

## **Meeting Notice**

**State Committee of Interpreters  
September 25, 2009, 3:00pm, Closed Session  
September 26, 2009, 10:00am Open Session  
Time to be announced  
Holiday Inn Executive Center  
2200 I-70 Drive SW  
Columbia MO 65203**

Notification of special needs as addressed by the Americans with Disabilities Act should forward to the Missouri State Committee of Interpreters, P O Box 1335, 3605 Missouri Boulevard, Jefferson City MO 65102 or by calling 573-751-0099 to ensure available accommodations. The text telephone for the Deaf or Hard of Hearing is 800-735-2966 or 800-735-2466 for Voice Relay Missouri.

Except to the extent disclosure is otherwise required by law, the Missouri Committee of Interpreters is authorized to close meetings, records and votes, to the extent they relate to the following: Chapter 610.021 subsections (1), (3), (5), (7), (13), (14) and sections 324.001.8 and 324.001.9 RSMo.

The Committee may convene in closed session at any time during the meeting. If the meeting is closed, the appropriate section will be announced to the public, with the motion and vote recorded in open session minutes.

The agenda follows.

**Tentative Agenda**  
**State Committee of Interpreters**  
**September 25, 2009      3:00 P.M.**  
**HOLIDAY INN SELECT      Truman Room**  
**2200 I-70 SW, Columbia, MO**

**CLOSED MEETING**

**TRUMAN ROOM**

<b>3:00 pm Call to Order</b>
<b>Roll Call</b>
<b>Review and Approval of Agenda</b>
<b>Review and Approval of Closed Minutes</b>
<b>Complaints</b>
<b>Complaint Update</b>
<b>Executive Director</b>
<b>Miscellaneous</b>

**Tentative Agenda**  
**STATE COMMITTEE OF INTERPRETERS**  
**SEPTEMBER 26, 2009 10:00 A.M.**  
**HOLIDAY INN SELECT Truman Room**  
**2200 I-70 SW, Columbia, MO**

**OPEN MEETING**

**TRUMAN ROOM**

<b>10:00 AM Call to Order</b>	<b>Kathleen Alexander</b>
<b>Roll Call</b>	<b>Andrea Segura</b>
<b>Review and Approval of Agenda</b>	<b>Open Agenda</b>
<b>Review and Approval of Open Minutes</b> -May 6, 2009	<b>Open Minutes</b>
<b>Report from MCDHH and/or BCI</b> -May 26, 2009 MCDHH -July 14, 2009 MCDHH -August 25, 2009 MCDHH -August 28, 2009 BCI	<b>Tab 5</b>
<b>Rules Update and Proposed Changes</b> -20 CSR 2232-2.040 Certifications Recognized by the Board.	<b>Tab 6</b>
<b>Meetings</b> -Attended <ul style="list-style-type: none"> <li>• MCDHH Annual Deaf &amp; Hard of Hearing Day Six Flags, June 13, 2009</li> <li>• 2009 RID National Conference (August 1-6, 2009)</li> <li>• 2009 CLEAR Conference (September 10-12, 2009)</li> <li>• St. Louis</li> <li>• Springfield</li> <li>• 2009 Mo-Case Annual Special Ed Administrator's Conf (Sept. 20-22, 2009)</li> </ul> -Upcoming <ul style="list-style-type: none"> <li>• 2009 Interpreter Conference (September 25-27, 2009)</li> <li>• 34<sup>th</sup> Annual FARB Annual (January 29-31, 2010)</li> </ul>	<b>Tab 7</b>
<b>Video Remote Interpreting discussion/update</b>	<b>Tab 8</b>
<b>Complaint Procedures Update</b>	<b>Tab 9</b>
<b>Report from Executive Director</b> Financial Report Renewals Report 2009 Meeting Dates and Locations 2010 Meeting Dates and Locations 2010 Travel Plans	<b>Tab 10</b>
<b>Small Business Regulatory Fairness Board Training</b>	<b>Tab 11</b>
<b>Election of Officers</b>	

**State Committee of Interpreters  
Holiday Inn Select  
2200 I-70 SW  
Columbia, Missouri**

**September 25 - 26, 2009 -- Open Minutes**

The meeting of the State Committee of Interpreters was called to order on September 25, 2009 at 10:10pm by Kathleen Alexander, Chairperson, at the Holiday Inn Select, 2200 I-70 Southwest, Columbia, MO 65203

A motion was made by Mr. Eck and seconded by Ms. Segura to go into closed session at 3:43pm for #1, #2, #3 and #9. Ms. Segura, Mr. Eck, Ms. McCray, and Ms. Betzler all approved.

