

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



**MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING
(ACDHH) Board meeting held on Thursday, February 23, 2017 at 4:30p.m.
At the Arizona Commission for the Deaf and the Hard of Hearing 100 N. 15th Ave Phoenix,
Arizona 85251**

AGENDA

Call to Order & Roll Call Discussion/Action

Chair Kneifel called the meeting to order at 4:34pm.

Commissioners Present: Sue Kay Kneifel, PV Jantz, Robert Baber, Raymond Baesler, Elizabeth Booth, Chris Schneck, Barbara Brimhall, Elizabeth Garcia, Annette Reichman.

Commissioners Present by Phone: None

Commissioners Absent: Judy Huch, Jeffery Hebert

Staff Present: Sherri Collins, Carmen Green, Curtis Humphries, Emmett Hassen, Vicki Bond, and Danielle Smith, Michele Michaels and Jeremy McCown.

Also in attendance by phone: Jo-Ann Handy and Molly Bonsall from the Attorney General's Office

Approval of Minutes: Discussion/Action

December 1, 2016 - No Changes Recommended.

Commissioner Jantz moved to accept the minutes as written, Commissioner Schneck seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

Chair Sue Kay Kneifel informed the board that the Volunteer Income tax assistance program will be offering a free a tax prep day in American Sign Language for the Deaf community who are also considered limited income families. The event will take place at Ability 360 by appointment only. Commissioner Kneifel introduced newly appointed Arizona State Schools for the Deaf and Blind Board Representative Annette Reichman. Annette Reichman was named Deaf person of the month for February's Deaf Life magazine.

Executive Director's Update/Summary of Events Discussion only

Sherri Collins informed the board of recent events and projects. Collins announced that the Arizona Legislative Session began on January 9, 2017 and ACDHH has been working closely with Legislators in regards to the Governor's Executive Budget, which included some of ACDHH's agency requests. Collins is requesting an amendment to the Governor's Executive Budget allow the use of \$300,000 from the ACDHH fund balance to provide community based services to the Deaf-Blind community for the next three to five years. This would buy ACDHH time to work with AHCCCS to create a new solution, while also providing

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The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf, deaf-blind, hard of hearing, and persons with speech difficulties to improve their quality of life.

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much needed services to the Deaf-Blind community as quickly as possible. Collins asked the board to support this request.

Commissioner Schneck motioned to allow ACDHH to use \$300,000 from the fund balance towards requesting an amendment for community based services for the Deaf-Blind for the next three years. Commissioner Jantz seconded. Motion passed unanimously.

In addition to the budget, ACDHH is closely tracking bills that may have an impact to deaf and hard of hearing individuals as well as the agency. Sherri Collins met with many of the legislators especially on House and Senate Appropriation Committee as well as freshman legislators in regards to House Bill 2418. ACDHH is seeking an amendment to remove the requirement to pay taxes on hearing aid batteries. ACDHH is also seeking a possible amendment to the Budget Reconciliation Bill (BRB) for Deaf-Blind community based service. ACDHH is also watching Senate Bill 1198, House Bill 2505 and House Bill 2396.

Collins has met with various individuals such as; Mara Mellstrom, with the Governor's Policy Advisor Regulatory Affairs and Laddie Shane who is the Interim Director of Boards and Commissions. ACDHH is now regularly attending the Regulatory Agencies' Directors meeting at Governor's office. ACDHH has hired back their former Legislative Liaison Rip Wilson who consults ACDHH regarding public policy issues. Rip Wilson answered questions from the board regarding bills.

ACDHH continues to have monthly meetings with HMA, Public Relations and Davidson & Belluso.

On January 4th, the Commission staff gathered on the House lawn and celebrated the completion of the Arizona Capitol Looping Project. Several board members were in attendance and the media response was outstanding.

ACDHH has updated their logo in celebration of their 40 years of service. The agency will be holding a major community celebration on Tuesday March 7, 2017 as they celebrate a Day at the Capitol. Staff has invited Legislators, media outlets and the public to attend.

Sherri Collins was honored to accept the Excellence in Partnership Award during the Arizona Association of the Deaf Winterfest Gala on December 2, 2016.

ACDHH will conduct forty-nine public safety trainings to the Phoenix Police Department. Approximately 60 sworn officers will attend each 2-hour session. Plans are in the works to conduct a one day Community Emergency Preparedness Information Training. During this training members of the deaf, hard of hearing and the deaf-blind communities come together with professionals to discuss strategies for the best outcomes before, during and after emergencies. This event will be in partnership with Maricopa County Department of Emergency Management.

The Emergency Response Interpreter Certification project, which also includes CART providers, has been promoted among emergency service professionals across the state. Several presentations have been provided to the public information officers in several counties and within the Western region for national services.

Deputy Director Carmen Green gave the board an update regarding the Deaf-Blind Support Service Provider training. ACDHH has collaborated with Phoenix College for the first training and more information will be given to the board as to when that first training will be.

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Commissioner Elizabeth Garica joined the meeting at 4:54pm

The three-year contract with AZRS/Sprint will end December 2017. When ACDHH renews the contract, they will remove the outreach portion of the contract. The Arizona State Procurement Office will work with Sprint directly to get these contract changes made.

Public comments not related to the licensure complaints

None

Licensure Issues

Assistant Attorney General Representatives Molly Bonsall and Jo-Ann Handy joined the meeting at 5:16pm. In regards to the question posed last meeting to the AG. Licensure guidelines can be used/followed in regards to a licensee in situations when a licensed is not required in an employment setting (i.e. Education).

Raina Diallo

Ms. Diallo's license renewal application was found to have two components to be incomplete: Continuing Education and Mentoring log.

Discussion ensued between Carmen Green, Commissioners Baesler, Kneifel, Jantz and Emmett Hassen in regards to Ms. Diallo's application.

Commissioner Jantz motioned to offer Ms. Diallo a settlement in which she makes up 8 hours of continuing education hours with documentation in addition, she must complete up to 4 hours of mentoring and provide documentation that proves she has satisfied those hours. This documentation should be satisfied no later than March 29, 2017. Commissioner Baber seconded. Motion passed unanimously.

Jasmine Marin

Case one: It is alleged that Ms. Marin conducted herself in an unprofessional manner and was not abiding by the fifth tenet of The Registry of the Interpreters for the Deaf's Code of Professional Conduct.

Commissioner Jantz motioned that a letter be sent to Ms. Marin regarding her behavior and remind her of the Code of Professional Conduct. Commissioner Baesler seconded. Motion passed unanimously.

Case Two: It is alleged that Ms. Marin conducted herself in an unprofessional manner and was not abiding by the fifth and sixth tenets of The Registry of the Interpreters for the Deaf's Code of Professional Conduct.

Case Three: It is alleged that Ms. Marin conducted herself in an unprofessional manner and was not abiding by the fourth, fifth and sixth tenets of The Registry of the Interpreters for the Deaf's Code of Professional Conduct.

Commissioner Jantz motioned to dismiss case two and three against Ms. Marin and add all three complaints into one letter to Ms. Marin. Commissioner Baber seconded. Motion passed unanimously.

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William Cruz

Case one: It is alleged that Mr. William Cruz provided interpreting services for a Deaf or hard of hearing patient in a medical setting, knowingly violating Arizona Interpreter Licensure Law and/or Rules.

Vicki Bond gave the board additional background information in regards to case one. Bond also read an email to the board from Mr. Cruz.

Discussion ensued between Commissioners Kneifel, Baesler, Jantz, Garcia and Vicki Bond.

Commissioner Jantz motioned to move in executive session to gain legal advice with the Attorney General's office. Commissioner Schneck seconded. Motion passed unanimously.

Board entered executive session at 5:51pm. Open session was re-entered at 6:34pm.

