looked into it recently. They did talk about it at a street leverage conference I was A which is a good idea. We have a lot of spoken language companies who think a language is a language and here you go. Yeah, that might help.

>>: Thank you.

>>: I have two follow-up questions. So the military aspect of what we just talked about, does that also include veterans, say, for instance they are a contractor for the military and they have moved to North Carolina, is that reciprocity still the same for veterans?

>> JOHN: I would have to look at the statute. My memory of it and it has been six months, is it was active duty military and their spouses. I think once you get your D214 and you are

discharged, contractors probably independent contractor with the military. I don't think it covers those. I would have to double check. If you know of somebody who is interested in applying, have them call the board office and we will research it. My memory is it is active duty military and their spouses.

>>: I am going get back into education. I know recently DPI had come out with not sure mandate. But if there is an adult parent that comes in to the education system to have a conference or whatever or IP. Then there should be a licensed interpreter there. That's DPI's thing. And if we as community interpreters are in the education system for whatever reason, we see that it is not happening, do we file the complaint with licensure board or with DPI?

>> JOHN: Let me correct something, first. DPI may have a higher standard in wanting or requiring a licensed interpreter in that each EIPA or other -- that still is educational interpreting under the law. We would not be able to penalize an educational interpreter interpreting for individual education plan meeting, a meeting with a parent, whatever in the school environment. But encouraging DPI may be requiring a higher level of education. They are free to today do that but it is not we could really enforce.

>>: Also if a situation turned legal and cops were to show up or a licensed psychologist to show up, would a licensed interpreter be required to show up as well, or is that still education?

>> JOHN: It may be education there. Is also in case of emergency, you don't want somebody to die because they don't have a license. Somebody is allowed to interpret in an emergency situation without a license until a licensee can reasonably show up there. Is that in our statute, as well. Would you rather have somebody get the treatment that they need, rather than die of the heart attack or die of choking. So any one can interpret in that circumstance. As soon as reasonably possible that a licensed interpreter can be involve then they should be in a normal emergency situation.

>>: Then what about if arrests or warrant for arrest for a student, is that still education, their boundaries

>> BETHANY: You mean if the arrest happens at the school?

>> JOHN: Take them downtown. They better have a certified licensed on the school property. It still may be education. Each case is going to have its own facts. The LRC would have to review it. I am not making a definitive statement there. Are always facts that change situations. If the police were to take that student downtown, that is not education. They ought to have a licensed interpreter. Even AOC has exemptions if there is a court and the deaf person is in court that day and they can't get a licensed interpreter, there is a law that says -- it is a very obscure statute but it is there. There are always exceptions, each individual case presents its own facts that have to be reviewed at that time. But always good to have a licensed interpreter, right.

>>: Yes.

>>: I think I want to ask for clarification to make sure I understand what we just said. So basically, my name is Cassandra Kelly, I live in Greensboro. Basically -- I am an educational interpreter. I have had situations like this arise where the police have shown up to school and pertaining to something not educational it is pertaining to something happening in the home environment that involves the police and D SS and other state agencies. So you are saying that if the police show up or D SS shows up and it happens, these meetings happen on school property, then educational interpreters are allowed to step in but it is better if a licensed interpreter is called? Is there any kind of requirement that a licensed interpreter be called or I just say that because when it is your own student that you see on a daily basis and you are having to interpret very personal things about their lives, you really cross a boundary with that student. It makes it very difficult to keep that distance and that relationship that working relationship you have with your student every day at school. So I guess I maybe wanted some more clarification on what that situation would

look like.

>> JOHN: Well, it is really is going to depend on the facts and circumstances. I can't say something that is going to one size fits all. If the cops bring a warrant, you know, if you got a war arrange I guess you are going to come in. So they are going to come in and take care of the situation. If it is at school property, students involve, the cops want to talk to them, it concerns an off school matter, that's a good question. I would have to look into it. Given the exigency with the circumstance and police coming and needing to talk with them right away, you know, it seems like an educational interpreter might be okay in that circumstance. We would want to see the specific facts.

>>: A lot of times it doesn't involve the school. It happens the student is there, they know the student is there and they can access that student without the parents knowing it in that moment. That's why they come down to

>>:

>> JOHN: It is a safe point for the student.

>>: Not that I am not willing to step in to help my students. It definitely makes for some uncomfortable situations that I don't want to be in.

>> JOHN: Rust always could say I think this circumstance needs a licensed interpreter because it doesn't involve educational interpreting. You are talking to the student about something that happened at home. You just happen to be coming here at school and put it back on the police. To get a licensed interpreter. I want to be very careful. I am not an attorney client relationship with you. I don't want to give you legal advice that could turn out to be wrong based upon a different set of facts that arise. Each situation does have its own unique facts. Law has gotten extremely complicated over the past 50 years where different facts do change the outcome.