The meeting recessed at 4:45pm and resumed on September 26, 2009 at 10:00am. The open session of the State Committee of Interpreters was called to order at 10:05am on Saturday, September 26, 2009.

**Members Present:**

Kathleen Alexander, Chairperson – Member  
Andrea Segura, Secretary – Member  
Tim Eck, Member  
Carrie McCray, Member  
Lisa Betzler, Public Member

**Members Absent:**

John Adams, Member

**Staff Present:**

Pamela Groose, Executive Director  
Roxy Brockman, Administrative Assistant  
Craig Jacobs, Assistant Attorney General  
Rebecca Pursley, Contract Interpreter  
Peggy Withrow, Contract Interpreter

**Visitors:**

Rebecca Blitch, Interpreter  
Lisa Bolding, Interpreter  
Stephanie Winslow, DMH

**Review and Approval of Agenda**

A motion was made by Mr. Eck and seconded by Ms. Segura to approve the September 25-26, 2009 open agenda. All approved.

**Review and Approval of Open Minutes**

A motion was made by Mr. Eck and seconded by Ms. Segura to approve the open minutes from the May 6, 2009 meeting as amended. All approved.

### **Report from MCDHH and/or BCI**

- May 26, 2009 MCDHH – The minutes and agenda from this meeting were enclosed for the board member’s review. No action was required.
- July 14, 2009 MCDHH - The minutes and agenda from this meeting were enclosed for the board member’s review. No action was required.
- August 25, 2009 MCDHH - The minutes and agenda from this meeting were enclosed for the board member’s review. No action was required.
- August 28, 2009 BCI - The minutes and agenda from this meeting were enclosed for the board member’s review. No action was required.

No one was present from the MCDHH or BCI to provide any additional verbal reports. Ms. Groose said MCDHH had talked about a rule change related to theater performance interpretation and changing the skill level standard required for that function but she did not think the rules were filed prior to the moratorium deadline date for rule changes. Mr. Eck clarified for everyone that MCDHH had received letters from deaf consumers who felt that the skill level standard for even a rehearsed production should be a skill level 4 (four) or 5 (five) instead of the current level of 2 (two) or 3 (three).

Ms. Groose said MCDHH has discussed setting up a task force to add the MoALSTA certification into the certification system. Mr. Eck said that this certification would allow someone to teach sign language in the state of Missouri.

Ms. Groose attended the meeting held on Friday, September 25, 2009 and said that MCDHH discussed the following:

- Delay in testing and results and that it is taking longer than the normal three months for results to be sent out. Ms. Groose said that MCDHH has lost one full time person and Angela Graves is working at 80% which is only working 4 days a week.
- A group of BCI members went to look at the Texas test and reported back that the test is statistically sound, reliable and the validity has been tested and challenged. Ms. Groose said the test is also legally defensible to the US Supreme Court and the test receives good feedback. She said the Texas test had a 64% pass rate but it has dropped to 59%. She also said the test no longer has questions about ethics but instead continuing education is required in ethics. Ms. McCray said that there is a great deal of English comprehension on the written test and that it was very similar to the GRE. Ms. Groose said the English comprehension test is the first test that is taken and out of 1042 candidates there was a 59% pass rate. Ms. Groose said that she believed there were three parts; one part written English comprehension and the other two parts are performance/interactive. She said there is a part called sight translation where the test taker is given the chart of an individual that someone is going to be interpreting for and then interpret what you have read. She said Texas has three certification levels: basic, advanced and master and that they are comparable somewhat to our three, four and fives. She said it is a pass/fail examination and all of the evaluators are together and scoring all together at the same time. She said the end result was the commission gave their approval to move forward and look into leasing the examination and whatever steps need to be taken. Ms. Groose said Mr. Jacobs was present during the MCDHH discussion and will be looking into statute and rule to determine if changing the kind of test will require changes to the statute or rules. If MCDHH leases the examination Texas will only lease if they provide the training of the evaluators and pick the evaluators. Dr. Critchfield said that based on what he looked at the giving of the Texas exam would cost less but if it ended up more expensive then the cost increase would be passed along to the testers. Ms. Groose said that MCDHH knew if they went forward a decision would need to be made in regard to the level 1 (one) and 2 (two). Ms. Groose said that Dr. Critchfield will go to Austin, Texas, in November as he did not go with the first group who viewed the examination.