Commissioner Baesler motioned to send Mr. Cruz a strongly worded letter stating that he is violating Arizona State licensure by interpreting in settings that require a certified licensed interpreter. Commissioner Schneck seconded. Commissioner Jantz requested to make an amendment that the commission reach out to the agencies in which Mr. Cruz worked, notifying them that he is not a certified interpreter. Commissioner Schneck requested an amendment that the letter sent to Mr. Cruz be sent through certified mail. Commissioner Baber seconded. Motion passed unanimously

Case two: It is alleged that Mr. William Cruz provided interpreting services for her technical education program without the proper Arizona Interpreting License, knowingly violating Arizona Interpreter Licensure Law and/or Rules

Vicki Bond gave the board background information to case two and read a letter from Mr. Cruz to the board.

Commissioner Baesler motioned that a second letter be sent to Mr. Cruz notifying him that he is in violation of Arizona State licensure by interpreting in settings that require a certified licensed interpreter. Commissioner Schneck seconded. Commissioner Kneifel requested an amendment that this second letter shall also be sent through certified mail. Commissioner Jantz requested an additional amendment that a letter be sent to the place of business in which Mr. Cruz worked, notifying them that he is not a licensed interpreter in the state of Arizona. Commissioner Schneck seconded. Motion passed unanimously.

Chair Sue Kay Kneifel has postponed agenda item ten, which is the CDI Substantive Policy Statement to the next meeting.

Assistant Attorney General's Office Representatives Molly Bonsall and Jo-Ann Handy left the meeting at 6:50pm.

IARC Update

IARC Chair Raymond Baesler updated the board. The last IARC meeting was held on January 19, 2017 and six licenses were approved. March 16, 2017 will be the next meeting and there are roughly twelve applications that are ready for review.

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Arizona State Schools for the Deaf and Blind Update

Sue Kay Kneifel updated the board. An ASDB board retreat took place. The board members were informed that the district is in a strategic planning process.

FDA Medical Evaluation Position Paper

Commissioner Booth gave the board background information about a new FDA regulation regarding hearing aid evaluations. The FDA has indicated that they will no longer enforce these necessary evaluation and waivers. The lack of enforcement would not only detour individuals from obtaining hearing aids and take hearing loss outside of a categorized medical issue, it would also jeopardize the hearing loss community. The Hard of Hearing Task force is requesting that the FDA continue to enforce the evaluation waiver.

Commissioner Schneck motioned that ACDHH and the Hard of Hearing Task force request the FDA to continue to enforce the evaluation waiver. Commissioner Jantz seconded. Motion passed unanimously.

Insurance Questionnaire

Commissioner Booth gave the board background information regarding the insurance questionnaire. ACDHH and the Hard of Hearing Task Force hope to distribute an insurance questionnaire to citizens around the state of Arizona that provides them with adequate information and questions that they should be asking their insurance company. The Hard of Hearing task force recommends that the consumer have this questionnaire in front of them when they contact their insurance company. This living document will be updated as time goes on.

Commissioners Baber, Brimhall, Jantz and Sherri Collins recommended changes. Michele Michaels answered questions for the board.

Future Agenda Items

Certified Deaf interpreter Substantive Policy Statement will be placed on May 11, 2017 agenda.

Commissioner Schneck moved to adjourn the meeting, Commissioner Baesler seconded. The motion passed unanimously. The meeting adjourned at 7:20pm

The undersigned certifies that a copy of the attached notice was duly posted this 24th day of February, at 4p.m. by *Danielle Wright* Assistant to the Executive Director.



Minutes of the March 16, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Kneifel called the meeting to order at 3:07 pm.

Commissioners Present: Sue Kay Kneifel, Pv Jantz, Raymond Baesler

Commissioners Present by Phone: None

Staff Present: Carmen Green, Vicki Bond, Emmett Hassen, Sherri Collins and Danielle Wright

Staff Present by Phone: None

Committee Chair's Report

No Chair's report at this time.

Approval of Sign Language Interpreter Licenses

Commissioners Kneifel, Jantz and Baesler reviewed eighteen applications. Their questions regarding specific applications were answered accordingly.

Commissioner Sue Kay Kneifel motioned to approve all applications. Commissioner Jantz Seconded. Motion passes unanimously.

The following applicants are approved for licensure, based on education, examination and experience requirements and will be recommended to the Executive Director for issuance of a license.

- | | |
|---------------------------|-----------------|
| 1. Christlieb, Bradley | Initial |
| 2. Collazo, Victor | Initial reapply |
| 3. Conway-Dickson, Daniel | Initial reapply |
| 4. Hodawanus, Kailey | Initial |
| 5. Kreck, Kathleen | Initial |
| 6. Laurent, Christina | Initial reapply |
| 7. McElfresh, Kirsta | Initial |
| 8. Ochoa, Kaitlin | Initial |
| 9. Orellana, Risa | Initial |
| 10. Owens, Mistie | Initial |
| 11. Roche, Molly | Initial |
| 12. Rosenberg, Audrey | Initial |

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- | | |
|----------------------|---------|
| 13. Ryan, Brittany | Initial |
| 14. Schatz, Jody | Initial |
| 15. Schauer, Breanna | Initial |
| 16. Thayer, Colleen | Initial |
| 17. Tynes, Thea | Initial |
| 18. Way III, Fred | Initial |

Note to approved applicants: If your name does not appear on the Arizona Commission for the Deaf and the Hard of Hearing website www.acdhh.org please contact the License and Certification Coordinator at 480-264-0188 VP or e.hassen@acdhh.az.gov

Public comments

No public comments at this time.

Rules Update

Carmen Green updated the commissioners regarding a survey that went out to all licensed interpreters from the Governor's Office. The commission must report back to the Governor's office by a specific date. Commissioners Jantz, Baesler, Kneifel and staff discussed the survey.

Announcements

Adjournment

Commissioner Kneifel motioned to adjourn the meeting at 3:59 pm, Commissioner Jantz Seconded; the motion unanimously.

Dated this 16th day of March, 2017.

Sue Kay Kneifel, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 16th day of March at 5 pm. by Danielle Smith

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**MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING
(ACDHH) Board meeting held on Thursday, May 11, 2017 at 4:30p.m.
At the Arizona Commission for the Deaf and the Hard of Hearing 100 N. 15th Ave Phoenix,
Arizona 85251**

Call to Order & Roll Call Discussion/Action

Chair Kneifel called the meeting to order at 4:35pm

Commissioners Present: Sue Kay Kneifel, Robert Baber, Raymond Baesler, Elizabeth Booth, Judy Huch, Jeffery Hebert, Michele Stokes, PV Jantz

Commissioners Present by Phone: Elizabeth Garcia, Annette Reichman

Commissioners Absent: Barbara Brimhall

Staff Present: Sherri Collins, Carmen Green, Curtis Humphries, Emmett Hassen, Vicki Bond, and Danielle Wright, Michele Michaels and Jeremy McCown.

Also in attendance by phone: Molly Bonsall from the Attorney General's Office and Legislative Liaison Rip Wilson.

Approval of Minutes: Discussion/Action

February 23, 2017 - No Changes Recommended.

Commissioner Baber moved to accept the minutes as written, Commissioner Hebert seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

Chair Sue Kay Kneifel announced that Governor Doug Ducey has appointed two new members to our Board of Commissioners. Michele Stokes is the newly appointed Hard of Hearing Representative and Cynthia Butts is the newly appointed Deaf Representative. There are still two open positions for Deaf Representatives.

