

State Committee *of* Interpreters

Missouri Division of Professional Registration

09.2012

CHAIR CHAT BY: JOHN ADAMS



I'm BAAAACK! Yes, it's true. The members of the SCI have elected me as chairperson

again. And we all know what this means....the return of "Chair Chat" – an informative, but hopefully fun, article on a variety of topics important to you, the working interpreter. Today's topic is about the violations for which SCI can discipline (fun, right?).

There are many misconceptions among the deaf and interpreting communities about what constitutes a violation of the practice act and what merits a form of discipline. First, let's look at violations. Missouri Revised Statute Section 209.334 (refer to pgs. 14-15 of this newsletter) lists out the violations for which the SCI can discipline. The SCI must have a basis in 209.334 to seek discipline. The violations include, but are not limited to, actions such as: being impaired through the use of a controlled substance

while interpreting; any fraud, deception, or misrepresentation in trying to obtain a license, or a fee; assisting or enabling an unlicensed individual to practice interpreting; using another person's license in order to interpret; falsifying your licensure application in order to receive a license; having an interpreting license from another state (i.e. Illinois) receive discipline; entering a plea of guilty or nolo contendere or being found guilty in criminal proceedings in any state; and incompetency or misconduct while interpreting. Any of these violations allow the SCI to file a complaint with the Administrative Hearing Commission (AHC), who will review the details, hold a hearing and determine whether the SCI then has the authority to enact discipline against the license.

There are also rules that govern interpreters and a violation of the rules can subject your license to discipline as well. The rules are found on the Secretary of State's website under the Code of State

Regulations as well as on SCI's webpage. The specific rules for interpreters are in 20 CSR 2232-1 through 20 CSR 2232-3 and all subsections included. For this article, I'll be looking at 20 CSR 2232-3, the Ethical Rules of Conduct.

HERE IS A SUMMARY OF WHAT CERTAIN RULES STATE:

1. Your certification (MICS, RID, NAD, etc...) must be current. If you do not have a current certification, but are still interpreting, that is a violation.
2. An interpreter with a MICS Novice interpreting in a criminal court proceeding is a violation. All interpreters must follow the Skill Level Standards contained in regulation 5 CSR 200-1.70.
3. An interpreter with a MICS Comprehensive interpreting in a court, whose only legal training came from watching "L.A. Law" back in the 1980's, will have a hard time proving they have the education, training, and background

Governor

The Honorable Jeremiah W. (Jay) Nixon

Department of Insurance, Financial Institutions and Professional Registration

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Division of Professional Registration

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State Committee of Interpreters

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Roxy Brockman, Administrative Assistant

Terrie Miller, Processing Technician II

Hollie Sheller, Processing 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: pr.mo.gov/interpreters

E-mail: interpreters@pr.mo.gov



STATE OF MISSOURI
Division of Professional Registration

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Submit articles to:

State Committee of Interpreters,
P.O. Box 1335, Jefferson City, MO
65102

CHAIR CHAT

to equip them to effectively interpret.

4. A MICS Novice interpreter altering their certification card and license to show they have a Comprehensive certification can get in big trouble. Don't lie about your certification or licensure.

5. An interpreter at a pediatrician's office berates the Deaf mother, in front of the doctor, for approving vaccines for her child is expressing their personal opinion. Keep that to yourself.

6. An interpreter posts/ comments on Foursquare, Facebook, Twitter, Pinterest, any social media outlet where they are working, the nature of the job, even client names is a violation of confidentiality. Let all the consumers have some privacy in their lives.

7. If you can't be objective or neutral in an assignment, don't accept it, don't continue it, ask to be excused.

8. A licensed interpreter who leaves an assignment and, puts an unlicensed person in their place is a big no-no. Also, a MICS Comprehensive can't interpret in court, so they ask their MICS Novice buddy to cover for them – pretty much frowned upon.

9. Again, no certification equals

no working as an interpreter. The license may still be valid, but if your MICS Novice certification expires March 1st, you should not continue interpreting until you have a valid certification in hand.