The 2010 MCDHH meetings are scheduled as follows:

- Feb 23, 2010 at 10:00am

- May 25, 2010 as 10:00am
- July 27, 2010 at 10:00am
- Oct 15, 2010 (Friday morning of the interpreter conference. The meeting will start at 9:00am)

Ms. Goose said the conference will be back at Tan-Tar-A next fall. Ms. Goose said that an official motion was made to establish a task force to consider the certification for ASL teachers.

### **Rules Update and Proposed Changes (39:00)**

- 20 CSR 2232-2.040 Certifications Recognized by the Board. Ms. Goose said this rule is currently in the official comment period. She said that once this rule become effective without the MCDHH skill level standards being changed to reflect what this level of interpreter can do. The committee members discussed that this type of certification is to be used in an educational setting only. Ms. Goose said that the interpreters will need to police themselves.

### **Meetings**

-Attended

- MCDHH Annual Deaf & Hard of Hearing Day Six Flags, June 13, 2009 – This function was attended by Mr. Eck and Ms. Betzler. Mr. Eck said there was a decrease in the number of attendees. He said that Six Flags is struggling financially as well as there were no shows being presented. Mr. Eck and Ms. Betzler recommended that in the future materials should be available to be picked up but it was not necessary for board members to be present.
- 2009 RID National Conference (August 1-6, 2009) – Ms. Segura attended the RID conference. She said the conference was awesome and that the main topics were VRI and VRS. She said there was a man from the FCC at the conference that indicated the FCC was pursuing some interpreters in regard to fraudulently billing for services when services were not rendered. Ms. Segura said there was a newspaper being given out at the conference called “Sign News” and she said in one of the issues were two mug shots of interpreters who were being federally indicted for stealing money.
- 2009 CLEAR Conference (September 10-12, 2009) Ms. Segura and Ms. McCray. Ms. McCray said there were presentations in regard to internet practices. She said that an attorney was present who said that the professional needs to be credentialed in the state where they live and also need to be credentialed where the client is located. Ms. McCray and Ms. Segura both attended the Board member orientation and said it was good.
- St. Louis DEAFestival, August 29, 2009 – was attended by Mr. Eck and Ms. Betzler attended. Mr. Eck and Ms. Betzler both indicated this event was well attended.
- 4<sup>th</sup> Annual Deaf Awareness Week Deaf Expo, Springfield, Missouri, was attended by Mr. Eck and Ms. Betzler. Ms. Betzler recommended that actual complaint forms be provided for these activities to be able to show the deaf individuals what a form looked like.
- 2009 Mo-Case Annual Special Ed Administrator’s Conf (Sept. 20-22, 2009) Mr. Eck attended this event. He said about 1100 school administrators from across the state attended. He said that he would recommend that someone from the Board attend every other year instead of every year.
- 2009 Interpreter Conference (September 25-27, 2009) Ms. Segura and Mr. Eck presented earlier in the day. Mr. Eck said he thought 35-40 people attended. He said there was a good amount of discussion in regard to the mentorship program

-Upcoming

- 34<sup>th</sup> Annual FARB Annual (January 29-31, 2010 -- Ms. Segura and Ms. McCray had expressed interest in going but Ms. McCray said she would not be able to attend due to a conflict.

### **Video Remote Interpreting discussion/update**

Ms. Goose indicated that she and the Division of Professional Registration's Director of Legislation have met with the Department of Mental Health (DMH) representative to express concerns and offered procedure to license out of state VRI agencies.

Stephanie Winslow from DMH provided comment:

- VRS exempt now because under the FCC. DMH would like same for VRI.
- Intent is to only use nationally certified interpreters.
- Rural areas are the problem. Interpreter can be two (2) to three (3) hours away.
- VRI is one of the standard tools used nationwide.
- VRI vendors will not be willing to license all employees because of cost.
- No VRI providers in Missouri.
- DOJ says no excuse for not providing access to people who are deaf.
- Intent is to require qualifications of VRI to match skill levels reflected in current law.
- VRI providers would have to have appropriate credentials.
- Issue is the barrier in Missouri, need to remove barrier but still embracing qualifications.

Ms. McCray relayed the following information and comments:

- VRI agency in Missouri quit due to lack of need.
- Would argue that a company of 500 interpreters may have 100 with appropriate certification.
- Real concern is the protection of the deaf individual.
- Should have access but no access is better than lousy access.
- Bad intervention when related to medications that could cause death or an allergic reaction is worse than no intervention.
- How will deaf person in Missouri file complaint.
- Concern about someone in another state providing services to a Missouri resident in crisis and missing critical information when not from the area due to contextual information missed.

Discussion related to possible procedure to license VRI vendors and register all providers. Ms. Winslow expressed concern that vendors would not serve Missouri.

