



# State Committee of Interpreters

Volume 4, Issue 2

January 2007

## Governor

The Honorable Matt Blunt

## Department of Insurance, Financial Institutions and Professional Registration

W. Dale Finke, Director

## Division of Professional Registration

David Broeker, Director

## State Committee of Interpreters

John T. Adams, Chairperson  
St. Louis, Missouri

Tim Eck, Secretary  
St. Louis, Missouri

Kathleen Alexander, Member  
Rocheport, Missouri

Lisa Betzler, Public Member  
St. Louis, Missouri

Andrea Segura, Member  
Liberty, Missouri

Lisa Guillory, Public Member  
Columbia, Missouri

Carrie L. McCray, Member  
Fulton, Missouri

Pamela Groose, Executive Director  
Tammy Mouden, Administrative Assistant  
Rhonda Robinett-Fogle, Licensure Technician II

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STATE OF MISSOURI  
Division of Professional Registration

This is an official publication of the Division of Professional Registration. Submit articles to: State Committee of Interpreters, P.O. Box 1335, Jefferson City, MO 65102.

## MEETING SCHEDULE

You will find listed below the tentative schedule of upcoming Committee meetings. The public is invited to attend the open session of the meetings, which generally begins at 1:00p.m. The meeting locations will be at Missouri Division of Professional Registration 3605 Missouri Blvd., Jefferson City, unless otherwise noted.

**March 30, 2007 - Kansas City**

**June 29, 2007 - Springfield**

**September 14, 2007 - St. Louis**

**December 13, 2007 - Jefferson City**

## BOARD MEMBER POSITIONS

Members of the State Committee of Interpreters are appointed by the governor with advice and consent of the Senate. An individual is appointed for a four-year term, and is eligible to serve for no more than two terms. The membership of the Committee is to reflect the differences in levels of certification, work experience and education. No more than two interpreter educators can be members of the Committee at the same time. To be considered for appointment, individuals must be licensed as an interpreter, United States citizens and residents of the state of Missouri.

If you have additional questions regarding the appointment process or if you know of an interested individual, please contact David Broeker, Director, Division of Professional Registration, P.O. Box 1335, Jefferson City, MO 65102, [david.broeker@pr.mo.gov](mailto:david.broeker@pr.mo.gov).

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# KNOW YOUR BOARD MEMBERS



**John T. Adams**  
 Chairperson  
 St. Louis, MO  
 Term Expires: 10/9/07  
 Comprehensive Level



**Tim Eck**  
 Secretary  
 St. Louis, MO  
 Term Expires: 10/30/07  
 Intermediate Level



**Kathleen Alexander**  
 Member  
 Rocheport, Missouri  
 Term Expires: 10/9/08  
 Advanced Level



**Lisa Betzler**  
 Public Member  
 Ballwin, MO  
 Term Expires: 12/11/06



**Andrea Segura**  
 Member  
 Liberty, MO  
 Term Expires: 10/09/10  
 Comprehensive Level



**Lisa Guillory**  
 Public Member  
 Columbia, MO  
 Term Expires: 10/23/05



**Carrie McCray**  
 Member  
 Fulton, MO  
 Term Expires: 10/9/09  
 Comprehensive Level

Complaint Statistics									
July 1 - June 30	FY98 97-98	FY99 98-99	FY00 99-00	FY01 00-01	FY02 01-02	FY03 02-03	FY04 03-04	FY05 04-05	FY05 05-06
<b>Complaints</b>	4	7	19	6	8	2	3	7	5
<b>Discipline</b>	0	0	0	0	0	0	0	0	2

## THANK YOU & WELCOME

The members and staff of the Missouri State Committee of Interpreters would like to thank Sandy Drummond for her many years of valuable service to the Missouri State Committee of Interpreters. Current member Andrea Segura replaced Sandy Drummond. Many, Many, Thanks to Sandy.