These are not all of the Ethical Rules of Conduct; there are more. I encourage you to check out all of them either from the links on our website (www.pr.mo.gov/interpreters), conveniently printed in this newsletter or in the statute/rule book you keep next to your pillow and read every night (smile).

HERE ARE SOME THINGS FOR WHICH INTERPRETERS WON'T RECEIVE A VIOLATION NOTICE (THESE ARE BASED ON MY EXPERIENCES):

1. While leaving in plenty of time to arrive, an interpreter gets stuck in a traffic jam. They contact the assignment POC, who informs the Deaf consumer, and the interpreter arrives 10 minutes late. Once in a rare while, is OK. Daily occurrences might raise questions.

2. An interpreter wears a solid navy blue shirt instead of a solid black shirt.

3. A Deaf consumer gets turned down for a bank loan because of their credit history, and other factors, yet blame the interpreter.

4. A Deaf consumer sneezes, the interpreter says "bless you." That

CHAIR CHAT

is not interjecting personal opinion.

5. An interpreter needs to leave an assignment because they are violently ill with the flu. If you don't feel good, stay home. If it hits you all of a sudden, get out of there.

Now let's look at discipline. What does that mean, exactly? Well, there are a variety of options available to the SCI, once we have proven a violation has occurred. Depending on the severity of the violation, a license could be revoked (which means gone and not coming back unless and until you reapply and SCI grants a new license). For less severe violations, a license could be suspended (gone, but only temporarily) for anywhere from one (1) day up to three (3) years. A license can also be on probation (from one (1) day up to five (5) years), sometimes in conjunction with a suspended license. So, a license could be suspended for thirty (30) days, and then probated for three (3) years.

Normally, probation has certain requirements that need to be filled as part of the agreement. Requirements like: keeping the committee informed of your current address; notifying clients your license is on probation, maintaining current certification and renewing your license on time, etc. The final discipline is also the least restrictive; it is censure. Basically, censure is a public reprimand that is kept as part of a licensee's file.

So, there you have it: a quick look at violations for which discipline can be imposed. Please review and be familiar with both the state statutes and the state regulations that govern our professional work. If you have any questions regarding the meaning of any statutes or regulations, seek legal counsel.

Missouri really has a great cadre of professional and ethical interpreters. You make our job on the committee easy. I don't want to see your name come up during a board meeting; unless a newspaper article talks about how you saved a puppy from a burning house. That would be cool.

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.



KNOW YOUR BOARD MEMBERS



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



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



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



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



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



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

Vacant
Public Member



BOARD MEMBER APPOINTMENT PROCESS

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 of Professional Registration at (573) 751-1081.

If you know of an interested individual, please direct them to Governor Jay Nixon's website at 111.boards.mo.gov.



SIGN LANGUAGE VIDEOS NOW AVAILABLE FOR CONSUMERS WORKING WITH LICENSED INTERPRETERS

The State Committee of Interpreters has made video help available on its website, pr.mo.gov/interpreters for deaf consumers. The State Committee of Interpreters website now offers three videos for consumers explaining the consumer complaint process and state regulations governing the industry.

Pat Adams, an instructor at William Woods University in Fulton, who is deaf, hosts the videos. The [first video](#) details the committee's process for investigating and taking action on consumer complaints against licensed sign language interpreters.

The [second video](#) describes how to file a consumer complaint. It includes screen shots of different sections of the complaint form and explanations of required information and documents.

The [third video](#) explains the difference between state licensing, handled by the state committee, and certification, overseen by a different state agency, the Missouri Commission for the Deaf and Hard of Hearing.



Pat Adams explains the difference between the certification process and licensing for sign language interpreters in Missouri.



We need to do all we can to encourage these consumers to step forward when they believe their interpreter has violated state law."

**Carrie McCray
Member,
State Committee of Interpreters**

"State licensing and discipline can be complex, and our goal with these videos is to make the process more accessible to deaf Missourians," said Carrie McCray, member of the State Committee of Interpreters. "We need to do all we can to encourage these consumers to step forward when they believe their interpreter has violated state law."

Missouri has licensed sign language interpreters since 1994, when the state legislature created the State Committee of Interpreters to regulate the profession. Missouri has 705 licensed interpreters.

