

Sherri L. Collins Executive Director

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

Minutes of the February 15, 2018 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 3:18 pm Commissioners Present: Baesler, Jantz, Kneifel Commissioners Present by phone: Commissioners Absent: None Staff Present: Emmett Hassen, Carmen Green, Heidi Lovato

Audience: Paula Hammond, Phoenix College and Madison Malot, Vocational Rehab, Deaf and Hard of Hearing Unit

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. Feuling, Jamee
- 2. Holter, Stephen
- 3. Lambe, Catherine
- 4. Miller, Naomi
- 5. Saros, September
- 6. Shaw, Dorothy
- 7. Shaw, Randy
- 8. Vaughn, Victoria

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

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Public Comments

None

Rules Update / Feedback

Carmen Green shared that we have an Executive Order for a report due July 1, 2018. She's reviewed the rules and they are reasonable and feels we've met that.

Announcements

SSP Training starts March 15 - 17, 2018 and is limited to 20 participants. Next Tuesday we will have the flyer and event information. We want good participation, so spread the word if you know interpreters. Pre-requisite is not determined.

<u>Adjournment</u>

Commissioner Kneifel moved to adjourn the meeting at 3:22 pm. Commissioner Jantz seconded; the motion carried unanimously.

Dated this 15th day of February, 2018 Raymond Baesler, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 20th day of February, 2018 at 3:00 p.m. by Heidi Lovato.



Sherri L. Collins Executive Director

for the deaf and the hard of hearing 100 N 15th Avenue * Suite 104 * Phoenix, AZ 85007 acdhh.org

MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING (ACDHH) Board meeting held on Thursday, February 15, 2018 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 4:34 p.m.

Commissioners Present: Sue Kay Kneifel, Raymond Baesler, Elizabeth Booth, Judy Huch, Michele Stokes, Pv Jantz

Commissioners Present by Phone: Annette Reichman, ElizaBeth Garcia, Barbara Brimhall (dismissed after quorum was met @ 4:36 p.m.)

Commissioners Absent: Robert Baber

Attorney General's Office: Molly Bonsall

Staff Present: Sherri Collins, Carmen Green, Curtis Humphries, Emmett Hassen, Heidi Lovato, Kim Minard

Approval of Minutes: Discussion/Action

Chair Kneifel proposed a correction to the November 30, 2017 minutes – On page 3 (where the list of commissioners appears, note the dates reflecting FY2017 (July 1, 2016 through June 30, 2017).

Commissioner Jantz moved to accept the minutes, Commissioner Stokes 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

Vicki Bond left her positon in licensure and the position is currently vacant - Carmen is in the process of reviewing applications. Beca Bailey, who was our Deaf Specialist took on the Community Engagement Liaison position where Michele Michaels was serving in – the position was reclassified to match our goals that we want to accomplish. Beca's position was filled with Kim Minard – her first day was February 5th. Kim worked at the Valley Center for the Deaf. She knows the community well and will be a great transition joining our team. Just today, it was announced that, Noneshi Anderson, will be moving out of state. She currently works our front desk and will be leaving. That position will be advertised soon.



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Legislation/Public Policy Issues

Rip Wilson, Legislative Consultant, was introduced to give the board an update on some of the bills the Commission has been working on:

Senate Bill 1296 (SB1296) - Emergency Response for Interpreters

• It's a bipartisan bill, which passed out of the Senate government yesterday. There were 178 people signed in supporting the bill. One person was opposed to it with no particular affiliation noted. City of Tempe was one of the institutions in support of it.

Senate Bill 1049 (SB1049) - Sales Tax Exemption for Hearing Aid Batteries

• This bill was originally written and conceived to include all batteries for hearing aids and cochlear implants. Sherri has been working hard to get that turned around and was able to get a Republican sponsor, worked out a compromise and the bill in its current form will exempt the most expensive batteries, the cochlear implant and rechargeable batteries. This bill passed out of committee with a 4-2 vote. We think the sponsors are preparing to work hard with his members and look forward to going to the floor of the Senate soon.

House Bill 2022 (HB2022) – Pertaining to the school for the Deaf and Blind (ASDB)

• It's an early childhood education appropriation. It's a general fund appropriation and that bill has passed out and is going to the floor.

Sherri added: While there should be no issues, it was discovered how the funding was established, which the Governor's budget is recommending to include part of our telephone funds to support ASDB's early intervention program – this is our relay funding. There was a misunderstanding at the Governor's office that they omitted to put a language in the Governor's budget to request it as a one-time fund. That's the plan and hopefully the language will be corrected. (the funding is for 1.6 million)

House Bill 2042 (HB2042) - Telemedicine

• Sherri was involved with this bill today. It's a bit of a fight between providers and insurers. Sherri took the opportunity to point out that the bill was silent on any accommodations for the Deaf and the hard of hearing in the telemedicine delivery process. Sherri was able to get a commitment (on the record) from the chairman of the health committee to work with the Commission and the supporters to find a way to see that the accommodation is included. This isn't really a matter of an accommodation, rather this is a health and safety issue! We will push hard on this one.

Another bill we are keeping an eye on is having to do with service animal I.D cards, which a legislature wanted the Department of Transportation to administer – curiously, the legislation itself says you do have to have the I.D., just not with you in a public setting. The purpose of this bill was hard to figure out, but came out of committee with a 7-2 vote and we will see what happens to it.

I don't think there is any question that the Commission has (particularly in the last two years), an entirely different profile in the legislative process – It's a positive one! There are champions in the legislature now, people (legislators) who know a lot more about our issues and the Commission is more visible than we use to be.