Sandy Drummond



Andrea Segura

## ABOUT ANDREA SEGURA

Graduate of the Maplewood's Interpreter Training Program in 1998. Certified/licensed Advance level working in both the school systems and community. Past lead Interpreter for the Kansas City School District. Instrumental in establishing protocols, pay scale, coordinating and ensuring that a full staff of Interpreters were hired to serve the needs of the district's deaf students. Retired after 25 years in the medical field working as a Radiologic Technologist and other various positions in the areas of diagnostics, and general medicine. Still holds a retirement status ARRT. Past member of KAI. Andrea has been married for 30 years with 2 sons and grand children.



Andrea Segura

Andrea's goals are to see education as a key to providing quality interpreting services in the utmost professional manner to the deaf community.

## TOWN HALL MEETING SCI are coming to town!

The MO. State Committee of Interpreters wants to meet you. A Town Hall meeting has been planned for the members to present information regarding licensure rules and regulations. The committee will also give brief explanations on the differences between certification and licensure, the complaint process and the board member appointment process. Check out the info below:

### SCI Town Hall Meeting

When: March 29, 2007 in Kansas City  
June 28, 2007 in Springfield  
September 13, 2007 in St Louis  
December 12, 2007 in Jefferson City  
7 p.m. – 9 p.m.

Where: A location near you!  
Watch SCI Web Site for Location  
0.2 CEU's available  
Interpreters Provided



# Missouri Commission for the Deaf and Hard of Hearing

## COMMUNICATIONS ACCESSIBILITY IN MISSOURI JAILS

### CONSUMER REPORT - INTRODUCTION

The Missouri Commission for the Deaf and Hard of Hearing (MCDHH) conducted a survey of "Communications Accessibility in Missouri Jails" during the late spring of 2005. A brief questionnaire was initially mailed to all jails across the state, and this was followed several weeks later by a second mailing of the questionnaire along with a reminder letter to those jails that had not yet responded. A third contact was then made about four weeks later. At that time another copy of the questionnaire and a third reminder letter was sent to all jails that had not yet returned a completed questionnaire. Survey questionnaires were sent out to a total of 113 Missouri jails, and 81 completed questionnaires were eventually returned giving a 72 percent (72%) response rate. MCDHH extends our most sincere thanks to all of the jail administrators that participated in this survey.

In this era of increasing demand for accountability, MCDHH offers this "Consumer Report" as a way of sharing information with the general public regarding communications access in jails across our state. For ease of understanding, the percentage of jails giving the "most accessible" response to each question appears first among the various responses and has been highlighted by bolding it. Thus, the information that is bolded represents how close the total group of Missouri jails comes to providing maximum communications access for detainees with hearing loss.

It should be pointed out that what it takes for Missouri jails to be the "most accessible" and what it takes to simply "satisfy the law" are often very different things. For example, only 1% of Missouri jails have a videophone available, so 1% is placed in the left-most column and is bolded because having a videophone available would be the "most accessible" response to that question. However, there is nothing in either federal or state law that specifically requires a jail to have a videophone available. So, while only 1% of our jails have a videophone available for use by deaf consumers, the others are not violating any law concerning that matter.

All questions in this report should have been answered by all jails, and the percentages for all questions are calculated on the basis of 81 total returned questionnaires. For example, question # 1

indicates that 21% of the 81 jails can receive an incoming TTY call that does not involve a Telephone Relay Service, whereas 64% of the 81 jails cannot receive such calls. An additional 14% of the responding jails reported that they "Don't Know" if they can receive such calls, and 1% of the jails did not answer the question (NA).

Unfortunately, the survey results present a rather bleak picture of how well jails in Missouri are doing when it comes to providing communications accessibility for deaf and hard of hearing people. In general, fewer than a third of our jails provided the most accessible response to any of our questions. And it is quite clear that the majority of our jails are not meeting their legal responsibility for providing communications access to people with hearing loss, as indicated by the fact that 75% of Missouri jails cannot provide TTY's to deaf detainees for making outgoing calls, and that only 40% normally provide interpreters upon request when giving the Miranda warnings.