Commissioner Jantz joined the meeting at 4:40PM

Executive Directors Annual Evaluation:

Commission Chair Sue Kay Kneifel informed the board about the 2016-2017 evaluation process. The evaluation will be made available between May 30, 2017 and June 15, 2017. After all responses are collected the Personnel Committee will meet in July to review the evaluation and prepare to share the results with the full board at the August 24, 2017 meeting in Tucson.

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Executive Director's Update/Summary of Events Discussion only

Sherri Collins informed the board of recent events and projects. Collins announced that on May 4th we celebrated her 19 years of service.

ACDHH Presented on agency's budget on Jan. 24th. ACDHH's budget request was included in the Executive budget request. Collins reminded the board the commission requested \$190,000 to put toward the (SSP) Support Service Provider Training, \$102,000 for the Hearing Health Care Curriculum, in addition to the \$300,000 for the Deaf-Blind Community Base Services. The Commission is currently waiting for Governor Doug Ducey to sign this bill this coming week.

Collins attended the "Update from Capitol Luncheon" with U.S. Senator Flake and McCain and continues to attend the ongoing Regulatory Agencies' Directors meetings at the Governor's office. As Secretary of the Arizona Center of Disability Law (ADCL), Collins attended the quarterly board meeting. Other ongoing meetings Collins attends are the 90/10 Regulatory Executive Directors meeting, Community Affairs Unit (CAU) meetings, Financial Service Unit (FSU) meetings as well as agency wide quarterly meetings.

Public Relations:

ACDHH is in a transition under new contract with HMA and Lavidge Public Relations. Executive Director Collins participated in a "Diversity Dialogues: Media Coverage of Arizonans with Physical and Sensory Disabilities" panel hosted by The Arizona Republic. ACDHH's Day at the Capitol was a huge success. There was 176 people in attendance and 20 vendors present. Media coverage document was shared with the board.

Public Safety Update:

ACDHH will conduct forty-nine public safety trainings to the Phoenix Police Department. Approximately 60 sworn officers will attend each 2-hour session. Plans are in the works to conduct a one day Community Emergency Preparedness Information Training. During this training members of the deaf, hard of hearing and the deaf-blind communities come together with professionals to discuss strategies for the best outcomes before, during and after emergencies. This event will be in partnership with Maricopa County Department of Emergency Management. To date approximately 300 officers have received training.

Text to 911 for Lake Havasu City:

The Lake Havasu City Police Department began offering text to 911 services on April 4, 2017. This development means quick, direct access to emergency services for those who cannot call, whatever the reason may be. Vicki Thompson, AzTEDP Program Planner provided information on traditional TTY communication, captioned telephone service, as well as some tips about effective communication with members of the deaf and hard of hearing communities. Communications Supervisor, Priscilla Maloncon, Sergeant Tom Gray and Captain Troy Sterling of the Lake Havasu Police Department participated in the training as well as 911 dispatchers. For more information about this service, please contact the LHC Emergency Services at their non-emergency service number at (928) 855-1171.

An Opportunity to Support the Deaf Blind:

ACDHH has identified a crucial gap in services related to Deaf Blind people and has proposed an amendment to the state budget. This amendment would provide temporary funding for home and community based services for the Deaf Blind. ACDHH is currently working with Helen Keller National Center to provide a Support Service Provider Training in September.

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for the deaf and the hard of hearing

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State Officials Discuss Upcoming Wildfire Season:

Forest and fire officials joined Gov. Doug Ducey to offer their annual outlook on the upcoming wildfire season. They anticipate an extremely busy fire season from the mid elevations down to the deserts and grasslands in southern Arizona.

ACDHH and City of Tempe Collaboration:

LEGOLAND Discovery Center at Arizona Mills (Tempe, Arizona) is now accessible for the Deaf and the Hard of Hearing thanks to the combined efforts of several individuals and government agencies.

Arizona Center for Disability Law (ACDL):

There have been nine lawsuits filed here in Arizona regarding interpreters in the Medical setting.

Board Relations:

ACDHH Liaison Danielle Wright worked with new commissioners for press releases. Executive Director Sherri Collins continues her ongoing communication with board chair and shares information with the board as needed.

Annual Organization Goals/Objectives:

Collins is in the process of working on staff's goals and performance with an emphasis on outreach and public relations.

Financial Reports

Nothing new to report at this time.

Legislative Update

Legislative Liaison Rip Wilson gave the board an update regarding legislation that ACDHH has been tracking.

- HB2418 (seeking amendment to remove requiring to pay taxes on hearing aid batteries)
- SB1198 – Public Accommodation; Civil Action (opposed)
- SB1406 (Striker to replace SB1198)
- HB2505 – Public Accommodation; Disability: Discrimination Sanctions (this was a better bill than SB1198) - HELD
- HB2396 – ASDB Revisions
- HB1030 – Occupational Therapy (testified to include speech therapy)
- SB1123 – Lobbyist (prohibits state agencies to hire lobbyist)
- SB1239 – Parking Violation; ADA
- SB1180 – Bingo; ADA
- Budget – BRB for Deaf Blind - waiting for draft language.

Discussion ensued between Commissioner Jantz and Rip Wilson regarding legislation.

Public comments not related to the licensure complaints

None

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Early Hearing Detection Intervention (EHDI) Reauthorization Act

The full board was given a copy of ACDHH's position paper to analyze and review. Executive Director Sherri Collins gave the board background information regarding the Early Hearing Detection Intervention (EHDI) Reauthorization Act. Collins recommending a name change to "Early Language Service". Collins also recommends that the group be re-categorized and made separate from "Center for Disease Control". Executive Director Collins also recommends there be research and data collected on children development and language access.

Discussion ensued between Commissioner Jantz, Commissioner Huch, Commissioner Reichman and Sherri Collins regarding the recommendations.

Commissioner Huch motioned for the Commission to move forward and use the recommended language and suggested changes to develop a letter to congress regarding the Early Hearing Intervention Reauthorization ACE. Commissioner Baesler Seconded, Motion carries unanimously.

Board meeting Calendar Revision

ACDHH's August 24th meeting will be in Tucson at the Double Tree at Reid Park 445 S Alvernon Way, Tucson, AZ 85711. The December meeting has now been moved to November 30th here at ACDHH 100 N. 15th AVE Suite 104. Phoenix, Arizona 85251.

Commissioner Jantz motioned to approve the calendar changes as written. Commissioner Hebert Seconded. Motion passes unanimously.

Molly Bonsall from the Attorney General's Office joined the meeting at 5:15pm

Renewal Timeframe Extension Consideration: Helen Young

Licensing & Certification Coordinator Emmett Hassen gave the board background information regarding Helen Young's extension consideration. Mrs. Young failed to comply with renewal timeframes as outlined in the rules. ACDHH staff closed her file and informed Mrs. Young that she would need to reapply and an initial applicant.

Public Comments on Agenda Items:

Helen Young addressed the board regarding her consideration for an extension in obtaining her legal license. Discussion ensued between Commissioner Jantz, Helen Young, Commissioner Hebert and Emmett Hassen.

Commissioner Jantz motioned to follow staff recommendation and offer no extensions. Commissioner Baesler seconded. Commissioner Kneifel, Commissioner Baber, Commissioner Booth, Commissioner Reichman, Commissioner Huch all yes. Commissioner Hebert, Commissioner Garcia, Commissioner Stokes abstain. Motion carries.



Interpreters Working Outside the Scope of Practice:

Licensed Certified Deaf Interpreters Working Alone:

Vicki Bond provided the board with a recap of the issue at hand and reviewed the Certified Deaf Interpreter (CDI) standard practice paper from the Registry of Interpreters for the Deaf (RID). Currently there is no rule place that prohibits this practice, however this is an ethical decision of the practitioner. The community is concerned that practitioners are not making appropriate decision regarding the use of Certified Deaf Interpreter.

The concern applies to those who are not accessing auditory information.