Sherri Collins continued with her update noting the importance of working with Rip and how it has helped elevate the Commissions profile. (Rip also has hearing loss)

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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HCR2033 – World Hearing Day

Representative Carter, Chair of the Health Committee, sponsored the resolution and there's a
possibility she will be reading this on March 1st. It's a great way to raise awareness about hearing
loss, health care and protecting your hearing.

Public Relations

Sherri referred the board to the publications, media coverage and several articles provided.

<u>Budget</u>

The Commission received funding for SSP (Support Service Provider) to support service providers. We have training in place for March for those who want to become SSP's. The other component of the funding is we are doing the actual service delivering. Our leadership team (Sherri, Carmen and Curtis) will handle the in-house SSP program (for 18 months) to get a hand on the issues, the process and get feedback and monitor. This will help when going to legislature for additional funding as we will have firsthand information.

There was a general comment by Commissioner Jantz pertaining to CART at the Senate and House and a question about interpreters.

- Sherri said the captioning has gone viral as several states have contacted her and the Commission
 has become a model for others The National Legislatures Conference Association even called to
 ask how we did it!
- As far as interpreters, (like captioning) both interpreters and captioning is always available by request. The link is on the main page of both the House and Senate's website.

Officer Election

The Board Chair tabled the officer election until there is a full board.

Public comments on Agenda Items & Non-Agenda Items

Jerriann Skinner, a licensed interpreter, wanted to thank the board for continuing the investigation and was happy to hear the board is willing to dismiss the complaint. (Complaint by 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 Baesler seconded. The meeting went into Executive Session at 5:12 p.m.

Meeting resumed to open session at 5:31 p.m.

Commissioner Jantz and Emmett Hassen have a discussion about the Doctor's response.



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Commissioner Huch moved to dismiss the complaint against Jerriann Skinner with an open letter of concern in her file that would outline that there is a standard of practice to uphold and will be in her file in the event there is a future complaint against her - It would also be a part of that investigation and would include the tenets of code of professional conduct. Commissioner Jantz seconded. The motion passed unanimously.

Support Service Provider (SSP) Training Update

Sherri discussed this in her board report

IARC Update

Commissioner Baesler updated the board that the IARC approved 9 applications for licensure in December and this afternoon, February 15th, approved 8.

Arizona State Schools for the Deaf and Blind Update

Commissioner Reichman gave an update touching on what Sherri Collins discussed with the bill coming out of the House and moving over to the Senate in which they will actively support and network for on the Senate side.

Arizona Department of Education sent out some information about how well the school districts are doing. The Arizona School for the Deaf has a D grade and are in what's called school improvement. The Arizona Department of Education invited ASDB to apply for grant funding to assist with the school improvement initiative. ASDB received most of the funding asked for and are putting out themes, one at Phoenix Day School for the Deaf and the other at the Tucson campus to look at training the teachers, to look around the country and identify an appropriate English language curriculum for K through 3rd grade. ASDB is putting together a team to look at behavior intervention and also getting software to help look at how we schedule our classes to see if instruction time can be improved upon – maximize time with the students.

Future Agenda Items

None at this time

Announcements

None at this time

Adjournment

Commissioner Booth motioned to adjourn the meeting, Commissioner Huch seconded. The motion passed unanimously. The meeting adjourned at 5:40 p.m.

The undersigned certifies that a copy of the attached notice was duly posted this 21st day of February, 2018 at 3:00 p.m. by Heidi Lovato.

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Minutes of the April 19, 2018 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, Room 303 – Relocated to Room 304 (3rd Floor), Phoenix, AZ 85007.

Call to Order & Roll Call

Committee Chair Baesler called the meeting to order at 3:05pm Commissioners Present: Raymond Baesler, Sue Kay Kneifel Commissioners Absent: Pv Jantz (arrival time noted in minutes) Staff Present: Emmett Hassen, Sherri Collins, Victoria Vaughn and Heidi Lovato Staff Present by Phone: Carmen Green

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 Baesler; motion carried unanimously.

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

- 1. Adkinson, Brenda
- 2. Carter, Sara
- 3. Gudenkauf, Sue
- 4. Heesen, Laura
- 5. Johnson, Brianna
- 6. Lewis, Lauren
- 7. Maxwell, Venessa
- 8. McGee, Monica Ann
- 9. Neff, Joy
- 10. Schneider, Wendy
- 11. Shive, Jonathan
- 12. Tozer, Scott
- 13. Vriezen, Shawn
- 14. Weakley, Judy

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (<u>www.acdhh.org</u>), please contact the License Coordinator e.hassen@acdhh.az.gov.

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Public Comments None

Legal Licensure Concern

Emmett Hassen reviewed the Legal A License breakdown based on certification with BEI or RID (see attachment)

Commissioner Baesler expressed his concern, after January 1, 2021, if the current 29 Legal A interpreters in Arizona don't have a SC:L, they cannot continue in their Legal A license and would have to move down to a Legal C.

(Commissioner Pv Jantz Arrived @ 3:14 pm)

Discussion ensued between Sherri Collins, Sue Kay Kneifel, Emmett Hassen, Pv Jantz, Raymond Baesler and Carmen Green about the existing 29 Legal A interpreters in AZ.

It was decided to keep this agenda item open for future Interpreter Application Review Committee meetings and more research will be done by ACDHH staff. It will also be added to the upcoming May 17th board meeting agenda.

Rules Update / Feedback

None

Commissioner Baesler asked for this agenda item to be removed as the rules are in effect and everyone is aware how they work – all were in agreement.