MCDHH sincerely hopes that this "Consumer Report" will serve as a stimulus for deaf and hard of hearing people throughout the state of Missouri to visit their local jail and ask about communications accessibility for people with hearing loss at that facility. And, if needed, request that your jail review its policies, practices, and capabilities related to providing communications access to persons with hearing loss. Don't wait until a friend of yours with hearing loss is detained in your local jail to find out that the staff at your jail does not know how to obtain an interpreter or where to get an assistive listening device. Just like preventive medicine, discussions concerning communications accessibility at your local jail before such accessibility is actually needed can possibly save someone a lot of pain and frustration!

This "Consumer Report" may be freely duplicated and distributed. Please contact our office if you would like further information, or if personnel at your jail are interested in having a staff member of MCDHH visit and discuss with them either ways of providing communications accessibility or the legal rights of deaf and hard of hearing detainees.



David Broeker,  
Division Director

## MESSAGE FROM THE DIVISION DIRECTOR

My sincere appreciation to Governor Blunt for having appointed me the Director of the Division of Professional Registration beginning July 2. It is certainly a pleasure to serve in this position.

For the last 14+ years I owned and operated my own business in Jefferson

City. Prior to that, I spent 17 ½ years in state government; in the Governor's Office, State Auditor's Office, and the Department of Agriculture.

As you probably know, the Governor issued Executive Order 06-04 on February 1, 2006, that created the Department of Insurance, Financial Institutions, and Professional Registration.

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# Missouri Commission for the Deaf and Hard of Hearing

## COMMUNICATIONS ACCESSIBILITY IN MISSOURI JAILS

### CONSUMER REPORT - (N-81)

- |  |   |
|--|---|
| <p>1. Can your jail receive an incoming telephone call direct from a TTY* and not involving any relay service?<br/>                 21%_ Yes 64%_ No 14%_ Don't Know (1%_ NA)</p> <p>2. Does your jail have a TTY available to enable deaf employees and visitors to make outgoing calls?<br/>                 25%_ Yes 73%_ No 3%_ Don't Know</p> <p>3. Does your jail have a hearing-aid-compatible amplified telephone available to enable hard of hearing detainees to make outgoing calls?<br/>                 7%_ Yes 82%_ No 10%_ Don't Know (1%-NA)</p> <p>4. Does your jail have a TTY available to enable deaf and hard of hearing detainees to make outgoing calls?<br/>                 21%_ Yes 75%_ No 4%_ Don't Know</p> <p>5. Does your jail have any television sets in public use areas for employees and visitors to watch?<br/>                 22%_ Yes 78%_ No, We Have No TV Sets In Public Areas</p> <p>6. Does your jail provide any television sets in the lounges or cells of detainees in your jail?<br/>                 80%_ Yes 14%_ No 3%_ Don't Know (4%_ NA)</p> <p>7. Does your jail have available at all times a list of licensed interpreters in your area and their contact information?