Discussion ensued between Commissioner Jantz, Commissioner Kneifel, Vicki Bond, Emmett Hassen regarding what is included in Certified Deaf Interpreter Best Practice Paper.

Commissioner Jantz moved to go into executive session to gain legal advice regarding Certified Deaf Interpreters. Commissioner Baber Seconded. Motion passes unanimously.

Meeting entered into executive session at 5:49

Meeting returned to open session at 6:23pm

Commissioner Huch moved to have ACDHH staff and the Attorney General's office continue to work closely to develop the best wording for the Certified Deaf Interpreters – working alone standard practice paper. Commissioner Baber seconded. Motion passes unanimously.

Licensed Hearing Interpreters working in specialized fields

Vicki Bond gave the board a summary of the issue at hand. Additional certifications are required to work in specialized fields such as Medical and Legal. According to the code of professional conduct, Interpreters are to use digression when accepting jobs based on their qualifications and skill level. ACDHH staff would like to create a standard practice paper for Mental Health Interpreters.

Discussion ensued between Commissioner Jantz, Vicki Bond, Commissioner Booth, Commissioner Kneifel and Commissioner Baesler regarding the process of developing a practice paper for General licensed interpreters that are working in these specialized fields. Commissioners also recommended a future statute be put into place.

Commissioner Huch moved to have ACDHH staff and the Attorney General's office continue to work closely to develop the best wording for a standard practice paper for interpreters who accept mental health and medical jobs. Commissioner Jantz seconded. Motion carries

Molly Bonsall from the Attorney General's Office left the meeting at 6:42pm



Over the Counter (OTC) Hearing Aid Position Paper:

Hard of Hearing Specialist Michele Michaels gave the board a synopsis of the Over the Counter (OTC) Hearing Aid Position Paper. ACDHH estimates that only 25% of people who actually need hearing aids receive them. The federal trade commission, in response to the issues of accessibility to and affordability of hearing aids, is considering adopting a new category of hearing aids for mild-to-moderate hearing loss that can be purchased over the counter without a referral from a licensed audiologist. The board was given an opportunity to review the position paper and provide their feedback.

Discussion ensued between Hard of Hearing Specialist Michele Michaels, Commissioner Huch, Commissioner Kneifel, Commissioner Jantz, Commissioner Baber and Commissioner Booth.

Public Comments on Over the Counter Hearing Aid Position Paper:

Tricia Dabrowski addressed the board and provided her comments regarding the Personal Sound Application Product (PSAP) that are available over the counter. She would like to recommend an addition to the position paper stating that if consumers are opposed to the OTC hearing aids, that they should review the FDA regulations on PSAPS.

Gabrielle Sadowski addressed the board and provided her comments regarding the over the counter position paper.

Commissioner Huch motioned to have ACDHH Staff move forward to create and distribute a final Over the Counter Hearing Aid position paper, while incorporating recommended board and public changes. Commissioner Baber seconded. Motion carries unanimously.

Support Service Provider (SSP) Training Update

Deputy Director Carmen Green provided the board with an update regarding Support Service Provider Training in the state of Arizona. Currently the Helen Keller National Center for Deaf-Blind Youths & Adults (HKNC) is reviewing ACDHH's Support Service Provider curriculum. ACDHH is hopeful that the first training will take place in September.

IARC Update

IARC Chair Raymond Baesler updated the board. The last IARC meeting was held on March 16, 2017 and 18 licenses were approved. The next meeting will take place on May 18, 2017. There are roughly 22 applications that are ready for review.

Arizona State Schools for the Deaf and Blind Update

Sue Kay Kneifel updated the board. ASDB is holding their first Summer Transition Camp for the Deaf, Hard of Hearing and Deaf-Blind teens. The camp will be held June 11th -23rd. This camp supports teens in development of life skills, career readiness skills, leadership and self-advocacy. Those interested in attending should contact Jennifer Hensley Jennifer.Hensley@asdb.az.gov

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Future Agenda Items

Executive Director Collins informed the board that ACDHH will be holding a Community Deaf and Hard of Hearing Day at Wet n Wild on July 28, 2017. On May 18, 2017 Sequoia School for the Deaf and Hard of Hearing will hold a job fair for Deaf and Hard of Hearing youth. The booths will open between 12- 2:30pm and interpreters will be provided.

Commissioner Baesler motioned to adjourn the meeting, Commissioner Garcia seconded. The motion passed unanimously. The meeting adjourned at 7:22pm

The undersigned certifies that a copy of the attached notice was duly posted this 15th day of May 2017, at 4p.m by *Danielle Wright* Assistant to the Executive Director.



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Minutes of the July 20, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Kneifel called the meeting to order at 3:01pm

Commissioners Present:

Commissioners Present by phone: Kneifel, Jantz

Commissioners Absent: Baesler

Staff Present: Emmett Hassen, Carmen Green, Shari Burda

Audience: Haney, Kelsey

Approval of Sign Language Interpreter Licenses

Commissioner Jantz moved to recommend the following names to the Executive Director for issuance of an Interpreter License. Motion seconded by Commissioner Kneifel; motion carried unanimously.

The following applicants are approved for licensure, based on education, examination and experience requirements.

- | | |
|-----------------------|---------|
| 1. Adams, Autumn | Initial |
| 2. Feilbach, Julayne | Initial |
| 3. Flores, Denise | Initial |
| 4. Franklin, Victoria | Initial |
| 5. Haney, Kelsey | Initial |
| 6. Huffman, Joanna | Initial |
| 7. Kerley, Kelly | Initial |
| 8. Lechuga, Christy | Initial |
| 9. Ledo, Adam | Initial |
| 10. Low, Derrick | Initial |
| 11. Lutz, Kammi | Initial |
| 12. Lynn, Ryan | Initial |
| 13. Murphy, Lynne | Initial |
| 14. Quiroga, Annette | Initial |
| 15. Roland, Farrell | Initial |
| 16. Sandoval, Tiana | Initial |
| 17. Sherman, Tiffany | Initial |
| 18. Theorin, Rachel | Initial |

Doug Ducey
Governor



Sherri L. Collins
Executive Director

100 N. 15th Avenue * Suite 104 * Phoenix, AZ 85007
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Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (www.acdhh.org), please contact the License and Certification Coordinator, Emmett Hassen at 480-264-0188 VP or e.hassen@acdhh.az.gov.

Commissioner Jantz raised a question concerning Christy Lechunga's education verification. A discussion ensued: participants included Emmett Hassen, Commissioner Kneifel, and Commissioner Jantz. Emmett Hassen will get updated verification information.

Public Comments

None at this time

Rules Update / Feedback

None at this time

Announcements

None at this time

Adjournment

Commissioner Jantz moved to adjourn the meeting at 3:14pm. Commissioner Kneifel seconded; the motion carried unanimously.

Dated this 21st day of July 2017
Sue Kay Kneifel, Board Chair

The undersigned certifies that a copy of the attached notice was duly posted this 21st day of July at 9:30am by Shari Burda

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



**MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING
(ACDHH) Board meeting held on Thursday, August 24, 2017 at 4:30p.m.
At the DoubleTree by Hilton Hotel Tucson Reid Park, 445 S. Alvernon Way, Tucson, Arizona
85711**

Call to Order & Roll Call Discussion/Action

Chair Kneifel called the meeting to order at 4:43 p.m.

Commissioners Present: Sue Kay Kneifel, Robert Baber, Elizabeth Booth, Judy Huch, Michele Stokes, PV Jantz, Barbara Brimhall

Commissioners Present by Phone: Raymond Baesler, until he can be present in person. Elizabeth Garcia.