Announcements

Sherri Collins announced next board meeting date, May 17th. She also introduced new ACDHH employee Victoria Vaughn – her role is Interpreter Assessment Coordinator. She will be working closely with Emmett.

Adjournment

Commissioner Baesler moved to adjourn the meeting at 3:41 pm. Commissioner Kneifel seconded; the motion carried unanimously.

Dated this 20th day of April, 2018 Raymond Baesler, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 20th day of April, 2018 at 3:00 p.m. by Heidi Lovato.

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Legal A License Breakdown based on Certification with BEI or RID

Total Legal-A interpreters: 58 Interpreters (ACTIVE as of 4/17/18) In Arizona: 46 Interpreters Out of Arizona: 12 interpreters (Expired Legal A – 13 has expired) Total Legal C interpreters: 3 Interpreters – ALL in AZ

In Arizona with SC:L certificate: <u>Maricopa County:</u> 10 interpreters holds SC:L <u>Pima County:</u> 6 interpreters holds SC:L <u>Yavapai County:</u> 1 interpreter holds SC:L Total SC:L interpreters: 17 in Arizona

Out of Arizona with SC:L certificate

7 interpreters holds SC:L (2 are CDIs)

In Arizona with BEI - CIC certificate:

None

Out of Arizona with BEI – CIC certificate:

1 interpreter with CIC

Legal-A interpreters with MISC certificates

In Arizona:

29 interpreters

Out of Arizona:

4 interpreters (1 is CDI)

Notes: Some interpreters hold CI/CT(majority) and mix of various certificates such as NAD V, NIC Master or Advanced, some with K-12, some with TC, some with CLIP-R or CDI, etc.



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Minutes of the June 14, 2018 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 3:04 pm Commissioners Present: None Commissioners Absent: Pv Jantz Commissioners Present by Phone: Raymond Baesler, Sue Kay Kneifel Staff Present: Emmett Hassen, Victoria Vaughn, Carmen Green Smith and Heidi Lovato Audience: Malena Dell

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 Baesler; motion carried unanimously.

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

- 1. Berman, Joan
- 2. Chua, Dianne
- 3. Crockett, Alicie
- 4. Currer, Joanie
- 5. Dell, Malena
- 6. Evans, Heather
- 7. Gilmore, Brittney
- 8. Gray, Nicole
- 9. Green, Megan
- 10. Hoffmann, Emily
- 11. Johnson, Maggie
- 12. Krach, Laura
- 13. Lotz, Raylene
- 14. Low, Brittney
- 15. Millis, Erin
- 16. Moriarity, Lori
- 17. Nope, Krysta
- 18. Richmond, Arthur
- 19. Rogers, Buck
- 20. Whyman, Jennifer

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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 (<u>www.acdhh.org</u>), please contact the License Coordinator <u>e.hassen@acdhh.az.gov</u>.

Public Comments

None

Legal Licensure Concern

Carmen requested more time to review the rules and documentation and will be prepared at the next meeting (August 16, 2018) to discuss.

Announcements

None

Adjournment

Commissioner Baesler moved to adjourn the meeting at 3:07 pm. Commissioner Kneifel seconded; the motion carried unanimously.

Dated this 14th day of June, 2018 Raymond Baesler, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 15th day of June, 2018 at 11:00 a.m. by Heidi Lovato.



Sherri L. Collins Executive Director

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MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING (ACDHH) Board meeting held on Wednesday, July 11, 2018 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 4:31 p.m.

Commissioners Present in Person: None

Commissioners Present by Phone: Sue Kay Kneifel, Raymond Baesler, Elizabeth Booth, Judy Huch, Michele Stokes, Pv Jantz, Annette Reichman, ElizaBeth Garcia, Barbara Brimhall, Bob Baber

Commissioners Absent: None

Staff Present: Sherri Collins, Carmen Green Smith, Curtis Humphries, Emmett Hassen, Victoria Vaughn, Heidi Lovato

Approval of Minutes: Discussion/Action

Commissioner Brimhall moved to accept the minutes, Commissioner Jantz seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

Commissioner Kneifel reminded the board members to have the Executive Director's annual evaluation survey completed by the end of July – Four surveys were needed for 100% participation.

Executive Director's Update/Summary of Events Discussion only

Sherri Collins asked the board if they had any questions regarding her report – There were no questions. She noted there will be more updates at the board meeting in Tucson, August 23, 2018.

Legislative Update

Sherri Collins asked the board if they had any questions regarding the legislative update in her report – There were no questions.

Officer Election

The Board Chair tabled the officer election until there is a full board.

Public comments on Agenda Items & Non-Agenda Items

None



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Audiology Patient Choice Act

Sherri Collins added this agenda item as a result of a conversation with Commissioner Huch and mentioned ACDHH has not taken a position on this item.

Commissioner Huch stated there hasn't been much movement in Congress and agreed to push this agenda item out to the August board meeting.

Support Service Provider (SSP) Training Update

Sherri Collins noted that Deaf-Blind SSP program updates will be provided at the August board meeting.

A discussion ensued between Commissioner Baber and Carmen Green Smith regarding ACDHH providing additional training for SSP's and Carmen confirmed training would continue.

IARC Update

Commissioner Baesler gave the following update on the number of approved applications for licensure:

April 19th - 14 approved applications June 14th - 20 approved applications

He also mentioned the IARC is working with ACDHH staff to address a possible issue with legal licensed interpreters with the new rules and changes – what can be done and the various options.