Consumers can file complaints or ask questions of the committee at pr.mo.gov/interpreters or by using the following contact information: 573-526-7787 Telephone, 573-526-0661 Fax, 800-735-2966 TTY, 800-735-2466 Voice Relay.



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 the 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 you have an address change go to pr.mo.gov/interpreters then on right under Sub Navigation click on change of address OR you can mail the change to the Committee office, fax it or email it. 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 certification maintenance is regulated by the

Missouri Commission of the Deaf and Hard of Hearing and is associated with maintaining a current certification. Questions regarding certification maintenance 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, you 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 you misplace your license or if the license is destroyed, a duplicate can be issued. You 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.

- **What if an interpreter's certification level has changed with the Missouri Commission for the Deaf and Hard of Hearing (MCDHH)?**

As a courtesy the State Committee of Interpreters will print an interpreter's certification level on their license. If an interpreter's certification level changes, the interpreter must provide a copy of their new certification card by mail or fax. If the MCDHH notifies the State Committee of Interpreters of a change to a licensed interpreter's certification level, a new license will be issued and mailed to the interpreter.

AS OF AUGUST 7, 2012 THE FOLLOWING LICENSES EXPIRED 1/31/2012

09.2012

Ameiss	Melissa	Saint Louis	MO	Lehman	Jennifer	Independence	MO
Beasley	Jan	Saint Louis	MO	McPheron	Keri	Florissant	MO
Benus	Jennifer	Columbia	MO	Mueller	John	Union	MO
Bernius	Shari	Slidell	LA	Osborne	Cheryl	Springfield	MO
Besant	Lisa	Springfield	MO	Pace	Cynthia	Ville Platte	LA
Bradshaw	Jonathan	Lake Saint Louis	MO	Palazzola	Catherine	Webster Groves	MO
Brown	Beverly	Olathe	KS	Scofield	Betty	Lees Summit	MO
Burch	Daniel	Baton Rouge	LA	Taylor	Angela	Saint Louis	MO
Carpenter	Roxanne	Overland Park	KS	Taylor-Paszkiwicz	Stacy	Lees Summit	MO
Clemons	Rachel	Mountain Grove	MO	Thomas	Janice	Sedalia	MO
Coberly	Jean	Springfield	MO	Thompson	Gaines	Susan Arlington	VA
Cox	Barbara	Smithville	MO	Treu	Jeanne	Florissant	MO
Dortch	Linda	Scottsdale	AZ	Tucker	Scott	Holly	MI
Emerick	April	Oakville	MO	Tyrrell	Susan	Hiawatha	IA
Fruzza	Nancy	Aurora	MO	Van Cleve	Alicia	Olathe	KS
Goss	Jane	Branson	MO	VonOntjes	Julie	Shawnee Mission	KS
Green	Sheila	Fenton	MO	Waitley	Nicole	Bonner Springs	KS
Green	Jennifer	Arnold	MO	Waltrip	Laura	Paola	KS
Hubbard	Brittany	O Fallon	IL	Whitney	Gretchen	Carter Lake	IA
Hunter	Erin	Perryville	MO	Wiley	Dean	Saint Louis	MO
Hylan	David	Shreveport	LA	Williams	Gennene	Grandview	MO
Inglis	Kristina	Herculaneum	MO	Wilson	Brandy	Savannah	MO
Kerns	Donna	Lees Summit	MO	Woodall	Debbie	Kearney	MO
Klover	Sherrie	Bonner Springs	KS	Woody	Jaime	Hammond	LA
Kraus	Sheri	Freeburg	IL	Worthington	Bart	River Heights	UT
Kyger-Smith	Sue	Springfield	MO	Yadrich	Becky	Shawnee	KS



DISCIPLINARY ACTIONS TAKEN BETWEEN: September 1, 2009 and August 8, 2012

08.2012

DISCLAIMER: Every effort has been made to ensure that the following enforcement information is correct. However, this information should not be relied upon without verification from the Committee office. Discipline orders are public information and copies may be obtained via the website at pr.mo.gov/interpreters, under Sub Navigation "Disciplined Licensees". A licensee is entitled to engage in the practice of interpreting during his/her probationary period providing that the licensee adheres to all of the terms and conditions of the Order. However, a licensee whose license has been suspended, is not entitled to engage in the practice of interpreting during the suspension.

