

NC Interpreter and Transliterater Licensing Board
Friday November 22, 2019 – NC School for the Deaf Morganton, NC

1 Board Present: Jim Sewell, Donnie Dove, Jr, Kevin Earp, Lauren Pruett, Jaime Staley, Pam Smith, Dave
2 Litman, Jeff Trader (remotely)

3 Board Members Absent: Emily Pope

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

5 Interpreters Present: Emily Jones, Kirk Fowler, and Emily Walker

6 General Public Present: Lee Williamson, Pam King, Anne-Maria Fariss, Kylee Fariss, Karen Gabriel,
7 Beverly Woodel, Kayla Marshall, Linda Fafard

8 Called to order 10:02 am

9 *Conflict of interest statement read, no conflicts heard.*

10 With 8 voting Board members present we have a quorum.

Forum Discussion

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12 Jim wanted to discuss the forum from last night. Everything went very well. Dave had questions about
13 possibly adding advocacy information on the website. Caitlin talked about how she lets people know
14 the process to file a complaint when they reach out to her, and she tries to get them information for
15 different resources if they are needed. Discussion of the complaint process and the number of
16 extension requests received each year. The LRC members talked about the process for complaints and
17 provisional extension requests. The Board discussed the processes and how they could possibly be
18 improved. Kevin remarked that the participation in the forum last night was very good. Pam talked
19 about possibly going to Wilson in the future to hold a forum.

Approval of Minutes

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21 Pam asked everyone to review the minutes from August 23, 2019 and let us know if there were any
22 edits that needed to be made.

Motion Nov 2019-01 (Dove/Litman) I move we approve the minutes from August 23, 2019 with suggested edits Donnie, second Dave. Discussion. All in favor. Motion carries.

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LRC Report

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25 Pam discussed the current LRC cases, complaints and provisional extension requests (PERs). Pam has
26 talked about asking for more information from the PERs and the interview process for the complaints.
27 The LRC is going to have sanction letters that require people to take certain training classes to improve
28 their skills (when applicable). Pam also talked about adjusting the LRC polices and procedures and
29 possible rule changes. Donnie talked about how to make changes to the rules and LRC standard
30 operating procedures (SOPs). Caitlin and John talked about the options for making these changes.
31 Donnie talked about posting the complaints that are substantiated and posting the outcome of the case

1 on the website. Lee Williamson (general public attendee) talked about his discussion with Donnie and
2 what other Boards post on their website about complaints and outcomes of different cases. John
3 discussed the history of posting outcomes of complaints on the website, and all the committee work
4 that had gone into this. John also discussed the DSDHH mediation possibility, and that DSDHH has opted
5 out of participating in this mediation process due to the legal counsel of DSDHH determining this would
6 fall under the Board purview, and this would be the Board's responsibility. John brought up that he
7 received an email from the attorney of Purple video relay that they have heard that the Board is going to
8 file a formal complaint against Purple. John expressed that the Board has no intention of filing a
9 complaint of any sort against Purple video relay. He also added that there is information on the NCITLB
10 website about how to file a complaint with the FCC about a VRS interpreter. The legal counsel for
11 Purple has requested that the Board put information on their website about the VRS process and the
12 FCCs authority. Jim wanted to go back and discuss forming a committee to look at having information
13 about complaint outcomes on the website. Pam King (general public member) wanted to clarify the
14 position of DSDHH and that the legal counsel determined that DSDHH cannot be involved in the
15 mediation process due to being very involved in the advocacy for Deaf consumers and they could not be
16 unbiased in a mediation process. Pam King also reiterated they will continue to be very involved in
17 helping the Deaf community with the complaint process through DSDHH. Jim talked about the different
18 possibility of having a retired interpreter to be involved in the mediation process, they have the
19 knowledge of the roles of the interpreter and getting this mediation up and running as soon as possible.
20 Jim returned what John brought up about Purple, and John explained that when a VRS communication
21 assistant (CA) is governed by the FCC and not this Board, the FCC preempts this Board's authority.
22 However, if that CA leaves the VRS center and interprets in the community outside of the VRS center in
23 the community they must have a license. John talked about the information on the Board's website
24 regarding how to register complaint against VRS interpreters. Kevin talked about Sorenson versus
25 Purple and their business practices. Sorenson requires their interpreters to be licensed. The Board
26 discussed that there is no intention to file a complaint with the FCC.