Arizona State Schools for the Deaf and Blind Update

Commissioner Reichman gave the following update:

There are major initiatives at ASDB rolling out this fall:

- Accreditation for agency's advanced education
- Grants for school improvement from the AZ Dept. of Ed.
- Curriculum will be put in place in the 3 schools
- Professional development and training for teachers
 - o Teachers observed in the classrooms
 - o Teachers to give benchmark testing and use the data to provide instruction to their students
 - Three new regional directors are training with more experienced directors.

Future Agenda Items

Commissioner Stokes would like to add to August's agenda: Licensure requirements for voice translation companies providing Legal A ASL Interpreting Services.



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Announcements

None

Adjournment

Commissioner Baber motioned to adjourn the meeting, Commissioner Booth seconded. The motion passed unanimously. The meeting adjourned at 4:50 p.m.

The undersigned certifies that a copy of the attached notice was duly posted this 13th day of July, 2018 at 4:30 p.m. by Heidi Lovato.



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MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING (ACDHH) Board Personnel Committee meeting held on Monday, August 13, 2018 at 1:30p.m. at ACDHH, 100 N. 15th Ave – Suite 104, Phoenix, Arizona 85007

Call to Order & Roll Call

Committee Chair Booth called the meeting to order at 1:36 pm.

Commissioners Present: Elizabeth Booth and Sue Kay Kneifel

Commissioners Present by Phone: Raymond Baesler

Commissioners Absent: None

Staff Present: Sherri Collins, Curtis Humphries and Heidi Lovato

Executive Director's 2017/2018 (FY2018) Evaluation and Recommendations

Commissioner Booth moved to discuss this personnel matter in executive session pursuant to A.R.S. 38-431.03 (A)1. The Commission may decide the matter in the public meeting or defer decision to a later date. Commissioner Kneifel seconded. The motion carried.

Executive Session was entered into at 1:36 pm

Commissiner Booth opened the Executive Session to the public at 2:03 pm.

Commissioner Booth reviewed the annual evaluation and noted that recommendations will be provided at the board meeting in Tucson on August 23, 2018.

Curtis emphasized the Executive Director's Evaluation had 100% participation by the board.

Based upon the evaluation summary, Sherri Collins discussed the challenges outside of Phoenix and in engaging the public, which the agency is working to improve. Sherri emphasized the agency has very low turnover and retention is good - There was a discussion between Sherri and the committee members around the agency's retention (comment made on the evaluation). The consensus was the possibility of confusion due to the reclassification of several positions within the agency.

Sherri expanded upon the agency's areas of focus for FY2019, which she is handling differently this year – she's asked the agency staff to own the process in key areas and come up with some solutions and goals. The areas of focus are: Deaf issues in the state, technology access

- more media (Deaf side), technology and equipment – TTY is out of date – Deaf need access to information, outreach (outside of Phoenix) – re-establishing the Deaf taskforce to name a few.

Sherri shared her reelection as President of the National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH) and also thanked Commissioner Booth for her service on the board (as her term expires the end of August).

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Commissioner Booth commented on how proud she is to be a part of ACDHH and that nationally Arizona is very much ahead of other states.

Adjournment

Commissioner Booth moved to ajourn the meeting at 2:25 pm.

Dated this 14th day of August, 2018

Liz Booth, Committee Chair

The undersign certifies that a copy of the attached notice was duly posted this 14th day of August, 2018 at 10:00 a.m. by *Heidi Lovato*, Assistant to the Executive Director



Sherri L. Collins Executive Director

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Minutes of the August 16, 2018 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 in Person: None Commissioners Present by Phone: Raymond Baesler, PV Jantz, Sue Kay Kneifel Commissioners Absent: None Staff Present: Emmett Hassen, Victoria Vaughn, Carmen Green Smith and Heidi Lovato Audience: None

Committee Chair's Report

None

Review/Approval of Sign Language Interpreter Licenses

Commissioner Kneifel and Jantz asked to have a letter accompany the applications – due to change in staff, this practice was overlooked. Emmett and Victoria confirmed that the letter will be included in the future application review process.

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. Aiken, Karri
- 2. Deaton, Jillian
- 3. Haapapuro, Alysse
- 4. Harris, Mark
- 5. Helsel, Marlena
- 6. Hendrickson, Lisa
- 7. Joubert, Matthew
- 8. Krueger, Janelle
- 9. Lunger, Adriana
- 10. Midkiff, Shawn Lee
- 11. Mollinedo, Marvin
- 12. Priest, Camille
- 13. Roland, Farrell
- 14. Stone, Brad

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- 15. Stringer, Caren
- 16. Tisdale, Carmella Rae
- 17. Vollmar, Jared
- 18. Weeks, Sarah
- 19. Young, Nicole

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Public Comments

None

Legal Licensure Concern

Commissioner Baesler asked about status on his concern regarding a shortage of legal interpreters come 2021. A conversation ensued between Commissioners Baesler, Kneifel, Carmen and Emmett.

Commissioner Kneifel moved to add this topic to the full board agenda for discussion and possible action. Motion seconded by Commissioner Jantz, motion carried unanimously.

Announcements

None

<u>Adjournment</u>

Commissioner Baesler moved to adjourn the meeting at 3:20 pm. Commissioner Kneifel seconded; the motion carried unanimously.

Dated this 17th day of August, 2018 Raymond Baesler, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 17th day of August, 2018 at 3:00 pm by Heidi Lovato.

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Sherri L. Collins Executive Director

for the deaf and the hard of hearing 100 N 15th Avenue * Suite 104 * Phoenix, AZ 85007 acdhh.org

MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING (ACDHH) Board meeting held on Thursday, August 23, 2018 at 4:30p.m. at DoubleTree by Hilton – Reid Park, 445 S Alvernon Way, Tucson, Arizona 85711

Call to Order & Roll Call Discussion/Action

Chair Kneifel called the meeting to order at 4:57 p.m.