1. Cox, Barbara - Suspended - December 15, 2009 to January 6, 2010

Suspended by order of Department of Revenue 324.010 for failure to pay and/or file Missouri income tax.

2. Breneisen, Angela – Suspended - December 15, 2009 to February 8, 2011

Suspended by order of Department of Revenue 324.010 for failure to pay and/or file Missouri income tax.

3. Morris, Sandra Jill Suttles Earp – Probation – January 1, 2010 to January 13, 2015

Interpreted for the deaf without a license while employed with the Lebanon School District for approximately four (4) plus years.

4. Ryder, Torri – Probation – January 20, 2010 to January 20, 2011

Licensee hired an unlicensed individual to provide interpreting services and while team interpreting left the assignment due to another interpreting assignment and left current assignment to an unlicensed individual.

5. Bradshaw, Jovanna L – Probation – February 25, 2010 to February 25, 2014

License expired on January 31, 2008. From approximately February 19, 2008 to March 31, 2008 licensee practiced interpreting services on an estimated 25 occasions. Licensee did not hold a current license to practice as an Interpreter.

6. Sater, Cynthia – Suspended – June 18, 2011 to July 27, 2011

Suspended by order of Department of Revenue 324.010 for failure to pay and/or file Missouri income tax.

7. Wilkerson, Kathy – Suspended – June 11, 2012 to August 3, 2012

Suspended by order of Department of Revenue 324.010 for failure to pay and/or file Missouri income tax.



NEW LICENSEES

The following individuals were licensed between July 1, 2009 and June 30, 2010

- Alonzo, Tracy
- Atkins, Laura
- Barba, Angela
- Blockyou, Elizabeth S
- Brewer, Diana L.
- Brisendine, Michelle D
- Brouk, Shannan
- Carre, Amy
- Christensen, Emily
- Clark, Teresa
- Combs, Aidan
- Corbett, David
- Costello, Shawna
- Cruse, Karlon
- Cupp, Laura
- Cutts, Trina
- Cyr, Laura-Jean A.
- DiPasquale, Jacquelyn
- Dobson, Julia
- Donovan, Heather
- Duco, Joseph
- Forgey, Julie
- Gajdosik, Stacie
- Genin, Amanda
- Gregory, Kim
- Griffin-Berry, Desiree
- Hanson, Rebekah
- Jackson, Christina
- Jensen, Danna
- Johnson, Danielle
- Jones, Heather
- Kepler, Elizabeth
- Kiedrowski, Bonita
- Kepler, Elizabeth
- Kiedrowski, Bonita
- Kuehner, Diana
- Lagona, Jessica
- Lakebrink, Debra Lynn
- andis, Michael Dean, Jr
- Lane, Alexa
- Leinbaugh, Bethany
- McMaster, Julie Ann
- Mercer, Laurie
- Morris, Sandra Jill
- Nichols, Amber
- Phillips, Melissa
- Plakyda, Tara
- Powell, Brittany
- Presko, Kasie
- Preston, Melinda
- Roberts, Deborah
- Rodriguez, Kayla
- Roe, Samantha
- Schmidt, Katie L.
- Sheppard, Melanie
- Smith, Matthew
- Smith, Melissa
- Sobery, Amber
- Spencer, Steven
- Stewart, Deadra K
- Storme, Heidi Rendleman
- Valle, Stacie Danielle
- West, Monique
- Williams, Cathy
- Wurl, Donna