<br/>                 26%_ Yes 62%_ No 11%_ Don't Know (1%_ NA)</p> <p>8. Does your jail have available at all times a list of interpreter referral agencies and their contact information?<br/>                 27%_ Yes 59%_ No 11%_ Don't Know (3%_ NA)</p> <p>9. Are officers at your jail trained so that they can promptly arrange interpreting services to meet detainee requests?<br/>                 33%_ Yes 54%_ No 7%_ Don't Know (5%_ NA)</p> <p>10. Do officers at your jail know what skill levels are required of interpreters in order to legally work in correctional settings?<br/>                 10%_ Yes 67%_ No 24%_ Don't Know</p> <p>11. On average, about how long does it take for your jail to get an interpreter for a detainee in a medical emergency?<br/>                 21%_ Under 30 Minutes 12%_ 30 - 60 Minutes 1%_ 1- 2 Hours 3%_ Over 2 Hours 56%_ Don't Know</p> <p>12. Does your jail have a videophone available?<br/>                 1%_ Yes 93%_ No 1%_ Don't Know (5%_ NA)</p> | <p>16%_ Visits With Lawyers Or Family Members<br/>                 41%_ Interrogations<br/>                 12%_ For Special Programs<br/>                 40%_ When Giving The Miranda Warnings<br/>                 21%_ At The Time Of Release</p> <p>14. Does your jail have either hard-wired or portable visual fire alarms for cells of deaf and hard of hearing detainees?<br/>                 35%_ Yes, Hardwired 5%_ Yes, Portable 42%_ No<br/>                 10%_ Don't Know (9%_ NA)</p> <p>15. How are instructions communicated from officers at your jail to deaf and hard of hearing detainees?<br/>                 72%_ We Use Pen/Pencil And Paper<br/>                 3%_ We Use A "Picture Board"<br/>                 0%_ We Use A Laptop Computer<br/>                 32%_ We Use Gestures<br/>                 0%_ We Use A Personal Data Assistant (PDA)<br/>                 11%_ We Use An Officer Who Knows Some Sign Language<br/>                 7%_ We Use A TTY Or "Compac TTY"<br/>                 31%_ We Obtain An Interpreter<br/>                 1%_ We Use A "Magic Slate"<br/>                 6%_ We Speak And Expect Them To Speechread Us<br/>                 1%_ We Use A Dry-Erase Marker Boards<br/>                 1%_ We Use An Assistive Listening Device</p> <p>16. How is information that is delivered over a public address or intercom system communicated to deaf and hard of hearing detainees?<br/>                 14%_ In Writing 16%_ By Jailer 10%_ By Other Detainees<br/>                 21%_ We Have No PA System</p> <p>17. Do officers at your jail have available a sign language book showing pictures of basic signs?<br/>                 11%_ Yes 82%_ No 7%_ Don't Know</p> <p>18. Have officers at your jail had training concerning fingerspelling and basic sign language?<br/>                 5%_ Yes 83%_ No 10%_ Don't Know (3%_ NA)</p> <p>19. Does your jail have an assistive listening device, such as a personal FM system, available for detainee use?<br/>                 4%_ Yes 93%_ No 3%_ Don't Know (1%_ NA)</p> <p>20. Do officers at your jail know the rights of deaf and hard of hearing detainees under the Americans with Disabilities Act (ADA) and the Missouri Human Rights Act?<br/>                 22%_ Yes 32%_ No 46%_ Don't Know</p> |
|--|---|