Commissioners Present in Person: Sue Kay Kneifel, Judy Huch, Michele Stokes, Pv Jantz, Annette Reichman, ElizaBeth Garcia, Bob Baber

Commissioners Present by Phone: Raymond Baesler & Barbara Brimhall

Commissioners Absent: Elizabeth Booth

Staff Present: Sherri Collins, Carmen Green Smith, Curtis Humphries, Emmett Hassen, Victoria Vaughn, Heidi Lovato, Beca Bailey, Kim Minard

Assistant to the Attorney General: Molly Adrian (present by phone)

Approval of Minutes: Discussion/Action

Commissioner Stokes moved to accept the minutes from July 11, 2018 and Commissioner Huch seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

Chair Kneifel recognized Commissioner Baber by presenting him a service award for 6 years on the ACDHH board. Commissioner Booth was also recognized for 6 years of board service and received her award at an earlier committee meeting - both Commissioners will end their terms on August 28, 2018. The board recognized Sherri Collins with a 20 year service award. No Chair report at this time.

Executive Director's Update/Summary of Events Discussion only

Sherri Collins referenced the community forum that happened the night before – great turnout from the Tucson community and it was decided (based upon some areas of concern that were shared) ACDHH will hold another more focused forum in Tucson the beginning of 2019.

Director Collins shared her areas of focus for the coming year

The agency is preparing for the sunset review in 2020 and in doing so, it forces the agency to think about the future needs in serving the community.

It's time to revisit communication access in Arizona – how licensure is looking and the quality of interpreting being delivered. Should be getting a proposal from the University of Arizona to (hopefully) start a needs assessment the beginning of 2019.

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ACDHH has been asked to provide feedback regarding sign language interpreting and CART/captioning for the state procurement office as they plan to release their request for proposals and one of the suggestions is to include language for the SSP (Support Service Providers) program.

Sharing the latest organization chart for the agency in order to clear up some confusion the board had regarding Beca Bailey and Michele Michael's position changes. She explained that the Legislature approved one full-time employee last fiscal year, which is Michele's current position as the Hearing Healthcare Program Manager. The Hard of Hearing Specialist position became Beca's current position as the Community Engagement Liaison. Beca's previous position as Deaf Specialist was filled by Kim Minard. Currently the agency has an opening for a Deaf Specialist as Aimee Mousavi has moved onto another opportunity out of state – her position will be posted soon.

Budget 2020 Discussion/Action

The agency's budget has to be submitted by September 1st, which will need board approval, but due to a last minute request to be a part of the Governor's pilot (budget) program, Curtis was unable to provide a summary to the board, but the highlights are:

- Agency is asking for one full-time position, Director of Government Affairs basically, a public policy staff member. Sherri, as agency Director and a registered Lobbyist, can't do all public policy efforts alone.
- Internet Protocol Captioned Telephone Service (IPCTS) Due to the recent FCC ruling to shift this
 responsibility to the states (which will be very expensive) An outside attorney has been hired who to
 help the agency file comments.
- SSP the Deaf-Blind information will be presented with our budget with (hopefully) one new position.

A conversation ensued between Commissioner Jantz and Director Collins regarding a timeframe of expansion of the SSP program. Director Collins emphasized that the program just started July 1st and will need a couple of years to have a better idea of how the program will shape itself.

Commissioner Jantz motioned to approve the budget submission and Commissioner Stokes seconded. The motion passed unanimously.

Public comments on Agenda Items & Non-Agenda Items

None

Interpreter Complaints/Inquiries

Only one complaint for the board as the other two (Haley Ritter and Penny Posedly) were moved to the December board meeting.

Christine Morgan (present in person) sent a letter to the board and stated she did not have anything to add other than her confusion on what the complaint was for.

Emmett reviewed the complaint with the board at the request of Commissioner Jantz. Commissioner Baesler and Jantz asked follow-up questions specific to the nature of the assignment and Christine Morgan answered.

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Commissioner Jantz motioned to move into Executive Session, Commissioner Huch seconded. The motion passed with Commissioner Baesler opposed.

Meeting entered into executive session at 5:29 p.m. Meeting returned to open session at 5:36 p.m.

Commissioner Jantz wanted it noted that the complaint seems retaliatory in nature and requests that Christine Morgan update her address and contact information with ACDHH.

Commissioner Jantz motioned to dismiss the complaint against Christine Morgan and Commissioner Garcia seconded. Motion passed unanimously.

Audiology Patient Choice Act Discussion Only

Commissioner Huch described The Audiology Patient Care Choice Act as basically having direct access for audiology testing without a physical referral. The VA already has this in place and has for years. The issue is (if the bill passes) the audiologist will only be able to bill if there is a medical necessity – hearing loss of itself is not a medical necessity. You must have tinnitus or ringing in the ear, diabetes, vertigo, dizziness, kidney disease – something else that makes it a medical necessity.

Commissioner Huch would like ACDHH to consider supporting the bill for better access for people. Noted by Director Collins.

Interpreter Referral Agency & Foreign Language Service Compliance with Arizona Licensure Law Discussion/Action

Commissioner Stokes (works for City of Tempe) and they contract with a translation or interpreter service. So if the police department needs somebody who speaks some other language, they contact with a certain provider to provide the language translation. This particular company is saying they can provide ASL interpreters for police matters also, which would require a legal-licensed interpreter, but they are not. This particular company resides in Arizona.