The following individuals were licensed between July 1, 2010 and June 30, 2011

- Athy, Amy Lynn
- Barreca, Michelle Elaina
- Baurichter, Melinda M
- Bobb, Samantha C
- Burns, Mary S
- Camp, Katheryn A
- Casselmann, Laura J
- Clark, Arika R
- Cooper, Joseph
- Cornett, Karen J
- Costello, Colleen
- Dreckman, Lisa Marie
- Georgiana, Katrina
- Ghatasheh, Kirsten S
- Gile, Allison Lynn
- Godinez, Brandon
- Grider, Kathleen R
- Hardin, Hilary Sue
- Harris, Tonya Lynn
- Hempfling, Amanda H
- Hill, Fiona
- Holcombe, Misty G
- Horne, Glenda Faye
- Hurd, Jayme
- Jones, Crystal
- Kauling, Allison
- Keathley, Sarah
- Kent, Stephani Marie
- Kern, Jessica R
- LeBlanc, Roberta D
- Linehan, Simone K
- Lovas, Barbara Lynn
- Lusk, Whittney W
- Lyles, Takiya Ayo
- Martinson, Sasha S
- Mavis, Tara Marie
- Mawby, Tammy D
- McKay, Brittany
- Merino-Brammell, April May
- Moreno, Pedro
- Moyer, Becky Lana
- Nanney, Katie Louise
- Niederhofer, Adam
- Northcraft, Tanya D
- Patterson, Jennifer Elizabeth
- Perry, Donald Robert
- Robertson, Thomas Justin
- Rose, Jennifer F
- Ruess, John H
- Sapp, Sandra Lynn
- Schlueter, Jesse
- Schneider, Mekenzie L
- Schultz, Amanda
- Seyer, Janet
- Simons, Harold Eugene
- Smith, Sheralyn R
- Stir, Lauren Ashley
- Strosnider, Rachel L
- Ullom, Treva Jane
- Walters, Brooke K
- Whalen, Jennifer M
- Wilks, Brynne Alyssa
- Wilson, Jedediah Heath
- Winchester, Melissa

NEW LICENSEES

The following individuals were licensed between July 1, 2011 and June 30, 2012

Baudendistel, Samantha G	McQuinn-LeDoux, Deborah Ann
Benton, Terra Cole	Meyer, Amanda Elizabeth
Bowerman, Rachel Marie	Mueller, Amanda Marie
Boyer, Nicole Elizabeth	Narvaez, Arlene
Camack, Robyn Leanne	Patino, Sabrina Pauline
Cooper, Kennedy Lili	Phelps, Christine Michelle
Cowin, Heather L	Preato, Molly K
Crossno, Holly S	Priest, Lisa Elaine
Cummings, Andrew M	Prudhom, Brenda Walker
Dale, Joyce	Prudhom, Chris J
Detthow, Annica M	Reagan, Erica Yvonne
Fackler, Shirley Ellen	Reuter-Yuill, Lilith Michaelae
Ferguson, Andrea M	Rickabaugh, Cory Lynn
Finney, Kimberly Marie	Rivera, Jason Anthony
Garrett, Barbara	Roark, DeeLayne
Geisser, Heather Putney	Sarkauskas, Ann M
Greer, Kelly Marie	Self, Jim Velency, Jr
Hayes, Elizabeth Patricia	Smith, Michelle Renee
Holmgren, Joshua	Stack, Tracey M
Isaac, Daniel D	Stokely, Ashley Dawn
Jackson, Holly Brooke	Strege, Ryan Andrew
Johnson, Caitlin	Symons, Tiffani
Jones, Harrison Hugh	Tucker, Elizabeth Rose
Kahrhoff, John	Turnbull, Tabitha
Kermisch, Alisa A	Turner, Elizabeth Peige
Kinnamon, Jennifer Ann	White, Erin
Kirkpatrick, Elise Lee	Whitney, Jamie L
Lange, Cassandra P	Yoder, Myron R
Lehnen, Lisa Michelle	Zapata, Benjamin J
Marks, Joy Shannon	Zawadzki, Adam S
Matteuzzi, Christina Melissa	

STATISTICS



July 1- June 30	FY 02 01-02	FY03 02-03	FY04 03-04	FY05 04-05	FY06 05-06	FY07 06-07	FY08 07-08	FY09 08-09	FY10 09-10	FY11 10-11	FY12 11-12
Licensed	106	70	48	67	80	78	84	66	81	83	61
Complaints opened	8	2	3	7	5	13	9	3	20	14	7
Complaints closed	12	12	8	18	7	7	8	9	14	21	9
Disciplined	0	0	0	13	2	0	1	3	5	1	0
Did Not Renew	27	40	34	40	43	45	43	48	43	50	56



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. The open session will begin at 9:00 a.m. All meetings are held at the: **Division of Professional Registration** 3605 Missouri Blvd. Jefferson City, MO 65109 unless otherwise indicated.