Commissioners Absent: Jeffery Hebert and Annette Reichman

Staff Present: Sherri Collins, Carmen Green, Curtis Humphries, Emmett Hassen, Vicki Bond, Heidi Lovato and Shari Burda

Upon reaching a quorum, Commissioner Garcia left the meeting at 4:44 p.m.

Approval of Minutes: Discussion/Action

May 11, 2017 Meeting Minutes – Commissioner Booth requested a correction on the spelling of two names in the Public Comments section on Over the Counter Hearing Aid Position: Tricia Dabrowski and Gabrielle Sadowski are the correct spellings.

Commissioner Jantz moved to accept the minutes with the proposed corrections, Commissioner Baber seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

Chair Kneifel discussed the most significant concern being Commission vacancies. Six are ending terms as of the 26th of August. Of those six, only four are eligible for reappointment. Both Commissioner Baesler and Kneifel have agreed to stay on until they've been replaced.

Next Board meeting is November 30th at the ACDHH office.

Executive Director's Update/Summary of Events Discussion only

Sherri Collins, Executive Director, shared highlights from her report

Tucson Community Forum

The Community Forum was held the night before the Board meeting and was a very successful event. Also the first time ACDHH live streamed outside of the ACDHH office. As a result of that event, the biggest area

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of concern in the Tucson community and shared throughout the State of Arizona as well as at the National level is medical care with VRI interpreting services.

Goals & Objectives

Sherri urged the Commissioners to take the time to look at her goals outlined in her report and to discuss with her anything they may want to add.

Financial Report – Curtis Humphries, Business Manager

Curtis shared that the management team is currently working on the Fiscal Year 2019 budget, which has to be submitted by September 3rd. There are no additional programming or financial requests, but ACDHH did submit more of an “FYI” on Internet Protocol Captioning Telephone Services (IPCTS).

Chair Kneifel asked if he was looking for an action from the Commission on this issue and Curtis stated he just wanted to make sure this was brought to the attention of the Commission and will ask for their support in continuing to remind the Legislature that this could be a potential financial burden on ACDHH if the transition takes place.

Chair Kneifel requests a break at 5:06 p.m. before going to the action items on the agenda so Commissioner Baesler can arrive in person.

Commissioner Baesler arrives at 5:08 p.m.

Chair Kneifel resumes the meeting at 5:09 p.m.

Commissioner Huch motioned to move the proposed partnership with the FCC Fund Administrator and/or the Arizona TRS provider to manage a pilot program for the State management of IPCTS. Commissioner Jantz Seconded, Motion carries unanimously

Molly Bonsall from the Attorney General’s Office joins by telephone at 5:15 p.m.

Licensure Complaints and Inquiries

Emmett Hassen shares that there are 4 complaints in which one is in regards to a renewal.

- Jerriann Skinner, a licensed interpreter

The complaint is from Mr. Sam Higgenbottom for not providing quality interpreting services at his doctor’s appointment on November 11, 2016 discussing his serious health issues. Mr. Higgenbottom had a hard time carrying on a conversation with his doctor through Ms. Skinner due to her inability to understand him.

Emmett Hassen provided a couple of recommendations, but emphasized there was no correlating evidence from the doctor or nurse to support Mr. Higgenbottom’s claims.

Discussion ensued between Commissioner Jantz, Commissioner Baesler, Commissioner Stokes, Vicki Bond and Emmett Hassen in regards to recommendations.



Commissioner Jantz motioned to offer a settlement for a 4-hour training in ethical decision making training and a 4-hour training in using a CDI with verification of completion within 6 months. Commissioner Baber seconded. The motion passed unanimously.

- Linda Sullivan, a general licensed interpreter

The complaint was filed by Mr. Rice for violating her ethics while providing interpreting services at his doctor's appointment on April 25, 2017.

Emmett Hassen recommends to dismiss the complaint with no further action due to unsubstantial evidence.

Discussion ensued between Commissioner Jantz, Commissioner Kneifel, Emmett Hassen, Vicki Bond in regards to interpreting standards.

Commissioner Jantz motioned to dismiss the complaint against the interpreter, but request the staff to reach out to the doctor's office and offer them healthcare curriculum training and medical interpreting training. Commissioner Baesler seconded. The motion passed unanimously

- Helen Young, a licensed interpreter

Vicki Bond explained that a complaint was filed by 2 individuals who happened to both be at the appointment. Both individuals allege that a CDI was necessary, was requested and the request was either dismissed or denied by the interpreter. They also stated that communication was ineffective during the appointment and the interpreter had some side-bar conversations with the Doctor and did not interpret all the interactions for the patient and her advocate at the appointment.

Vicki Bond spoke to the interpreter who does not recall that day or recall a CDI being requested; therefore, cannot substantiate the claims and recommends to dismiss the complaint.

Commissioner Huch motioned to dismiss the complaint against the interpreter. Commissioner Baber seconded. The motion passed with one not in favor.

- Cynthia Acosta, License Renewal

Emmett Hassen explains that the Commission has the authority to deny an application when criteria is not met. Ms. Acosta applied for a license and chose teaming as her first choice and later changed it over to mentoring and we changed over her file. When it came time to renew, based on the rules she was to submit a log of her continuing education and mentoring hours. After review, he found that she did meet with her mentor once a month, but did not meet the hour requirements. Ms. Acosta found more mentoring hours, which brought her to 72.5 hours.

Emmett recommended because of the excessive hours worked and she has the mentoring hours, that it should satisfy her requirements or if the Board feels it is not acceptable he recommends she get 16.5 hours of continuing education or mentoring.

Discussion ensued between Commissioner Jantz, Emmett Hassen and Vicki Bond



Commissioner Jantz motioned to approve the renewal of the license, Commissioner Huch seconded. The motion passed unanimously

Public comments on Agenda Items & Non-Agenda Items

Molly Bonsall from the Attorney General's Office was excused from the meeting shortly after public comments began.

- Leslie Decker – Opposes CDI Guideline

The agenda states that CDI's should never work alone (meaning: solo) and she is opposed to that. The standard practice paper does say that a CDI can work solo, so she recommended the Commission look at the deaf school, the Deaf Interpreter Institute.

Certified Hearing Interpreter Position Paper

Vicki Bond provided the board with a recap of what was brought to the attention at the last Commission meeting by a Commissioner about concerns in the community when interpreters are working outside their scope of practice. When an interpreter becomes certified, it is an entry-level certification. More training is required to be specialized as a medical, mental health or legal interpreter.

A motion was voted to have ACDHH create a position paper on behalf of the Commissioners, which would clarify what is expected to happen when an interpreter is working in specialized settings, which is now provided for the Commission to review.

Discussion ensued between Commissioner Jantz, Commissioner Kneifel and Vicki Bond in regards to the recommendations in the position paper.

Commissioner Baesler motioned for approval of these guidelines so the ACDHH staff can move forward and introduce it. Commissioner Jantz Seconded. Motion passes unanimously.

Certified Deaf Interpreter (CDI) Position Paper

Vicki Bond provided the board with a recap of what was brought to the attention at the last Commission meeting by a Commissioner about concerns in the community regarding Certified Deaf Interpreters working without the support of a Certified Hearing Interpreter team in environments where it might not be effective. To clarify, ACDHH's position in no way states that CDI's cannot or should not work alone. The position paper is simply giving guidelines and recommendations based on best practices in the field.

Discussion ensued between Commissioner Jantz, Commissioner Baesler and Vicki Bond in regards to the recommendations in the position paper.

Commissioner Baesler motioned for approval of these guidelines so the ACDHH staff can move forward and introduce it. Commissioner Huch Seconded. Motion passes unanimously.

Executive Director's Annual Evaluation



Curtis Humphries shared a PowerPoint related to the Director's guidelines of evaluation (rating system). He thanked the Personnel Committee for their quick completion of it and reviews all the categories and percentages given to each.