Chair Kneifel deferred to Emmett Hassen for clarification. Emmett stated that the Commission has no authority over interpreter referral or foreign language agencies. The burden falls on the interpreter, individually. The agency relies on the community to contact us and let us know which companies are out there doing this, so we can follow up with them.

Further discussion ensued between Commissioner Stokes, Baesler, Garcia and Emmett. It is determined no action can be done, the agency is not allowed.

Legal Licensure: New Changes for Legal A in 2021 Discussion/Action

Commissioner Baesler explains his concern regarding interpreters who currently hold a legal license and recent changes in licensing rules - He fears a shortage of legal interpreters in the future.

Carmen Green Smith explained the agency's option to go into the rule making process when the board determines they need changes (whatever it might be) – A request is made to the Secretary of State and the agency asks to be excused from the moratorium and give justification by way of a "Substantive Policy

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Statement", but the Assistant Attorney General has already looked into this and has determined the statement is not sufficient.

Chair Kneifel suggested the agency reach out to the interpreters affected and start getting some feedback, which Carmen confirmed is already doing – questions have been prepared and will be sent out as early as next week. The agency is aware that as of of April 17, 2018 29 of 50 legal interpreters will be impacted.

A conversation ensues between Chair Kneifel, Commissioner Jantz, Baesler and Carmen regarding the timeframe of collecting responses from the interpreters affected.

Chair Kneifel suggests to keep this item on agenda for further discussion regarding a request to be waived from the moratorium.

Executive Director's Annual Evaluation Discussion/Action

Chair Kneifel reviews the summary provided to the board and thanks all Commissioners for 100%. She asks if there are any questions and the board has none except for one comment by Commissioner Jantz stating that Sherri more than exceeds expectations for the agency and she is fantastic.

Chair Kneifel explains that due to the denial of Director Collins increase last year, the board is going to make another attempt by giving a range and a classification change.

Support Service Provider (SSP) Update Discussion Only

Director Collins asks for any follow up questions about the SSP program and Commissioner Jantz asked who is managing it – Sherri introduced Julie Stylinski to the board and stated that Julie's start date was July 1st.

Commissioner Jantz was curious as to the demand for the program. Julie state that it is in the very infant stage with 2 SSP's in Tucson and 5 in Phoenix. Last month (July) there were 30 hours of SSP services and in Phoenix and in Tucson started last night and had its first. She shared with the board that transportation is a challenge for people using the SSP program.

Chair Kneifel wanted to know if anyone was interested in becoming an SSP in Northern Arizona and Julie said 1 is interested in the Lake Havasu area.

Commissioner Jantz wanted to know if the demand was higher than the availability of SSP's and Julie confirmed that is the case. Carmen said the agency has conducted 15 to 20 interviews – there is interest, but not everyone is a fit, but there is certainly interest and it's been a positive experience so far.

IARC Update Discussion Only

Commissioner Baesler shared that the committee approved 19 applications on August 16, 2018.

Chair Kneifel asked Emmett to prepare a report of number of approved licenses from January of this year that are for VRI both in and out of state as it seems more than half of the approvals are interpreters working out of state in VRI settings.

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Arizona State Schools for the Deaf and Blind Update Discussion Only

Commissioner Reichman had four items to share with the board:

- 1. Early Intervention Funding: ASDB received some additional funding to hire 21 new teachers. hired 14 in last 3 months and the Governor wants 4 more hired by December, so she's hoping to make that happen despite most hiring happens in the summer months.
- 2. The Phoenix Day School for the Deaf, The Arizona School for the Deaf and the Arizona School for the Blind are moving forward with implementing a Language Arts curriculum. The teachers will use it to teach English and adding an ASL component.
- 3. The residents program and what to do with it, no plans yet, but there is a slight downtrend There were 45 students living in the dorm last year and this fall there are 42. Right now ASBD has a proposal, but is working on a framework and will be providing more updates as this progresses.

Officer Election Discussion/Action

Chair Kneifel tabled this item until there is a full board.

Future Agenda Items Discussion/Action

Commissioner Jantz wants to make sure the Legal licensure item is moved to next agenda

Announcements

Commissioner Stokes shared the following events:

- September 8th Disability Forum Expo at Alhambra High School
- October 30th Deaf and Hard of Hearing Disability Job Fair at the Tempe Public Library
- November 27th Youth Mock Interviews at the Tempe Public Library
- The grant from the Arizona Community Foundation was received and the 2 rooms at the Tempe Public Library will be looped in the next few months by OtoJoy.

Adjournment

Commissioner Jantz motioned to adjourn the meeting and Commissioner Huch seconded. The motion passed unanimously. The meeting adjourned at 6:36 p.m.

The undersigned certifies that a copy of the attached notice was duly posted this 28th day of August, 2018 at 4:30 p.m. by Heidi Lovato.



Sherri L. Collins Executive Director

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Minutes of the October 18, 2018 meeting of the Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Licensure Committee (ILC) formerly called the Interpreter Application Review Committee (IARC) 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 3:01 pm Commissioners Present: None Commissioners Absent: None Commissioners Present by Phone: Raymond Baesler, Sue Kay Kneifel, PV Jantz Staff Present: Emmett Hassen, Victoria Vaughn, Carmen Green Smith and 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 Baesler; motion carried unanimously.

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

- 1. Mary Wisbey
- 2. Rebecca Hill
- 3. Laura Faulkner
- 4. Kelly Gutierrez
- 5. Victor Brown

Note to approved applicants: If your name does not appear in the Arizona Commission for the Deaf and the Hard of Hearing website (<u>www.acdhh.org</u>), please contact the License Coordinator <u>e.hassen@acdhh.az.gov</u>.