October 12, 2012 - Tan-Tar-A
 January 18, 2013 - Professional Registration
 April 5, 2013 - Professional Registration
 July 26, 2013 - Professional Registration
 October 11, 2013 - To be determined



The Missouri Department of Insurance, Financial Institutions and Professional Registration and the State Committee of Interpreters are pleased to announce a new subscription service to make it easier for you to receive updates - by email or text message - on the topics that interest you.

When you visit our [subscribe page](#), you'll see an extensive list of categories. You are currently signed up for the Interpreters topic, but I encourage you to further customize your preferences on the subscribe page.

Getting started is easy. Simply go to the subscribe page, enter your email address or mobile number, then select the topics you'd like to receive updates for. Click the submit button when you are finished, and watch for a confirmation email or text verifying the updates you have made. You can change your account preferences at any time.

Thank you for your continued interest in DIFP and the State Committee of Interpreters. We look forward to improving our communication with you. Please forward this invitation to any contacts, licensees and consumers you believe would be interested in this service.



PROCESSING RENEWALS

WHAT YOU NEED TO KNOW ABOUT THE PROCESSING OF YOUR RENEWAL

By: Pamela Groose, Executive Director

Following are the steps an Application to Renew goes through:

1. First week of December 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 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**, click on "on-line services" then "licensee search."

4. Verification of the current license. Everyone who is sent an application to renew for February 1, 2013 to January 31, 2014 holds a license that will expire on January 31, 2013.

- If our office receives a call to verify a license and it is prior to January 31, 2013 we will verify that you hold a current license that expires on January 31, 2013 **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, 2014.
- **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, 2013.
- 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, 2013 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

PROCESSING RENEWALS

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.



Remember 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.**



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](#).

209.334. Refusal to issue or renew license, grounds, complaint procedure--reinstatement procedure.

1. The committee may refuse to issue or renew any license required by the provisions of sections 209.319 to 209.339 for one or any combination of causes stated in subsection 2 of this section. The committee shall notify the applicant in writing of the reasons for the refusal and shall advise the applicant of his or her right to file a complaint with the administrative hearing commission as provided by chapter 621.

2. The committee may cause a complaint to be filed with the administrative hearing commission as provided by chapter 621 against any holder of any license required by sections 209.319 to 209.339 or any person who has failed to renew or has surrendered his license for any one or any combination of the following causes:

(1) Use of any controlled substance, as defined in chapter 195, or alcoholic beverage to an extent that such use impairs a person's ability to engage in the occupation of interpreting;

(2) The person has been finally adjudicated and found guilty, or entered a plea of guilty or nolo contendere, in a criminal prosecution under the laws of any state or of the United States, for any offense reasonably related to the qualifications, functions or duties of an interpreter, for any offense an essential element of which is fraud, dishonesty or an act of violence, whether or not sentence is imposed;

(3) Use of fraud, deception, misrepresentation or bribery in securing any license issued pursuant to the provisions of sections 209.319 to 209.339 or in obtaining permission to take any examination given or required pursuant to the provisions of sections 209.319 to 209.339;

(4) Obtaining or attempting to obtain any fee, charge, tuition or other compensation by fraud, deception or misrepresentation;

(5) Incompetency, misconduct, fraud, misrepresentation or dishonesty in the performance of the functions or duties of interpreting;

(6) Violation of, or assisting or enabling any person to violate, any provision of sections 209.319 to 209.339, or of any lawful rule or regulation adopted pursuant to sections 209.319 to 209.339;

(7) Impersonation of any person holding a license or allowing any person to use his or her license or certification;

(8) Discipline of a license or other right to practice interpreting granted by another state, territory, federal agency or country upon grounds for which discipline is authorized in this state;

(9) Discipline of a certification issued by the Missouri commission for the deaf and hard of hearing or any other certifying body upon grounds for which discipline is authorized in this state if the licensee was given notice and an opportunity to be heard before the certification was disciplined;

(10) A person is finally adjudged incapacitated by a court of competent jurisdiction;

(11) Assisting or enabling any person to practice or offer to practice interpreting who is not licensed and currently eligible to practice under the provisions of sections 209.319 to 209.339;

(12) Issuance of a license based upon a material mistake of fact;

(13) Violation of any professional trust or confidence;

(14) Failure to display or present a valid license if so required by sections 209.319 to 209.339 or any rule promulgated pursuant thereto.

