



# State Committee of Interpreters

August 2009

## KNOW YOUR NEW DIVISION DIRECTOR



Jane Rackers was recently appointed as the new Director of the Division and has been confirmed by the Senate. Jane is no stranger to the Division. She is an attorney and joined the Attorney General's office in 1990 after four years in private practice. Jane's first assignment at the AGO was to serve as general counsel to the Real Estate Commission. Throughout the last 18 years, she has worked with the boards in various capacities, most recently serving as Chief Counsel of the Governmental Affairs Division, which provides representation to the boards.



## CHANGES IN MISSOURI LAW THAT AFFECT YOUR NEXT RENEWAL

### Income tax

This law has been on the books for several years now, but a reminder is always a benefit. The State Committee of Interpreters is required to give your Social Security Number to the Department of Revenue before granting a new license or a renewal. If you are an existing licensee, your SSN will be provided to the DOR approximately 30 days before your renewal. The DOR will determine if you owe any back income taxes or if you've failed to file an income tax return in the past three years. If so, you will be notified. You will have 90 days from that notification to take care of the tax liability or your license will be suspended until you are in compliance.

If you are applying for a new license, your SSN will be given to the DOR within 30 days of your application. If you are not in compliance, your application will not be considered until you are in compliance.

The current requirements have been in effect since 2004, thanks to House Bill 978. You may recall that House Bill 600, passed in 2003, required revocation for non-compliance. The law was changed in 2004 to require suspension. The law is section 324.010 RSMo.

For questions, please contact us.

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**Governor**

The Honorable Jeremiah W. (Jay) Nixon

**Department of Insurance, Financial  
Institutions and Professional Registration**

John M. Huff, Director

**Division of Professional Registration**

Jane A. Rackers, Director

**State Committee of Interpreters**Kathleen Alexander, Chairperson  
Rocheport, MissouriAndrea Segura, Secretary  
Liberty, MissouriJohn T. Adams, Member  
St. Louis, MissouriLisa Betzler, Public Member  
St. Louis, MissouriTim Eck, Member  
St. Louis, MissouriPublic Member  
VacantCarrie L. McCray, Member  
Fulton, Missouri

Pamela Groose, Executive Director

Roxy Brockman, Administrative Assistant

Vicky Steen, Licensure Technician II

3605 Missouri Boulevard, P.O. Box 1335  
Jefferson City, Missouri 65102**Phone:** (573) 526-7787**Fax:** (573) 526-0661**TTY:** (800) 735-2966**URL:** <http://pr.mo.gov/interpreters.asp>**E-mail:** [interpreters@pr.mo.gov](mailto:interpreters@pr.mo.gov)**STATE OF MISSOURI**  
Division of Professional RegistrationThis 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**RECENT COMMITTEE ACTIVITIES****February**

State Committee Meeting

**March**

Tim Eck, Andrea Segura, Kathleen Alexander, Carrie McCray and Pam Groose attended the TERP Expo and manned the Missouri State Committee of Interpreters exhibit table.

**April**

Andrea Segura attended the Kansas Interpreters Conference and manned the Missouri State Committee of Interpreters exhibit table.

**May**

State Committee Meeting

**August**

Andrea Segura will attend the 2009 RID Biennial Conference.

**September**

State Committee Meeting

Tim Eck, Carrie McCray, Kathleen Alexander and Andy Segura will man the exhibit table and attend the MCDHH Convention.

Tim Eck will man the exhibit table at the  
Annual Special Education Administrators' Conference.**December**

State Committee Meeting



# KNOW YOUR BOARD MEMBERS



**Kathleen Alexander**  
Chairperson  
Rocheport, MO  
Term Expires: 10/09/08  
Advanced Level  
RID - CI/CT



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



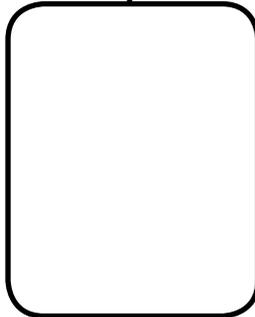
**John T. Adams**  
Member  
St. Louis, MO  
Term Expires: 10/9/07  
Comprehensive Level  
RID - CI/CT