Due to time constraints Ms. Alexander asked if the committee members wanted Ms. Goose and the Division to keep working with DMH toward a solution. A motion was made by Mr. Eck and seconded by Ms. Segura that the Division of Professional Registration moves forward in continuing those discussions and dialogs with regard to VR with DMHI. All approved.

### **Complaint Procedures Update**

Ms. Goose reported that Ms. McCray was working with Mr. Ford to complete the video of the complaint process that will be placed on the website. Ms. McCray asked if the committee members were okay with using Norma Vickers. In response to a question posed by Mr. Eck, Ms. Goose verified that that Ms. Vickers can be compensated.

### **Report from Executive Director**

- Financial Report – The financial report as of September 26, 2009 was included for the committee's review.
- Renewals Report – Ms. Goose verified that renewals will be mailed mid-November. She said the Division likes to send out renewals around October 1<sup>st</sup> which is too early for us to be able to verify their certification through MCDHH.

- 2009 Meeting Dates and Locations -- The next scheduled meeting is on December 4, 2009 at Professional Registration.
- 2010 Meeting Dates and Locations –
  - February 5, 2010, Jefferson City at Professional Registration
  - May 13, 2010, Jefferson City at Professional Registration
  - September 17, 2010, Jefferson City at Professional Registration
  - December 3, 2010, Jefferson City at Professional Registration
- 2010 Travel Plans – A list of potential conferences that the SCI members and Executive Director may want to attend. Ms. Groose said this list is given to Administration for the Division of Professional Registration.

Small Business Regulatory Fairness Board (SBRFB) Training – Materials regarding the SBRFB was Included in the agenda materials and by reading the materials Ms. Groose they are considered trained.

### **Election of Officers**

Nominations for Chair -- A motion was made by Ms. Segura and seconded by Mr. Eck to elect Ms. McCray as chair. All approved.

Secretary – A motion was made by Ms. McCray and seconded by Mr. Eck to elect Ms. Segura as secretary. All approved.

A motion was made by Ms. Segura and seconded by Mr. Eck to adjourn the meeting at 12:10pm. All approved.



Pamela Groose  
Executive Director Signature

December 4, 2009

Date Committee Approved

## MOTIONS

### 1. INVESTIGATIONS / COMPLAINTS / AUDITS

I move that this meeting be closed, and that all records and votes, to the extent permitted by law, pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (14) and section 620.010.14 subsection (7) RSMo for the purpose of discussing investigative reports and/or complaints and/or audits and/or other information pertaining to a licensee or applicant.

### 2. LEGAL ACTIONS / LITIGATIONS / PRIVILEGED COMMUNICATIONS

I move that this meeting be closed, and that all records and votes, to the extent permitted by law, pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (1) RSMo for the purpose of discussing general legal actions, causes of action or litigation and any confidential or privileged communications between this agency and its attorney.

### 3. DISCIPLINE

I move that this meeting be closed, and that all records and votes, to the extent permitted by law, pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (1) RSMo for the purpose of deliberation on discipline.

### 4. PROMOTING / HIRING / DISCIPLINING / FIRING EMPLOYEES

I move that this meeting be closed, and that all records and votes, to the extent permitted by law, pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (3) RSMo for the purpose of discussing hiring, firing, disciplining, or promoting an employee of this agency.

### 5. APPLICATIONS

I move that this meeting be closed, and that all records and votes pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (14) and section 620.010.14 subsection (7) RSMo for the purpose of discussing applicants for licensure.

### 6. EMPLOYEE PERFORMANCE RATINGS

I move that this meeting be closed, and that all records and votes pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (13) RSMo for the purpose of making performance ratings pertaining to individual employees.

### 7. EXAMINATION MATERIALS

I move that this meeting be closed, and that all records and votes pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (7) RSMo for the purpose of discussing and/or reviewing testing and examination materials.

### 8. DIAGNOSIS / TREATMENT OF DISCIPLINED LICENSEES

I move that this meeting be closed, and that all records and votes, to the extent permitted by law, pertaining to and/or resulting from this closed meeting be closed under section 610.021 subsection (5) RSMo for the proceedings required pursuant to a disciplinary order concerning medical, psychiatric, psychological, or alcoholism or drug dependency diagnosis or treatment of specific licensees.

### 9. CLOSED MINUTES

I move that this meeting be closed, and that all records and votes pertaining to and/or resulting from this closed meeting be closed, for the purpose of reviewing and approving the closed minutes of one or more previous meetings under the subsections of 610.021 which authorized this agency to go into closed session during those meetings.