3. Any person, organization, association or corporation who reports or provides information to the committee pursuant to the provisions of sections 209.319 to 209.339 and who does so in good faith shall not be subject to an action for civil damages as a result thereof.

4. After the filing of such complaint, the proceedings shall be conducted in accordance with the provisions of chapter 621. Upon a finding by the administrative hearing commission that the grounds, provided in subsection 2 of this section, for disciplinary action are met, the committee may singly or in combination, censure or place the person named in the complaint on probation on such terms and conditions as the committee deems appropriate for a period not to exceed five years, or may suspend,

for a period not to exceed three years, or revoke the license.

5. In any order of revocation, the committee may provide that the person may not apply for reinstatement of his license for three years after the revocation.

6. Before restoring to good standing a license issued pursuant to sections 209.319 to 209.339 which has been revoked, suspended or inactive for any cause, the committee shall require the applicant to submit to the committee, verification, from the Missouri commission for the deaf that the applicant has a current certification which qualifies that person for licensure.

(L. 1994 S.B. 568 § 17, A.L. 2002 H.B. 1783)

Chapter 3—Ethical Rules of Conduct

20 CSR 2232-3.010 General Principles

PURPOSE: This rule provides the ethical principles governing the practice of interpreting

(1) The Ethical Rules of Conduct for Interpreters (hereinafter ethical rules) shall apply to a licensed interpreter, temporary licensed interpreter, applicant for licensure and applicant for temporary licensure (hereinafter referred to as interpreter or interpreters). A violation of these ethical rules constitutes unprofessional conduct and is sufficient reason for disciplinary action.

(2) An interpreter must maintain a current certification. For the purposes of this rule, certification is defined as National Registry of Interpreters for the Deaf (NRID) certificates, which include Comprehensive Skills Certificate (CSC), Certificates of Interpreting/ Certificate of Transliteration (CI/CT) and Certified Deaf Interpreter (CDI); National Association of the Deaf (NAD) certificate levels 3, 4, and 5; and Missouri Interpreter Certification System.

(3) An interpreter shall not interpret in a setting beyond his or her certification level, as provided for in 5 CSR 100-200.170.

(A) This rule does not apply to a licensed, certified interpreter acting in a mentee role as outlined in 20 CSR 2232-3.030.

(4) A person is not considered to be interpreting pursuant to sections 209.319 to 209.339, RSMo if, in a casual setting, a person is acting as an interpreter gratuitously or is engaged in interpreting incidental to traveling.

(A) A casual setting is defined as any event in which the sole purpose of communication is social or family interaction and at which no decisions are made with long-term effects of a legal, financial, or medical nature.

(5) For the purpose of these rules, a consumer shall be defined as any person, persons, or entity receiving interpreting services.

(6) An interpreter shall not accept or continue an assignment if the interpreter does not possess the ability, education, training, experience, and qualifications as defined in 20 CSR 2232-3.010(2).

(7) An interpreter shall convey the content and affect of the source message transmitted, in a culturally and linguistically accurate manner, using the language or communication system most readily understood by the consumer.

(A) For the purpose of these rules, message shall mean the auditory or visual information that is to be interpreted into another language or communication system.

(8) An interpreter shall not misrepresent her/his licensure, ability, education, training, educational credentials, or certification as defined in 20 CSR 2232-3.010(2).

(9) The interpreter shall not interject personal opinion during an assignment or on matters pertaining to the assignment.

(10) The interpreter shall safeguard any information obtained relating to an assignment. If an interpreting assignment is an event open to the public, the interpreter may disclose information regarding the location of the assignment and general nature of the event.