The recommendation the Personnel Committee came up with is to offer Ms. Collins an increase of 8% in her base pay for fiscal year retroactive back to July 1st, which was the beginning of her evaluation period.

Chair Kneifel recommends Executive Session

Commissioner Jantz motions to move into Executive Session, Commissioner Huch seconded. The motion passed unanimously.

Meeting entered into executive session at 6:08 p.m.

Meeting returned to open session at 6:49 p.m.

Commissioner Huch motions to grant the 8% raise and reclassification of Executive Director Sherri Collins, Commissioner Jantz seconded. The motion passed unanimously.

Support Service Provider (SSP) Training Update

Deputy Director Carmen Green provided the board with an update regarding Support Service Provider Training in the state of Arizona. She did receive really good feedback from the Helen Keller National Center for Deaf-Blind Youths & Adults (HKNC). They pointed out a few things, but nothing major that they disagreed upon – mostly different styles of teaching.

Discussion ensued between Commissioner Jantz and Carmen Green regarding a potential partnership with Vocational Rehabilitation in this process, which would be a possibility especially for deaf individuals looking for employment opportunities.

IARC Update

IARC Chair Raymond Baesler updated the board on the meeting that took place on July 20th. They approved 18 initial licensure applications at that meeting.

Arizona State Schools for the Deaf and Blind Update

Chair Kneifel updated the board about a special meeting taking place this evening, which she could not be a part of because she is at this meeting. One of the things they are looking at is their data regarding post school outcomes for their graduates, which is long overdue. Finding out who is engaged in either employment, post-secondary or other training opportunities. This will help see where their students are becoming disengaged, what age, what population and what gender are disengaging.

Praise to the ASDB – The State average for kids going on to post-secondary options is 22% and the ASDB outcome for the most recent graduates is 29.4%, so above non-disabled peers attending post-secondary education.

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



Future Agenda Items

Chair Kniefel called future items. Hearing none, she encouraged any items to be sent to any of the Commissioners or to Sherri Collins.

Commissioner Stokes wanted to praise Aimee Mousavi for her training this past week at the Escalante Senior Center- A good turnout. Another training is scheduled in Tempe for September 13th, which will cover hard of hearing, licensing and certifications and AzTAP.

Tempe is also hosting a Deaf and Hard of Hearing job fair on October 31st, which Chair Kniefel is also working on. Commissioner Jantz noted that last year a Deaf person was hired on the spot at the job fair.

Commission Chair Kniefel motioned to adjourn the meeting, Commissioner Baber seconded. The motion passed unanimously. The meeting adjourned at 7:01 p.m.



Minutes of the September 21, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Baesler called the meeting to order at 3:00 pm

Commissioners Present: Kneifel, Jantz

Commissioners Present by phone: Baesler

Commissioners Absent:

Staff Present: Emmett Hassen, Carmen Green, Sherri Collins, Vicki Bond, Heidi Lovato

Audience: None

Committee Chair's Report

None

Approval of Sign Language Interpreter Licenses

Commissioner Jantz raised a question concerning Nathan Daniel Smith's application as being an initial application. A discussion ensued between Commissioner Jantz and Emmett Hassen.

Commissioner Baesler moved to recommend the following names to the Executive Director for issuance of an Interpreter License. Motion seconded by Commissioner Kneifel; motion carried unanimously.

The following applicants are approved for licensure, based on education, examination and experience requirements.

1. Adkinson, Brenda
2. Atkins, Wendy
3. Barber, Shelly
4. Barrier, Candice
5. Byers-Pierce, Robin
6. Ceimo, Shannon
7. Chambers, John
8. Cropper, Rachel
9. Durand, Jesse
10. Fennema, Makayla

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Governor

Sherri L. Collins
Executive Director



Arizona Commission

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11. Ford, Heather
12. Grace, Kristin
13. Holland, Lynna
14. Johnson, Maggie
15. Landgren, Jamie
16. Marsh, Natasha
17. Oekerman, Rachel
18. Patterson, Tiffany
19. Presant, Rebecca
20. Ritchey, Rebecca
21. Robertson, Shelia
22. Robison, Theresa
23. Sherk, Christine
24. Smith, Nathan
25. Smith, Pamela
26. Williams, Heather

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (www.acdhh.org), please contact the License and Certification Coordinator, Emmett Hassen at 480-264-0188 VP or e.hassen@acdhh.az.gov.

Public Comments

None at this time

Rules Update / Feedback

Carmen Green gave an update on the position papers for CDI and Certified Hearing Interpreter, both have been posted onto the ACDHH website under the interpreting staff section for review.

Announcements

Commissioner Kneifel shared the upcoming job fair for the Deaf and the Hard of Hearing that will be held at the Tempe Public Library (lower level) on October 31st from 10 a.m. to 2 p.m. with check-in starting at 9:30 a.m. There will be one interpreter at every employer table. CART will be provided for the workshops and on an as needed basis.

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Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



Adjournment

Commissioner Kneifel moved to adjourn the meeting at 3:26 pm. Commissioner Jantz seconded; the motion carried unanimously.

Dated this 25th day of September, 2017
Sue Kay Kneifel, Board Chair

The undersigned certifies that a copy of the attached notice was duly posted this 25th day of September, 2017 at 3:00 p.m. by Heidi Lovato.



Minutes of the September 22, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Kneifel called the meeting to order at 3:31 pm
Commissioners Present: None
Commissioners Present by phone: Kneifel, Jantz
Commissioners Absent: Baesler
Staff Present: Emmett Hassen and Heidi Lovato
Staff Present by Phone: Carmen Green

Audience: None

Approval of Sign Language Interpreter Licenses

Commissioner Kneifel moved to recommend the following names to the Executive Director for issuance of an Interpreter License. Motion seconded by Commissioner Jantz; motion carried unanimously.

The following applicants are approved for licensure, based on education, examination and experience requirements.

1. Maschue, Nora

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (www.acdhh.org), please contact the License and Certification Coordinator, Emmett Hassen at 480-264-0188 VP or e.hassen@acdhh.az.gov.

Public Comments

None at this time

Rules Update / Feedback

None at this time

Announcements

None at this time

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



Adjournment

Commissioner Kneifel moved to adjourn the meeting at 3:34 p.m. Commissioner Jantz seconded; the motion carried unanimously.

Dated this 25th day of September, 2017
Sue Kay Kneifel, Board Chair

The undersigned certifies that a copy of the attached notice was duly posted this 25th day of September, 2017 at 3:00 p.m. by Heidi Lovato.



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Minutes of the November 16, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Baesler called the meeting to order at 3:02 pm

Commissioners Present: Kneifel, Jantz

Commissioners Present by phone: Baesler

Commissioners Absent: None

Staff Present: Emmett Hassen, Sherri Collins, Vicki Bond, Heidi Lovato

Staff Present by phone: Carmen Green

Audience: None

Committee Chair's Report

2018 Potential dates for IARC – 3RD Thursday's of the month have worked out. Dates will be proposed/reviewed/accepted via email and added to the next IARC meeting agenda for discussion/action.

Review/Approval of Sign Language Interpreter Licenses

Commissioner Jantz raised a question on applicant Olivia Jabaay pertaining to her hours on the application. A discussion ensued between Commissioner Jantz and Emmett Hassen.

Commissioner Jantz raised a question on applicant Bryan von Folmar's provisional license. A discussion ensued between Commissioner Jantz and Emmett Hassen.

Commissioner Jantz raised a question on applicant Stephanie Sudbury's application requesting hours work be waived. A discussion ensued between Commissioner Jantz, Emmett Hassen, Vicki Bond, Carmen Green, Commissioner Kneifel, Commissioner Baesler and Sherri Collins.