Public Comments

None

Legal Licensure Concern

Discussion ensued between Emmett Hassen, Pv Jantz, Raymond Baesler and Sue Kay Kneifel regarding the survey results. The discussion was based on the summary verbiage that is included

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with the survey response results. All agreed to clarify the verbiage in the summary before presenting the report and summary to the full board for review.

Announcements

None

Adjournment

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

Dated this 22nd Day of October 2018 Raymond Baesler, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 22nd day of October, 2018 at 11:00 a.m. by Heidi Lovato.



Sherri L. Collins Executive Director

for the deaf and the hard of hearing 100 N 15th Avenue * Suite 104 * Phoenix, AZ 85007 acdhh.org

MINUTES OF THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING (ACDHH) Board meeting held on Thursday, December 6, 2018 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 4:41 p.m.

Commissioners Present in Person: Judy Huch, Annette Reichman, ElizaBeth Garcia, Catherine Sienko, Richard Vanover, Tamara Collinsworth, Frederick Williams, Susan Webster, Antonio Calderon, Sue Kay Kneifel

Commissioners Present by Phone: Sarah Benton & Barbara Brimhall

Commissioners Absent: None

Staff Present: Sherri Collins, Carmen Green Smith, Curtis Humphries, Emmett Hassen, Victoria Vaughn, Heidi Lovato

Assistant to the Attorney General: Jo-Ann Handy (present by phone)

Approval of Minutes: Discussion/Action

Commissioner Reichman moved to accept the minutes from August 23, 2018 and Commissioner Garcia seconded. The motion passed unanimously.

Chairs Report/Summary of Current Events Discussion only

No Chair report at this time. With having 7 new board members at the meeting, Chair Kneifel had all of them go around the table and introduce themselves.

Executive Director's Update/Summary of Events Discussion only

Sherri mentioned how the Noisy Toys campaign is a big event every year during the Holidays and the goal is to try and get on every local TV station to educate the public on being aware of the noise level of toys when making decisions on which toys to buy their children. This year was no exception, there was great Noisy Toys TV coverage around Thanksgiving.

The Commission partnered with ASDB, Arizona School for the Deaf and Blind, to bring Derrick Coleman who is a football player with the Arizona Cardinals. Derrick (who is hard of hearing) spoke to the kids at the Phoenix Day School for the Deaf about his experience overcoming the challenge of hearing loss and becoming a successful NFL football player. It was a big day for the kids, they were so excited and Sherri is hoping to bring Derrick back to host a football camp at the school and some other opportunities as long as Derrick is with the Cardinals.

Nothing new to report on the budget.

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2019 Legislative Update Discussion only

Sherri introduced a team of individuals who are helping her work with the legislature. Rip Wilson, who's been a consultant for several years along with Daniella Smith, Public Policy Consultant and Monica Hallahan, ASU intern. Rip and Daniella are both hard of hearing and Monica is a CODA (child of deaf adult). All three introduced themselves and shared a bit about their history.

Rip then gave a historical perspective of how the State of Arizona has changed (politically) over the years. Currently, the Democrats have 29 members in their caucus and that is the most they've had since 1966.

Daniella provided information on the current legislature and what we can look forward to going into the next session. Her goal is to monitor various bills and keep the Deaf and Hard of Hearing community informed by sending out legislative updates/alerts and posting on social media.

Annual Report Discussion/Action

Commissioner Huch moved to accept the annual report as is and Commissioner Calderon seconded. The motion passed unanimously.

2019 Board Meeting Dates Discussion/Action

Proposed Dates: February 21, May 16, August 22 and November 21 dates for 2019.

Commissioner Garcia moved to accept the 2019 proposed board meeting dates and Commissioner Webster seconded. The motion passed unanimously.

Public comments on Agenda Items & Non-Agenda Items

Juliann Wasisco addressed the board regarding the complaint filed against her.

Penny Posedly addressed the board regarding the complaint filed against her.

Tom Posedly addressed the board regarding the complaint against his wife, Penny Posedly.

Margaret Rogers addressed the board regarding the complaint against Penny Posedly who was her sign language teacher many years ago.

Jeanine Kenyon addressed the board regarding the complaint against Penny Posedly. Jeanine is a trial lawyer and friend of Penny's.

Jill Kennedy addressed the board regarding the complaint against Haley Ritter. Jill is an attorney with the ASU Law Group.

Haley Ritter addressed the board regarding the complaint against her.

Cindy Volk, Director of the interpreting program at the University of Arizona voiced her opinion on the Legal A licensure changes in 2021.

Marie Tavormina, certified Legal interpreter also voiced her concern over the legal licensure changes.

Due to the public comments and concern over the complaint process, Emmett Hassen explained how the complaint process works as follows:

When a complaint is received (within 90 days), there is 5 to 7 business days to notify the person whom the complaint is against and let them know when we will get back to them. The complaint is reviewed with the

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person who filed to get clarification. The interpreter is contacted to get information from them. A summary is then made. The summary of the investigation is confidential due to (sometimes) sensitive information. Once that summary is complete, it goes to the board for review and a decision.

Commissioner Huch and Williams had questions for Emmett regarding the process and notification to interpreter.

Interpreter Complaints/Inquiries

Emmett Hassen reviewed each complaint with the board on the following individuals: Haley Ritter, Penny Posedly, Brenda Tress, Jennifer Morse, Jeremy Brunson and Juliann Wasisco

The Assistant Attorney General, Jo-Ann Handy gave the Commissioners their options: 1) Dismiss the Complaint 2) If the Commission sees there is substantiated evidence, they can offer an informal way of addressing the complaint – taking continuing education classes, etc. 3) Request further inquiry/investigation 4) If there is substantial evidence, the Commission can initiate the procedure for a formal hearing.