(\* Also referred to as a Teletypewriter, Text Telephone or Telecommunications Device for the Deaf )

Most Accessible Responses Are Bolded / \* NA = No Answer  
 Note: Percentages do not always total 100% because of rounding error.  
 (September 20, 2005)

13. For what situations are interpreters normally provided in response to detainee requests?  
 44%\_ Bookings  
 32%\_ Medical Evaluation  
 37%\_ Interviews

**Missouri Commission for the Deaf and Hard of Hearing**  
 1103 Rear Southwest Boulevard | Jefferson City, MO 65109  
 (573) 526-5205 (V/TTY) | (573) 526-5209 (FAX)  
 MCDHH@mcdhh.mo.gov | www.mcdhh.mo.gov

# CERTIFICATION VS. LICENSURE

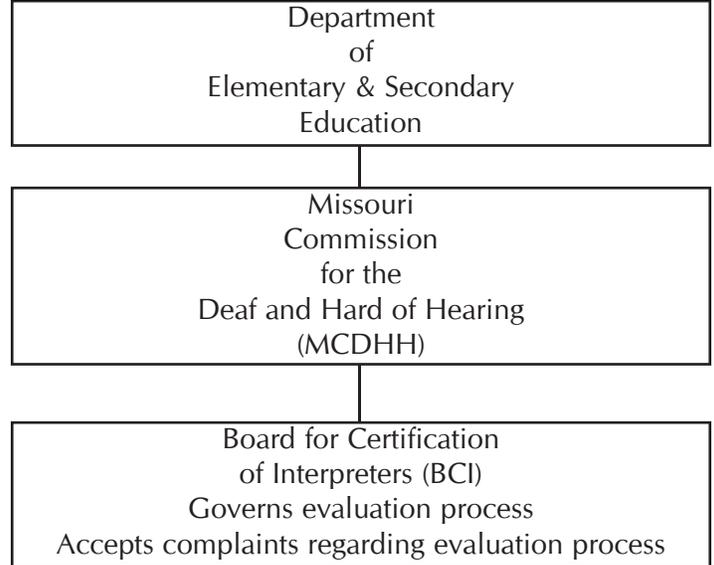
First and foremost, the practicing interpreter must be both Certified and Licensed to provide interpreting services and to be in compliance with the licensure law within the state of Missouri. The Licensure Law outlines the establishment of the Missouri State Committee of Interpreters within the Division of Professional Registration of the Department of Economic Development. The Governor with the advice and consent of the senate appoints members to the Missouri State Committee of Interpreters. The purpose of the State Committee of Interpreters is to regulate and govern the practice of interpreting to protect the welfare of the inhabitants of Missouri against the unlawful practice of interpreting. The committee promulgated administrative rules to implement and sustain a system to govern the practice of interpreting and enforces Ethical Rules of Conduct. The administrative rules became effective July 30, 1999. Licenses must be renewed yearly. In addition, the committee handles complaints regarding the practice of interpreting.

The Board of Certification of Interpreters (BCI) established within the Missouri Commission for the Deaf and Hard of Hearing (MCDHH) of the Department of Elementary and Secondary Education (DESE) governs the evaluation process and handles complaints regarding the evaluation process. The governor, with the advice and consent of the senate, appoints members to the board. The purpose of the Board of Certification of Interpreters is to protect the citizens of the state through certification of interpreters by evaluating their competence to practice. In addition, the BCI regulates and requires continuing education to maintain one's certification. The BCI strives to maintain the quality of interpreting services and to establish clear standards of professionalism in the interpreting profession. After an interpreter has completed the certification evaluation and has been granted a certification, the interpreter must then apply for a license in order to work in the state of Missouri as an interpreter.

The Missouri State Committee of Interpreters protects the public from inadequate or unlawful services provided by interpreters. In addition to governing the practice of interpreting, licensure enforces a code of ethical conduct promulgated in the administrative rules. The Board for Certification of Interpreters governs the certification process by determining an interpreter's skill level through the evaluation process. The board also requires an interpreter to maintain certification through continuing education. Although, the agencies are two separate entities governing two separate aspects of

interpreting the practicing interpreter must have and maintain both a certification and a license to provide interpreting services in the state of Missouri.

## CERTIFICATION OF INTERPRETERS



## LICENSURE OF INTERPRETERS



# RECENT COMMITTEE ACTIVITIES

- **February 3-5, 2006**  
Kathleen Alexander and Tim Eck attended the FARB (Federation of Associations of Regulatory Boards) Annual Meeting in San Diego, CA.
- **March 30, 2006**  
State Committee meeting in Jefferson City
- **April 22, 2006**  
Tim Eck and Lisa Betzler manned the exhibit table at the DeafNation Expo in St. Charles
- **June 1, 2006**  
Andrea Segura appointed as a member of the SCI
- **June 22, 2006**  
State Committee meeting in Jefferson City
- **September 14-17, 2006**  
Kathleen Alexander attended the CLEAR (Council for Licensure, Enforcement and Regulation) Annual Conference in Alexandria, VA.
- **September 21, 2006**  
State Committee meeting in Jefferson City
- **September 24-26, 2006**  
Lisa Betzler manned the exhibit table at the 29th Annual Special Education Administrators' Conference at Tan Tar A.
- **October 13-15, 2006**  
John Adams, Tim Eck, Carrie McCray, Kathleen Alexander, and Andy Segura manned the exhibit table and attended the MCDHH Convention at Tan Tar A.

**MESSAGE FROM THE DIVISION DIRECTOR CONTINUED FROM PAGE 4**

By a Type III transfer our division became a part of this new department on August 28. A type III transfer is the transfer of a department, division, agency, board, commission, unit, or program to the new department with only such supervision by the head of the department for budgeting and reporting. The Division of Professional Registration was previously a division within the Department of Economic Development.