Generally speaking in a school setting we are looking at it being in -- if it is not educational, it

may be the situation where you tell the police, hey, this does not involve junior's school conduct. This involves whether or not something bad is happening at home. You are using the school as a convenient location to talk to the child safe. You might need to get your own interpreter here. If somebody's life is in danger, who in the world is going to penalize a person for stepping in. That's one of the emergency situations. If it is an emergency and they need to talk with them right away, there is an exception for that, too. So the law does have some common sense application to it. If somebody is going to die or get injured because you are not interpreting, a penalty should not be issued. I think I am fairly safe saying that. If it is some that can wait and it is not educational it would be wise to tell the police to get their own licensed interpreter.

>>: Thank you.

>>: Jaime, go ahead.

>>: This is Jaime, I wanted to respond to your question. I lived in DC for 15 years. I have a master's in social work. If you feel any type of way about -- that's probably right. Your instinct comes out that it is not appropriate, D SS becomes involve. If you feel your instinct tells you that is probably inappropriate, set that boundary and say I shouldn't do. That if you interpret any type of information and you are not licensed and that case ends up going court, you have to remember that. Anything that is stated there, you know, you wouldn't be a reputable witness in court. You have a lot of emotions. You are attached to that student all day. You have that separate relationship with them. If you feel that way that I am not able to interpret for this, especially if D SS is involve. As a result to make that statement. D SS, police, health care, maybe they send a psychologist from out side. Technically, they should bring an interpreter when they come.

>> JOHN: I do want --

>>: You can always refer back to the code of professional conduct. With the seven different tenets. You can refer to that. If any of those things conflict the situation you are being put in, then

use that. Also legal statute. Try to follow that. Use that as a reference point. Go back and really search the CPC and see if there is anything in there that would help substantiate the reason why you shouldn't interpret

>> JOHN: I do want to clarify one point from a legal standpoint. If someone does interpret a situation and they are not licensed, that does not automatically exclude their testimony in court. It doesn't. It is perhaps some something that the other side can impeach, Cross-Examine on, maybe go to the weight of the testimony. It is up to the judge ultimately for the admissibility. I don't know if any grounds to keep that out just because a person was not licensed. I think real issue how accurate was the interpreting. That's more of a jury question.

>> BETHANY: Any final comments, questions? If not, thank you so much for coming. We really appreciate it. Kelly, I will be getting back to you.

>>: Okay.

>> JOHN: Let me ask you something about educational. Do you have a talk to your supervisor about what to do in those situations, if you think they are going to arise.

>>: What if you feel like your supervisor is not going to be supportive of the decision to bring an outside interpreter? What if you already know that answer. Unfortunately a lot of decisions right now the education system come down to funding and money. We are I feel like getting far from doing what is in the best interest of our children and our clients. We are doing what is in the best interest of our pocketbooks

>> JOHN: If you do have an outside organization come in, you can always ask them, unless -- if it is not an emergency. If it is an emergency, there is an exception in the statute. We don't want people to die and get injured. But if it is non emergency, you can always tell the organization, DSS or the police or whoever that they should secure their own licensed interpreter for that. I can't say what your supervisor would say or ramifications you may have. But that would be some

general type statements you could say. But that's what I was saying you ought to clear with it your supervisor.

>> JOHN: I started --

>> BETHANY: I knew use would.

>>: A curiosity question. Historically I know forum has been at the N CR AD conference, was there a specific reason why you made it independent this evening, independent from the conference?

>> BETHANY: Yes. We started co-locating with N CR AD probably when I came on the Board around six years ago. Being the representative of N CR D, I thought it was important for the licensees to see us at the conference. They were top us coming. It started to become a thing. We would go after last year's conference, I wanted to let the Board decide and do a cost benefit analysis. It does cost us to go. We provide our interpreters -- we do pay N CR D to use the space. We provide interpreters and captionist. We let the whole board come plus their legal counsel there. Was a cost. We weren't sure at that point was it beneficial. Was it benefiting us to be there when it became so contentious that I am not sure it was a positive thing for the Board and for licensees. So I left it up to the Board to decide and this year they decided not to co-locate with N CR AD. That doesn't mean we won't go back. That doesn't mean we don't ensure our partnership with them or our collaboration with them. It was to try something different to see. We are required to have one public forum a year. We don't have to present. We just have to be top the public. We had a presentation because it worked with N CR AD's format for them to provide the CEUs. That mutual beneficial kind of thing. Based on the cost benefit analysis we decided to do something different. Next year who knows there. Will be a person filling my chair on the Board. I hope for continued visibility in some capacity. There was talks with Antoine and others that maybe instead of doing our forum there, we could simply do a workshop

about, you know, licensing. About how to get licensing. How to maintain your license, that kind of thing. Maybe have two or three board members go and do it, instead of the whole board. Maybe something like that will evolve over time. Does that answer your question?

>>: Yes.

>> BETHANY: Did I start up another round of questions? It was kind of exciting there. No.

>>: I am standing up, because I am leaving. Thank you so much.

>> BETHANY: I think she a basketball fan. She going to watch the game. Thank you so much for coming.

>>: You guys have thankless job but we do appreciate it.

>>: Meeting adjourned at 7:12 p.m.