27 *Break at 11:21 am*

28 *Reconvened at 11:36 am*

29 Dave asked some clarifying questions about the discussion earlier about VRI and VRS interpreters. The
30 Board discussed his questions and helped to clarify some information.

2020 Meeting Dates & Forum Location

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32 June 12, 2020
33 August 14, 2020
34 November 12, 2020 evening Forum and November 13, 2020 Board meeting.

35 Look into having the forum at the School for the Deaf in Wilson or Wilson Community College.

Financial Report

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37 Caitlin gave the financial report though October 31, 2019. Dave asked if the travel to different areas of
38 the state will have an effect on the budgeted costs for Board travel, and Caitlin said it would.

Legal Update

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2 John gave an update on the current legislative session. As far as closing licensing Boards there is no
3 other recent talk about this, there was a bill in about 2016 about this, but no recent pushes to eliminate
4 Boards. John expressed that this could change at any time, but currently it is “all quiet on the legal
5 front”.

Complaint video on website

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7 Donnie talked about possibly having an option for having consumers who wish to file a complaint. He
8 expressed wanting to have technology where someone can click a link record themselves and submit the
9 video after they recorded it. Jim asked Caitlin is she can look for someone to possibly hiring someone
10 who has expertise to have some sort of software to be added to the website. Caitlin will look into
11 finding someone, Kevin suggested Frank Griffin (professor at UNC Greensboro), he is one of their
12 technology experts. Caitlin will look into finding his contact information and reach out to him. Dave
13 talked about having the videos be encrypted that are sent.

14 Jaime talked about updating the video on the website, there is a lot of misinformation in the current
15 video on the website.

16 I move the Board make plans on changing the ASL video on the website about how to file a complaint
17 Jaime, second Kevin. All in favor. Motion carries.

18 The Board will take turns on who does the meeting announcements. Donnie will do the first
19 announcement, then Kevin will do the second, Jaime will do the third. Caitlin asked about who the
20 person will be to sign the new video for the complaint process on the website. Kevin, Donnie, and Jaime
21 will work on getting the video done and Caitlin will work with them to work on updating this video.

22 *Break for lunch at 12:20 pm*

23 *Reconvened at 1:09 pm*

NAIE report (National Association of Interpreters in Education)

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25 Dave had reached out to this group to see about what they have been doing regarding working with
26 interpreters in post-secondary education. Dave talked about this group let him know they are more of
27 an advocacy group. Kevin suggested possibly connecting Antwan Campbell with this group.

28 *Board discussion of fines for people who are fined by the Board and possible changes to the rules and the*
29 *law.*

30 Jim asked about the possible fine schedule that we could assess for people. John read from the rules
31 about how much the fines could be, and what the Board’s authority for fining people is. The Board
32 discussed the different options and possible ideas. Caitlin pointed out that if the Board does fine
33 someone the money goes to OSBM and the school system, and that the Board cannot force someone to
34 pay a fine. John read from the rules again in regard to the penalties and about how the LRC could have
35 the authority to recommend a higher fine if there are grounds for a fine. Dave talked about possibly

1 posting people who have been fined to the website. John read from the statute that we do not have the
 2 authority to withhold a license renewal until a fine is paid. The Board discussed possible options for if
 3 someone is fined what the Board could possibly do to make sure the person pays the fine. The Board
 4 discussed possible rule and law changes that might need to happen. Possible changes to the rules about
 5 the number of times a provisional license can be extended. Lauren talked about the cued language
 6 transliterators would have to be considered in the rules and laws also. The current process for an
 7 extension request was talked about and how the LRC asks for additional information consistently. Board
 8 discussed the possible testing options for people to obtain a full license. Pam King added that RID has a
 9 certification committee that are looking into possible other testing bodies and recognizing other testing
 10 bodies for an RID certification. The Board talked about looking at what other states have done and
 11 possible taking what other states have done and see if that can be something we can incorporate.
 12 Action item #2 addresses this item.