I am most grateful to the Division's and Boards' staff for the support, advice, and counsel they have given me. This is truly a

great group of people.

I look forward to working with all my associates in Professional Registration and continuing the excellent service the entire division has given the approximately 400,000 Missourians who are licensed and regulated and who represent 240 different trades and professions.

Please feel free to contact me if I can be of assistance to you. I look forward to working with you in the years to come.

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## FREQUENTLY ASKED QUESTIONS

**When does the license need to be renewed?**

An interpreter's license will expire January 31 of each calendar year. A renewal notice is sent to the licensee approximately 60 days in advance of the expiration date.

It is very important to keep the state committee informed of an interpreter's mailing address because the renewal will be sent to the address maintained within the licensee's file. Even if a licensee does not receive a renewal notice, the licensee is responsible for renewing a license.

**What is the cost to renew a license?**

The renewal fee is \$90.00.

**What continuing education is required to maintain a license?**

Continuing education, also known as permit/certification maintenance (PCM), is regulated by the Missouri Commission of the Deaf and Hard of Hearing and is associated with maintaining a current certification. Questions regarding PCM should be directed to the commission office at 573/526-5205.

**What type of documentation will the interpreter receive to verify licensure?**

When an application is approved for licensure, the interpreter will receive written notification along with a small license suitable for framing and a wallet card.

**What if an interpreter changes an address or has a name change?**

Maintaining accurate information is important. If an interpreter has an address change, either call the state committee office, send a brief note listing the changes in address, telephone number, etc. or fax the information to 573/526-0661. If an interpreter has a name change, it must be submitted in writing with a copy of the documentation (i.e. marriage license, court order) authorizing the name change.

**Can an interpreter make copies of the law and rules booklet or form?**

Yes.

**How can an interpreter obtain a duplicate license?**

If an interpreter misplaces a license or if the license is destroyed a duplicate can be issued. The interpreter must submit the request either by mail, e-mail or fax to the state committee office.

Mail: P.O. Box 1335, Jefferson City, MO 65102

E-mail: [interpreters@pr.mo.gov](mailto:interpreters@pr.mo.gov)

Fax: (573) 526-0661

Web: <http://pr.mo.gov/interpreters.asp>

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## CURRENTLY DISCIPLINED INTERPRETERS

**1. Boyster, Holly L Probation 12/27/2005 to 12/27/2007**

Licensee violated 109.334.2 (5), (6), (13) and 4 CSR 232-3.010 (3), (5). Licensee interpreted on several occasions outside the Skill Level Standards.

**2. Mathers, Taci Probation 4/25/2006 to 4/25/2008**

Between September 1, 2004 and November 29, 2004 licensee delegated interpreting assignments to an individual holding an inappropriate certification level. Between August 2004 and December 2004 there were occasions when licensee as a student's interpreter attended class with the student but did not interpret for the student during the entirety of the class. By attending class with the student as the student's interpreter but not interpreting for the student during the entirety of the class licensee failed to interpret the entire source message.

DIVISION OF PROFESSIONAL REGISTRATION  
**STATE COMMITTEE OF INTERPRETERS**  
3605 MISSOURI BLVD.  
P.O BOX 1335  
JEFFERSON CITY, MO 65102

PRSTD STD  
U.S. POSTAGE  
**PAID**  
Permit 440  
Jefferson City, MO



# MOVING?

**PLEASE NOTIFY THE  
BOARD OFFICE OF  
YOUR NEW ADDRESS.**



Committee rules require all licensees notify the Committee of all such changes by sending a letter to the committee's office in Jefferson City, Missouri, within thirty (30) days of the effective date of the change. Please include a street address to facilitate any express mail deliveries.

NAME: \_\_\_\_\_

PROFESSION: \_\_\_\_\_ LICENSE NUMBER: \_\_\_\_\_

(P.O. BOX MUST BE ACCOMPANIED BY YOUR PHYSICAL ADDRESS)

OLD ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NEW ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**PLEASE MAIL TO:**  
Missouri State Committee of Interpreters  
P.O. Box 1335, Jefferson City, Missouri 65102-1335