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



**Andrea Segura**  
Secretary  
Liberty, MO  
Term Expires: 10/09/10  
Advanced Level



**Vacant**  
Public Member



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

## HOW TO VERIFY A LICENSE

*It is important as an employer of Interpreters in the State of Missouri to verify the current status of each license with the Missouri State Committee of Interpreters. This can be accomplished in the following ways:*

- 1 On the web, go to **pr.mo.gov**, **licensee search**, **profession name = Interpreter**. You can search by licensee name or license number. In the white box enter either the licensee name or license number. When entering the name, you must enter the last name followed by a comma, then a space, then enter the first name. Click **Search**. If you are unable to obtain a match you should call our office at (573)526-7787.
- 2 Call our office (573)526-7787. We will ask for the licensee name and/or license number.
- 3 Fax your request for a verification to (573)526-0661. Include the licensee name and license number if you have it, as well as your name and telephone number if you want someone to call you with the status. Please include a fax number if you want the status faxed back to you.
- 4 You can mail your request for a license verification to our office at: Missouri State Committee of Interpreters, P.O. Box 1335, Jefferson City, MO 65102. We will indicate the status and return the request to you.

## 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.

The staff nor the current members of the State Committee of Interpreters have any involvement in the recruitment or appointment process.

If you have additional questions regarding the appointment process, please contact the Division at (573) 751-1081.

If you know of an interested individual, please direct them to our website at [www.pr.mo.gov](http://www.pr.mo.gov). The application and process can be found under the *Boards and Commissions Appointment Information* link on the home page.

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

*Maintaining accurate information is important. If an interpreter has an address change, please call the state committee office, send a brief note listing the changes in address, telephone numbers, 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 document) authorizing the name change.*

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

*Yes.*

- **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.*

- **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. There is no charge for issuing a duplicate renewal license.*

## CURRENTLY DISCIPLINED INTERPRETERS

### **Early Exton, Angeline – Probation – August 15, 2008 to August 15, 2009**

Assisted and enabled an unlicensed individual to engage in the practice of interpreting without a license.

### **Kyger-Smith, Sue – Probation – October 22, 2008 to October 22, 2010**

Licensee accepted interpreting assignments above her designated skill level. Licensee violated the Ethical Rules of Conduct.

### **White, Joel – Probation – July 15, 2008 to July 15, 2010**

On several occasions, licensee engaged in the practice of interpreting without a license.

### **Zustiak, Mary – Probation – November 05, 2007 to November 05, 2009**

While holding an intermediate certification, licensee accepted interpreting assignments requiring a comprehensive certification.

## 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	FY06 05-06	FY07 06-07	FY08 07-08	FY09 08-09
Complaints	4	7	19	6	8	2	3	7	5	13	9	3
Discipline	0	0	0	0	0	0	0	0	2	0	1	3

## SHOW ME RESPONSE

### **Disasters call for heroes. Answer the Call.**

The Missouri Department of Health and Senior Services is pleased to announce Show-Me Response, a Registry of Volunteer Healthcare Professionals  
[www.ShowMeResponse.org](http://www.ShowMeResponse.org)

The Missouri Department of Health and Senior Services, Center for Emergency Response and Terrorism (CERT) announces the December 1, 2008 activation of Show-Me Response, an online registration program for healthcare professionals who are interested in volunteering in the event of a natural disaster or other large-scale public health crisis in Missouri. During a public emergency, healthcare volunteers are essential to help coordinate and deliver services for medical assessment, medication dispensing, immunization, counseling, special needs, sheltering, and more.

When volunteers register for Show-Me Response, they make themselves available for contact in the event of a disaster should their area of expertise be needed. Once contacted, each volunteer will be able to choose the type and level of participation. The system is safe and secure, and any information a volunteer provides will be protected for privacy.

Show-Me Response will collect and check licensing and credential information so it can be readily available for the Missouri Department of Health and Senior Services staff to assist in the notification and activation of qualified medical volunteers.