Commissioner Kneifel moved to recommend the following names to the Executive Director for issuance of an Interpreter License. Motion seconded by Commissioner Jantz; motion carried unanimously.



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The following applicants are approved for licensure, based on education, examination and experience requirements.

1. Barnett, Carol
2. Bennett, Sarah
3. Butcher, Elizabeth
4. Carpenter, Roxanne
5. Coppins, Heather
6. Curtis, Jovanna
7. Darnell, Erica
8. Eggers, Cameron
9. Garcia, Isaac
10. Garrett, Laura
11. Jabaay, Olivia
12. LeGant, Cynthia
13. LoBrutto, Heather
14. Morreale, Kimberly
15. Murphy, Lynne
16. Nutt, Sara
17. Pennick, Cayla
18. Roley, Amber
19. Sorensen, Corrie
20. Thompson, Richard
21. von Folmar, Bryan
22. Wilcox, Karen
23. Merritt, Christopher
24. Sudbury, Stephanie

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (www.acdhh.org), please contact the License and Certification Coordinator, Emmett Hassen at 480-264-0188 VP or e.hassen@acdhh.az.gov.

U of A National Center for Interpretation Testing and Certification Issue

There were no applications to discuss pertaining to this issue.

Commissioner Kneifel motioned to table the discussion. Motion seconded by Commissioner Jantz; motion carried unanimously.

Doug Ducey
Governor



Sherri L. Collins
Executive Director

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Public Comments

None at this time

Rules Update / Feedback

None at this time

Announcements

Emmett Hassen noted the last (possible) IARC meeting is December 14th
Commissioner Kneifel announced her new role as Assistant Program Manager for services for the blind, visually impaired and deaf covering the entire state - effective Monday, November 20th.

Adjournment

Commissioner Baesler moved to adjourn the meeting at 4:05 pm. Commissioner Jantz seconded; the motion carried unanimously.

Dated this 16th day of November, 2017
Sue Kay Kneifel, Board Chair

The undersigned certifies that a copy of the attached notice was duly posted this 21st day of November, 2017 at 11:00 am by Heidi Lovato.

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



**MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING
(ACDHH) Board meeting held on Thursday, November 30, 2017 at 4:30p.m.
At ACDHH, 100 N. 15th Ave – Suite 104, Phoenix, Arizona 85007**

Call to Order & Roll Call Discussion/Action

Chair Kneifel called the meeting to order at 4:35 p.m.

Commissioners Present: Sue Kay Kneifel, Robert Baber, Elizabeth Booth, Judy Huch, Michele Stokes, Pv Jantz, Barbara Brimhall, Elizabeth Garcia (joined later in person)

Commissioners Present by Phone: Annette Reichman.

Commissioners Absent: Raymond Baesler

Staff Present: Sherri Collins, Carmen Green, Curtis Humphries, Vicki Bond, Heidi Lovato

Staff Present by Phone: Emmett Hassen

Approval of Minutes: Discussion/Action

August 24, 2017 Meeting Minutes

Commissioner Stokes moved to accept the minutes, Commissioner Baber seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

No report at this time

Executive Director's Update/Summary of Events Discussion only

Sherri Collins, Executive Director, shared highlights from her report

Staffing Updates

Two of the internal staff have been promoted – Michele Michaels who was the Hard of Hearing Specialist was promoted and is now the Hard of Hearing Program Manager. This position was a result of the funding received and approved by the Legislators. Michele was also the Legislative Liaison before her promotion and that position was advertised and filled internally by Beca Bailey. Beca was the Deaf Specialist and is now the Community Engagement Liaison. She will not only be working with the Legislature, but also on public policy and community partnership projects – her role is effective on Monday, December 4th. Beca's previous position as a Deaf Specialist is currently being reevaluated by Carmen to determine whether the position will remain or be reclassified to include a deaf-blind program, which ACDHH is becoming more involved in. Updates will be given at the next board meeting.

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Executive Director



Public Relations

ACDHH is getting some media coverage. Yesterday (November 29, 2017), there was coverage on the radio about the "Noisy Toys" (this time of year, with the Holiday's, we do this campaign) – Michele Michaels has been doing this and there will also be some TV coverage next week.

Legislation/Public Policy Issues

This is the time of year we prepare for the January legislation session. Sherri is a part of the Senior Citizen Caucus Group that will meet every month during the legislative session and will involve issues with the deaf and the hard of hearing in the senior population.

An article was shared with the board on early hearing detection. Congress voted to revise the act for the better. It's a great opportunity for children to get identified with hearing loss much earlier, get services and even more important language development. The rule part has not been implemented, so we will be watching on that development as well as on the over-the-counter hearing aid bill that was passed and the rulemaking on it.

Sherri is currently working to get the hearing aid battery tax sponsored, but the financial impact to the general fund is a concern at this time – asking board members to get with their colleagues and lobbyist group.

An invitation was just received (before the board meeting) to attend a stakeholder's meeting to introduce a bill on the emergency preparedness and accessibility, specifically on broadcast. Waiting to get confirmation for that meeting.

Also, Sherri is building relationships with various organizations such as AARP and March of Dimes to name a few.

January 11th is the day we are going to have a press conference at the capitol to complete the looping project with a plaque at the House and the Senate. We will also be announcing and launching captioning, which will be available to live stream via mobile phone and computer. Requests must be made in advance so a link can be sent to be able to watch.

Budget

No new information to report. Will know more after the Governor gives his State of the State address, which is when he will release his budget. (no questions on budget report)

Commissioner Garcia arrives at 4:48 p.m.

Annual Report

There is an error in the report provided reflecting Commissioners for fiscal year 2017. The following is how it should reflect:

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Arizona Commission

for the deaf and the hard of hearing

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Board of Commissioners

The Board oversees the policymaking, budget planning, and strategic planning of ACDHH, in addition to evaluating the ongoing performance of the executive director. Each board member also acts as an advocate for ACDHH and the particular group they represent.

The ACDHH Board consists of 14 members appointed by the Governor to three-year terms. Of the representatives, four are deaf; four are hard of hearing; one parent of a deaf or hard of hearing child; one Arizona licensed American Sign Language interpreter, one licensed hearing aid dispenser; one clinical audiologist; one representative from the Department of Economic Security; one representative from the Arizona State Schools for the Deaf and Blind in Tucson or the Phoenix Day School of the Deaf. The Board meets four times a year, one of which serves as their retreat.

FY 2017 – July 1, 2016 through June 30, 2017

<u>Name</u>	<u>Position</u>	<u>Term expiration</u>
Sue Kay Kneifel	Acting Chair Department of Economic Security Representative	8/26/2017
Raymond Baesler	Secretary Interpreter Representative	8/26/2017
Robert Baber	Licensed Hearing Aid Dispenser	8/26/2018
Elizabeth Garcia	Hard of Hearing Representative	8/26/2017
Jeffrey Hebert	Hard of Hearing Representative	8/26/2017
Elizabeth Booth	Hard of Hearing Representative	8/26/2018
Judy Huch	Audiologist Representative	8/26/2018
Pv Jantz	Deaf Representative	8/26/2017
Annette Reichman	ASDB Representative	8/26/2019
Barbara Brimhall	Parent Representative	8/26/2019
Chris Schneck	Hard of Hearing Representative	8/27/2015
Cynthia Butts	Deaf Representative	
Vacant (2)	Deaf Representative	



Commissioner Booth moved to approve the FY2017 Board of Commissioners with the proposed corrections, Commissioner Brimhall seconded. The motion passed unanimously.

2018 Meeting Calendar

2018 commissioner meeting dates are as follows:

February 15, May 17th, August 23 (Tucson) and December 6th

Commissioner Stokes moved to approve the updated 2018 meeting dates for the Board of Commissioners, Commissioner Jantz seconded. The motion passed unanimously.