Motion Nov 2019-02 (Dove/Staley) I move we authorize the Chair, Jim Sewell, to contact Pat Hauser to see if she is interested in taking on an investigator (research/data collection) on other state licensing boards, and see what Pat’s fees would be to conduct this research and report back at the next meeting in 2020 in February Donnie, second Jaime. Discussion. All in favor. Motion carries.

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Central Office Report

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NCITLB Central Office Report (as of November 19, 2019 at 3:00 PM)

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Type of License	Current Number of Licensees	Percentage
Full	348	66%
Grandfathered	42	8%
Provisional	136	26%
Total Number of Current Licenses	526	100%

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Licenses issued since last Board meeting (August 22, 2019): 21

Full: 10

Qualified for licensure by:
 RID Certification: 10 of 10 (100%)

21

Provisional: 11

Qualified for licensure by:
 2-year degree: 5 of 11 (45%)
 EIPA score of 3 or above: 6 of 11 (55%)

Licenses Pending Issue: 4 (3 provisional and 1 full)

26

1 **Comments:**

2 Number of licenses that lapsed: 50

3 Full: 16

4 Grandfathered: 5

5 Provisional: 29

6 Provisional Extension Requests Received: 40

7 Caitlin talked about the person who submitted the information via fax and the information was not
 8 received. Caitlin asked about doing away with fax and the Board discussed other possible options for
 9 renewal. The Board talked about possibly having an online submission option, and also get rid of the fax
 10 as an option. Caitlin to talk to (Nick – additional webmaster) about possibly having an online only
 11 submission option.

Review of Action Items

12

#	Owner(s)	Description	Due date	Status
1	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?	November 22, 2019	
2	Jeff and Lauren	Ad hoc committee to determine what other options to revise in the statute to recognize for full licensure. Pam King, Jim Sewell, and Pat Hauser will help with that committee.	November 22, 2019	
3	Pam and Dave	Committee to work with NCRID about their conference and see about co-locating with them, work on the specifics, working with NCRID and where the NCITLB Forum should be.	November 22, 2019	
4	Dave and Caitlin	Look into mobile options for having the licensure cards for interpreters to have	November 22, 2019	
5	Jim, Pam, and Caitlin	Research types of learning options for obtaining CEUs and determine options to open up ways for licensees to get the CEUs needed for renewal.	November 22, 2019	
6	Caitlin	Adding link to website so people can submit a complaint via video	November 22, 2019	
7	Dave	Develop what a virtual meeting would look like	November 22, 2019	
	Kevin and Donnie	Sub committee to have open communication with DSDHH for community outreach.	On Going	On Going
	Caitlin	Update the Website as needed	On Going	On Going

	Pam and Lauren	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
	Caitlin	Caitlin to compile information about how many of each provisional years there are, and to track the schools that they are from and just have that information to track the schools people are coming from.	On going	On going

- 1
- 2 #1 – DSDHH cannot participate in the mediation process, the Board talked about exploring other options
- 3 for mediation. Possible retired interpreters, specific interpreters who could be unbiased. The
- 4 committee will explore other options for mediation and bring back recommendation.
- 5 #2 This was discussed previously in the meeting.
- 6 #3 Pam talked about having reached out to NCRID and has not heard anything back. Caitlin asked if this
- 7 is an action item that could come off the action item list, due to the Board holding their own forums.
- 8 The Board talked about possibly having a forum if we are invited. The Board decided to keep the action
- 9 item on the list. Jeff mentioned possibly going to the NCDDBA conference.
- 10 #4 No further action on this item.
- 11 #5 More research needs to be done at this time. Possibly allowing additional options for traditional
- 12 classroom setting.
- 13 #6 On going.
- 14 #7 The Board currently has zoom and this could be an option for a virtual meeting as an option. The
- 15 Board agreed that the priority is to be physically present. No further action on this item.
- 16 All ongoing action items continue to be ongoing.
- 17 I move we adjourn Jim.
- 18 Adjourned 3:16 pm