Healthcare professionals can register as volunteers on the Show-Me Response web site at [www.ShowMeResponse.org](http://www.ShowMeResponse.org)

“Disasters begin and end locally, and trained and prepared volunteers play a key role in responding to a crisis,” said Mike Sampson, director of the Center for Emergency Response and Terrorism. “Volunteers on the local level can help provide an immediate and effective response. Any disaster typically involves health concerns, increasing the need for trained volunteers.”

For additional information, please contact [ShowMeResponse@dhss.mo.gov](mailto:ShowMeResponse@dhss.mo.gov) or contact:

**Carole Schutz, MS, RN**  
Program Coordinator  
P.O. Box 570  
Jefferson City, MO 65102-0570  
Office: 573-526-0577  
Email: [carole.schutz@dhss.mo.gov](mailto:carole.schutz@dhss.mo.gov)

Become a volunteer. Go to [www.ShowMeResponse.org](http://www.ShowMeResponse.org) and help in times of public crisis.



## 20 CSR 2232-3.030 MENTORSHIP

*PURPOSE: This rule outlines how an interpreter may participate in an area above the skill level currently held by the mentee as prescribed in 5 CSR 100-200.170 Skill Level Standards on the basis of a mentor relationship.*

(1) For the purpose of this rule, a mentorship is a supervised professional experience in which a mentor interpreter provides instruction, guidance, and oversight to a mentee interpreter while engaged in a series of instructional activities designed with the purpose of attaining clearly defined, specific professional development goals.

(A) Applications for mentorship shall be submitted to the committee on forms prescribed by the committee and furnished to the applicant prior to the start of the mentorship. The application shall contain statements demonstrating the education, professional experience, and certification by either the National Registry of Interpreters for the Deaf, National Association of the Deaf, or Missouri Interpreters Certification System and such other information as the committee may require. The application shall also contain a description of the professional development goals for the mentorship, the instructional activities that will be used to accomplish those goals, and the methods of assessment that will be used to evaluate those goals.

(B) Each application shall be accompanied by the required application fee. The application fee must be submitted in a manner as required by the committee and shall not be refundable. A mentorship shall be valid for a period of time not to exceed six (6) consecutive months.

(2) A mentor interpreter shall be an interpreter who has a current license, and a current Missouri Interpreters Certification System (MICS) Intermediate, Advanced or Comprehensive certification or a current National Registry of Interpreters for the Deaf (NRID) or National Association of the Deaf (NAD) certification as prescribed in section 209.322, RSMo.

(A) The mentor shall be limited to a maximum of three (3) mentoring relationships during any six (6) consecutive month period.

(3) A mentee shall be an interpreter who has a current license, and a current Missouri Interpreters Certification System (MICS) Novice, Apprentice or Intermediate cer-

tification or a current National Association of the Deaf (NAD) level 3 certification as prescribed in section 209.322, RSMo.

(A) The mentee shall be limited to a maximum of three (3) mentoring relationships during any six (6) consecutive month period.

(4) While engaged in a mentorship approved by the committee and while under the direct supervision of a mentor interpreter, a mentee interpreter may interpret in an interpreting assignment that is one (1) skill level above the mentee's current certification level as prescribed in the Skill Level Standards, 5 CSR 100-200.170.

(A) The mentee shall revert the duties of the assignment to the mentor at the mentor's request.

(B) A mentor shall function as a guide and provide oversight to the mentee in the interpreting assignment. The mentor must have the appropriate training, skills, education, and certification for the assignment as required by the Skill Level Standards (5 CSR 100-200.170).

(C) The mentor must be present and is responsible for the accuracy of the interpretation within the interpreting assignment.

(D) Prior to the interpreting assignment, all participants in the assignment must be informed of the license and certification level held by the mentor interpreter and mentee interpreter as required in 20 CSR 2232-3.020 and of the responsibilities of the mentor interpreter and mentee interpreter as defined in 20 CSR 2232-3.030(4).

(E) Prior to the interpreting assignment, all participants in the assignment must give approval for the mentee interpreter to interpret, while under the direct supervision of the mentor interpreter.

(F) The mentor is not responsible for the actions and conduct of the mentee outside of the interpreting assignment.

(G) The interpreting assignment shall be no more than two (2) hours in length.