Officer Election

Chair Kneifel points out that there is not a full board and that both she and Commissioner Baesler agreed to stay on to keep a quorum until the positions are appointed; therefore suggests two options: Go ahead and nominate using the current available board members to move forward or table the officer elections.

Commissioner Jantz moved to table the discussion and election and work with what is currently in place. Commissioner Huch seconded. The motion passed unanimously.

Molly Bonsall from the Attorney General's Office joins by telephone at 5:00 p.m.

Public comments on Agenda Items & Non-Agenda Items

Jerriann Skinner, a licensed interpreter, provided some background on her experience with a client who filed a complaint (Mr. Sam Higgenbottom) for not providing quality interpreting services at his doctor's appointment on November 11, 2016 discussing his serious health issues.

Licensure Complaints and Inquiries

Commissioner Jantz moved to go into Executive Session to gain legal advice with the Assistant Attorney General's office regarding Ms. Skinner. Commissioner Huch seconded. The meeting went into Executive Session at 5:12 p.m.

Meeting resumed to open session at 6:26 p.m.

Vicki Bond gave a brief review of what has happened since the last board meeting regarding the settlement offer that the board decided back on August 24th. ACDHH staff sent a letter on September 8th detailing the settlement agreement, which included a requirement of 4 hour training in ethical decision-making and a 4 hour training in working with a Certified Deaf Interpreter with 6 months to complete the training. On October 8th, Ms. Skinner responded with a letter via email stating she was rejecting the settlement offer and felt she should have been given a hearing. On October 18th, the Assistant Attorney General, Molly Bonsall, sent a letter clarifying this was an informal settlement agreement offered by the board. No disciplinary action had been taken yet and a hearing would only be offered if the board decided to impose disciplinary action. She was also informed of her right to come and speak to the board this evening, which she has done.

Discussion ensued between Commissioner Jantz and Emmett Hassen regarding Emmett's investigation.



Commissioner Huch moved to open the investigation on the complaint of Ms. Skinner pending the Attorney General's decision on the legality of the action. Commissioner Jantz seconded. The motion passed unanimously.

Provisional License Upgrade

Vicki Bond referred to the summary provided (Exhibit E). What was being asked is for the board to give an interpretation of one particular rule that came up in the IARC meeting regarding a request for a waiver. (Two potential interpretations to the rules – provided by the Attorney General's office – were provided to the board for review) The waiver is for 500 hours of interpreting experience. An interpreter is asking if she be allowed to submit an upgrade for an application from a C to a B based on the 500 hours of interpreting experience she earned while she had a provisional B license.

A discussion ensued between Commissioner Kneifel and Vicki Bond pertaining to this discussion at the IARC meeting and the fact that it was just a question and not an application. The recommendation was to bring it to the board for a decision in terms of an interpretation on the rule.

A discussion ensued between Commissioner Kneifel, Jantz, Stokes and Vicki Bond pertaining to the potential interpretations provided by the Attorney General's office.

Commissioner Jantz moved to go into Executive Session to gain legal advice with the Assistant Attorney General's office. Commissioner Huch seconded. The meeting went into Executive Session at 6:41 p.m.

Meeting resumed to open session at 7:30 p.m.

A discussion ensued between Commissioner Kneifel, Jantz, Vicki Bond and Emmett Hassen in regards to their preference of the two interpretations provided by the Attorney General's office. Vicki and Emmett both preferred the first interpretation, which states:

Rule (R9-26-507(B)(3.f.ii.) – does not specifically state that the licensee must hold a Provisional C license when they complete the hours, just that they must show acceptable evidence of the 500 hours; therefore, it would be a reasonable interpretation to simply require evidence of the 500 hours, whether they were completed under a Provisional B or Provisional C license.

Commissioner Brimhall moved to accept the first interpretation. Commissioner Baber seconded. The motion passed, with one opposed vote. Individual votes are as follows:

Baber – Yes
Huch – Yes
Brimhall – Yes
Booth – Yes
Stokes – Yes
Garcia – Abstain
Jantz – No
Reichman – Yes
Kneifel – Yes

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



Support Service Provider (SSP) Training Update

Deputy Director Carmen Green provided the board with an update regarding Support Service Provider Training in the state of Arizona. She shared we are in current discussion with COPD as the subcontractor with the U of A for the SSP curriculum. COPD will be the first pilot training for the SSP's – waiting on a date at this time. Initial training will be for 3 days.

IARC Update

Carmen Green updated the board that IARC approved 24 applications – Emmett Hassen confirmed.

Arizona State Schools for the Deaf and Blind Update

Commissioner Reichman gave an update that ASDB announced \$1.6 million for the early childhood and family education program. ASDB is working with Sherri Collins and the state legislators to let them know it is upcoming. Senators Boyer and Allen are sponsoring the bill and moving forward to getting the bills in both the House and Senate. ASDB will be reaching out to the community and all of the stakeholders to ask for their support.

Future Agenda Items

None at this time

Announcements

Commissioner Stokes wanted to invite the board members to nominate someone for the Tempe Mayor's Disability Awards – Deadline is February 28th.

Adjournment

Commission Huch motioned to adjourn the meeting, Commissioner Booth seconded. The motion passed unanimously. The meeting adjourned at 7:18 p.m.

The undersigned certifies that a copy of the attached notice was duly posted this 4th day of December, 2017 at 3:00 p.m. by Heidi Lovato.



100 N. 15th Avenue * Suite 104 * Phoenix, AZ 85007
acdhh.org

Minutes of the December 14, 2017 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Application Review Committee** held at the Arizona Commission for the Deaf and the Hard of Hearing: 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Baesler called the meeting to order at 3:02 pm

Commissioners Present: None

Commissioners Present by phone: Baesler, Kneifel, Jantz

Commissioners Absent: None

Staff Present: Emmett Hassen, Vicki Bond, Carmen Green, Heidi Lovato

Audience: None

Committee Chair's Report

None

Review/Approval of Sign Language Interpreter Licenses

Commissioner Kneifel moved to recommend the following names to the Executive Director for issuance of an Interpreter License. Motion seconded by Commissioner Jantz; motion carried unanimously.

The following applicants are approved for licensure, based on education, examination and experience requirements.

1. Cason, Alison
2. Hampsten, Katie
3. Harding, Tiffany
4. Kovach, Cathy
5. Schroeder, Amy
6. Stevenson, Beverlee
7. Wallis, Emily
8. Yaddaw, Michele
9. Warren, Jacob

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (www.acdhh.org), please contact the License and Certification Coordinator, Emmett Hassen at 480-264-0188 VP or e.hassen@acdhh.az.gov.

Doug Ducey
Governor



Sherri L. Collins
Executive Director

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Public Comments

None

Rules Update / Feedback

Emmett Hassen provided two variations of a chart based upon Arizona interpreter licensure guidelines. The target audience being interpreters new to the state and people who are responsible for hiring interpreters. The chart is designed to be a simple visual tool to use as a reference/guideline as to the types of interpreters that can be used in various scenarios (court, medical, police, etc.). Feedback was provided by all present as to which chart was best to use.

Announcements

Vicki Bond announced she will be leaving the Commission effective tomorrow, December 15th and will be working with the Department of Emergency Military Affairs.

Adjournment

Commissioner Baesler moved to adjourn the meeting at 3:17 pm. Commissioner Kneifel seconded; the motion carried unanimously.

Dated this 14th day of December, 2017
Sue Kay Kneifel, Board Chair

The undersigned certifies that a copy of the attached notice was duly posted this 15th day of December, 2017 at 3:00 p.m. by Heidi Lovato.