(11) When an assignment is not an event open to the public, an interpreter shall not disclose information relating to the assignment to include location, nature of the assignment, or individuals present during the assignment without the written consent of the consumer.

(A) For the purpose of this rule, an interpreter may disclose the general location of an assignment for the purpose of contacting the interpreter, in the event of an emergency. However, the interpreter shall remain responsible for any unauthorized disclosure of information relating to an interpreting assignment.

(B) An interpreter may reveal such information as reasonably necessary to establish a claim or defense in a legal proceeding.

(12) The interpreter shall not accept or continue an assignment when the objectivity or competency of the interpreter is or can reasonably be expected to be impaired because of an emotional, mental, psychological, or substance abuse disorder.

(13) The interpreter shall not accept or continue an assignment if the interpreter's inability to remain neutral affects the interpretation.

(14) The interpreter shall not accept or continue an interpreting assignment when the objectivity or competency of the interpreter is impaired because of the interpreter's familial, sexual, and/or emotional relationship with the consumer or consumer's family.

(15) If the interpreter discovers a need to withdraw from an assignment, the interpreter shall advise the consumer.

(16) An interpreter shall not delegate an assignment to a person who is not qualified or does not possess the appropriate certification, as defined in rule 20 CSR 2232-3.010(2), for the service to be provided.

(17) An interpreter shall not engage in an exploitive relationship with a consumer. For the purposes of these ethical rules of conduct, an exploitive relationship is any relationship between the interpreter and consumer that may take advantage of, or cause harm to, the consumer. Examples of exploitive relationships include, but are not limited to:

(A) Extending or lengthening an assignment for the purpose of financial gain.

(B) Requesting a consumer reset an appointment so that the interpreter can attend another appointment, for the purpose of financial gain.

(C) Suggesting to a consumer that the interpreter has special skills or abilities that make him or her specially suited for an assignment, unless the suggestion is based on fact.

(D) Suggesting to a consumer that another interpreter is not qualified or able to interpret for a particular consumer, deaf person, or in a particular setting, unless the suggestion is based on fact.

(18) An interpreter shall maintain an appearance that does not interfere with the message as defined in 20 CSR 2232-3.010(7)(A).

(19) An interpreter must respond in writing, within thirty (30) days from the date of a written request or inquiry from the committee, mailed to the interpreter's address currently registered with the committee.

(A) A request for an extension of time to respond to the committee's written request or inquiry shall include a good faith explanation of the need for additional time and an estimate of when the response can be expected. Requests shall be granted at the committee's

discretion.

(B) If an interpreter cannot disclose relevant information in response to the committee's written request or inquiry, the interpreter shall so state in the timely response. Such a response shall fully state the nature of any privilege or privacy right asserted. Any non-privileged or non-private information relevant to the committee's request or inquiry shall be included in the response.

(20) An interpreter shall not practice interpreting as defined in section 209.285(20), RSMo upon the lapse, expiration, suspension, or revocation of a certification.

Chapter 3—Ethical Rules of Conduct

20 CSR 2232-3.020 Consumer Welfare

PURPOSE: This rule provides the ethical principles governing the practice of interpreting and the consumer.

(1) Before beginning an interpreting assignment, an interpreter shall provide to the consumer and purchaser of the interpreter's services the following elements of informed consent:

- (A) License and level of certification;
- (B) Relationship to the consumer;
- (C) If videotaping is utilized, how the tapes will be used; and
- (D) If the interpreter is serving as a mentor for another interpreter, how confidentiality is maintained relating to the assignment.

(2) Upon request from a consumer, the interpreter shall provide the following:

- (A) Services the interpreter will provide;
- (B) Financial arrangements; and
- (C) Limits to confidentiality regarding an individual, couple, family, or group.

(3) When interpreting multiple assignments for the same consumer(s) or platform interpreting, an interpreter shall not be required to provide the information outlined in 20 CSR 2232-3.020(1) before beginning the assignment.

(4) Within the limits of the law, an interpreter shall report to the committee all knowledge pertaining to known or suspected violations of the laws and regulations governing the practice of interpreting as defined in section 209.285.1(20), RSMo, and any other applicable laws or rules.