(H) Interpreting assignments utilized for mentorship will not include medical, mental health or legal assignments, which require Advanced or Comprehensive certification as prescribed by the Skill Level Standards, 5 CSR 100-200.170.

*AUTHORITY: section 209.328.1, RSMo 2000.\* This rule originally filed as 4 CSR 232-3.030. Original rule filed March 18, 2005, effective Sept. 30, 2005. Moved to 20 CSR 2232-3.030, effective Aug. 28, 2006. Amended: Filed Dec. 14, 2007, effective June 30, 2008. \*Original authority: 209.328, RSMo 1994.*

# MENTORSHIP...WHAT'S IT ALL ABOUT?

By: Carrie McCray, Interpreter Member



Many of us find ourselves out of school but still looking for ways to improve our skills. Often times workshops are not helpful due to the lack of signing time in the time allotted. The State Committee of Interpreters has another option that allows interpreters to improve their skills in an internship like environment while a practicing interpreter.

There has been some confusion surrounding mentorship because both agencies (State Committee of Interpreters and Missouri Commission for the Deaf and Hard of Hearing) have mentorship programs. The State Committee of Interpreters' mentorship deals with the ability to work outside the scope of your license by one standard when with an identified and approved mentor.

Mentorship relationships are for practicing interpreters. Mentorship is when two interpreters work together on videos and other forms of text to improve comprehension skills and then also working, if possible, in live settings where appropriate to practice using the newly acquired skills. While under an approved mentorship with the State Committee of Interpreters, the interpreter wanting to improve skills is allowed to work one level above his/her skill level in the setting designated on the mentorship application. Mentorship was not designed for daily WORK, but for the practice and rehearsal of skills with a more skilled interpreter before producing the skills in a live interpreting assignment.

## Some basics of the rule are:

- The Mentor/Mentee must fill out the appropriate application.
- Specific goals and evaluation techniques must be identified on the application.
- The mentor must be certified as a MICS Intermediate, Advanced, or Comprehensive, or have a RID/NAD certification recognized by the state and a current license.
- The mentee must be certified at the Novice, Apprentice, or Intermediate level and licensed.
- The mentor and mentee are limited to managing 3 mentor/mentee relationships during a 6 month time period.
- The mentor is responsible for the supervision of the mentee while interpreting an assignment used to satisfy the goals of the mentorship.
- The mentee is only allowed to practice one skill level above their specified skill as stated in the skill level standards while participating in a mentorship and the assignment can be no longer than 2 hours in length.
- ALL members (hearing and deaf) in the assignment must approve of the mentee's involvement.

It is important to understand that this rule does not say that anyone can team with someone and work above their skill level. The only time an interpreter can work one level above the skill level is when engaged in an approved mentorship. Mentorship is a commitment by both the mentor and mentee to work on the identified skills. Working above your skill level outside of mentorship activities can result in a complaint being filed for not following established skill level standards.

Mentorships are NOT allowed for Medical, Mental Health, or Legal assignments. Due to the nature of the assignments, an interpreter must hold the necessary certifications before working in these areas. Before the phone calls start...if someone is interested in learning more about a specific type of interpreting and they hold the appropriate certification for that assignment, an approved mentorship with the State Committee is not necessary. Please do not fill out the application. The application is only needed if someone is going to be working outside of the skill level standards. The committee has to review the application and get back to the requesting interpreter before the mentorship can begin; it does not begin with the mailing of the application.

The rule in legal easy to read language is posted in the State Committee of Interpreters Handbook. Please let us know if you have any questions, we would be happy to answer them for you.

# PROCESSING RENEWALS

## WHAT YOU NEED TO KNOW ABOUT THE PROCESSING OF YOUR RENEWAL

By: Pamela Groose, Executive Director

I don't know about all of you but it seems we just completed the 2010 renewal cycle and here it is almost time to begin that process all over for 2011 renewals. Last renewal cycle there seemed to be some confusion related to the processing of renewals, specifically at what point our office will verify a current license so I just wanted to take a small amount of your time and attempt to clarify our renewal process. I am hopeful you will have a better understanding of when to submit your renewal and when to expect your new license.