Commissioner Huch motioned to move into Executive Session for all 6 complaints (Ritter, Posedly, Tress, Morse, Brunson and Wasisco), Commissioner Reichman seconded. The motion passed unanimously.

Meeting entered into executive session at 6:20 p.m. Meeting returned to open session at 7:29 p.m.

Commissioner Reichman motioned to dismiss the complaint against Jeremy Brunson and Commissioner Vanover seconded. Motion passed unanimously.

Commissioner Reichman motioned to dismiss the complaint against Jennifer Morse and Commissioner Garcia seconded. Motion passed unanimously.

Commissioner Reichman motioned to dismiss the complaint against Juliann Wasisco and Commissioner Webster seconded. Motion passed unanimously.

Commissioner Reichman motioned to further investigate the complaint against Hailey Ritter, while Commissioner Huch amended the motion for the investigation to include whether or not the assignment was in a legal setting and the intent of the assignment. Commissioner Garcia seconded. Motion passed unanimously

In regards to the complaint against Penny Posedly, a discussion between Commissioners Huch, Benton, Webster, Kneifel and Emmett Hassen ensued regarding how proper American Sign Language is determined on an assignment.

Commissioner Huch confirmed with Emmett the total hours needed for the interpreter's continuing education.

Commissioner Kneifel confirmed with Emmett a violation of the Code of Professional Conduct (CPC) does have an impact on licensure.

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Commissioner Reichman motioned to have Penney Posedly take 10 hours of continuing education on the Code of Professional Conduct (CPC), while Commissioner Huch amended the motion that as part of her 80 continuing education hours, 10 of those hours be focused on CPC and not in addition to the 80 hours. Commissioner Calderon seconded. Motion passed unanimously

Commissioner Huch motioned to have Brenda Tress take 15 hours of continuing education in the Code of Professional Conduct training in order to understand dual roles and to be completed within a 12 month timeframe. Commissioner Reichman seconded. Motion passed unanimously

Legal A Licensure: Survey Results Discussion/Action

Chair Kneifel doesn't feel any board action needs to be taken on this change happening in 2021. The survey taken was more of an informational poll to get a "pulse" on what was going on in the interpreter community.

Support Service Provider (SSP) Update Discussion Only

Carmen Green Smith noted we are continuing to take SSP requests (in-home as well) - not much to add since the last update.

IARC Update Discussion Only

Chair Kneifel gave the update that 5 applications were approved for licensure. Also, the committee has been re-named to be Interpreter Licensure Committee (ILC).

Arizona State Schools for the Deaf and Blind Update Discussion Only

Commissioner Reichman shared ASDB's recent accreditation review, which will results will be known in January 2019. She will have more to report at the February 21st board meeting.

Officer Election Discussion/Action

Board voted on board positons, results are: Chair Kneifel re-elected to the Board Chair position. Commissioner Garcia, Vice Chair and Commissioner Sienko, Secretary.

Future Agenda Items Discussion/Action

Chair Kneifel would like to add the following discussion and/or possible action item to the next agenda: Modifying the complaint process to include an informal resolution prior to being brought before the board.

Announcements None Adjournment

Commissioner Vanover motioned to adjourn the meeting and Commissioner Calderon seconded. The motion passed unanimously. The meeting adjourned at 8:16 p.m.

The undersigned certifies that a copy of the attached notice was duly posted this 11th day of December, 2018 at 12:30 p.m. by Heidi Lovato.

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Minutes of the December 13, 2018 meeting of the **Arizona Commission for the Deaf and the Hard of Hearing, Interpreter Licensure 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 3:05 pm Commissioners Present: ElizaBeth Garcia Commissioners Absent: None Commissioners Present by Phone: Sue Kay Kneifel, Sarah Benton Staff Present: Sherri Collins, Emmett Hassen, Victoria Vaughn, Carmen Green Smith and Heidi Lovato Audience: None

Committee Chair's Report

None

Review/Approval of Sign Language Interpreter Licenses

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

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

- 1. Arnold, Francine
- 2. Beck, Kaitlin
- 3. Bowen, Karissa
- 4. Francese, Bonnie Karen
- 5. Garcia, Rebecca
- 6. Gardea, Melissa
- 7. Hill, Irma
- 8. Lee, Brenda
- 9. Lindstrom, Joan
- 10. Loux, Judie
- 11. Myers, Deborah
- 12. Nelson, Deborah
- 13. Rickerd, Kaitlin
- 14. Scott, Nicole
- 15. Stains, Diane

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- 16. Stutts, Krystal
- 17. Thrash, Barbara
- 18. Waclawski, Anna

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Public Comments

None

New Committee Members Election

Commissioner Kneifel appointed Sarah Benton as the new Committee Chair. Commissioner Benton accepted. Sherri Collins shared Richard Vanover's desire to be the Deaf representative on the committee.

2019 ILC Meeting Dates

Commissioner Benton motioned that the proposed 2019 ILC meeting dates be approved. Commissioner Garcia seconded, the motion carried unanimously.

Announcements

Emmett has an announcement that he will post the new 2019 ILC meeting dates on the Commission's website by tomorrow (Friday).

Adjournment

Commissioner Benton moved to adjourn the meeting at 3:22 pm. Commissioner Garcia seconded; the motion carried unanimously.

Dated this 17th day of December, 2018 Sue Kay Kneifel, Interim Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 17th day of December, 2018 at 12:00 pm by Heidi Lovato.