Following are the steps an Application to Renew goes through:

**1.** Week of November 2, 2009 renewals will be mailed. We use the address on file with the State Committee of Interpreters. If you have recently moved be sure we have your new address.

**2.** Your renewal is received at the Division of Professional Registration office of Cash Receiving, and then scanned into our system which notes that the renewal and money have been received. The money is detached from the renewal and then deposited. The renewal is then given to our office, the State Committee of Interpreters.

- Please note the office of Cash Receiving not only receives the Interpreter renewals but also receives renewals for many other professions who are renewing at the same time and that can actually mean thousands of renewals being received and/or processed daily.

**3.** Upon receipt of your renewal application the State Committee of Interpreters must verify with staff at the Missouri Commission for the Deaf and Hard of Hearing (MCDHH) that you are current with your continuing education (CEs) and hold a current certification(s).

- Because our process begins at the end of the MCDHH continuing education reporting cycle it does take some time to get the verification back from MCDHH because as you can imagine they are very busy receiving and reviewing continuing education documents and then issuing new certification cards.
- If the verification comes back from MCDHH with a "yes and yes" response, that tells us that you are current on CEs and hold a current certification(s), the renewal is then approved by staff at the State Committee of Interpreters and returned to Cash Receiving for final processing. Your new license is requested at that time. Licenses are printed nightly, so the next day after an application has been processed by Cash Receiving a license(s) should be available and be put into the mail to you.

Also, once the license is renewed the license can be verified through the licensee search on the Division of Professional Registration website. Go to [pr.mo.gov](http://pr.mo.gov), click on "on-line services" then "license search".

**4.** Verification of the current license. Everyone who is sent an application to renew for February 1, 2010 to January 31, 2011 holds a license that will expire on January 31, 2010.

- If our office receives a call to verify a license and it is prior to January 31, 2010 we will verify that you hold a current license that expires on January 31, 2010 **AND** that we are in a renewal period.

- If you have submitted the renewal + fee **AND** we have received a "yes yes" verification from MCDHH then we would tell the caller that you hold a current license until January 31, 2011.

- BUT if we have the renewal + fee **AND** do not have the "yes yes" verification from MCDHH we cannot verify the license will be current as of 12:01am on February 1, 2010.

- Most of the confusion occurs when our office does not receive the renewal + fee until the last week of renewals. If you mail the renewal + fee on January 30 or 31 it is likely it will not be received in our office until February 1 or 2. February 1, 2010 is on a Friday which means our office will be closed on Saturday and Sunday. We would not be able to verify to anyone whether or not a license is current until we have received the verification back from MCDHH.

I also want to mention that staff at the State Committee of Interpreters attempts to contact all licensees who submit the renewal + fee but who are not current on their CEs and therefore, do not hold a current certification from MCDHH. Be sure to respond to any communication you receive from this office. The communication from this office should tell you what the problem is with your renewal and if it is related to your certification we will advise you to contact MCDHH.

**5. Updates to the renewal:** In an attempt to better clarify deadline dates, the sentence "The renewal must be post marked by January 31" will be deleted. We will also be adding that the fee may be paid in the form of a check or a money order.

- The sentence "Please allow 60 days for processing this renewal" will be in bold and if possible it will be in red because this is a very important piece to the Interpreter renewal process. If you submit the renewal + fee to the State Committee of Interpreters but have not submitted all paperwork to MCDHH it can take several days to process the renewal.

- Remember if you hold two (2) certifications you should make certain that number 6 on the renewal application reflects both certifications because you must have a license showing each certification as at the present time we do not have the capability to print two (2) certifications onto the license.

My hope is that you learned more about our renewal process and of the importance to:

1. Submit your continuing education paperwork to MCDHH as soon as possible
2. Submit the completed renewal application + fee to our office as soon as possible.

**3. BUT if you still have questions do not hesitate to contact our office.**

**CAUTION**



**Don't risk having your license disciplined by practicing with a lapsed or expired license.**

**This is in violation of the statutes and rules governing your profession.**

DIVISION OF PROFESSIONAL REGISTRATION  
**MISSOURI 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