Interpreter Certification Board (ICB)

June 1, 2022
From: 3:00-5:00 PM, Zoom (Virtual Meeting)

Meeting Minutes

Interpreter Certification Board Members:
In attendance:
Anthony Bonny, Jessica Callahan, David Davenport, Paul DeGraw, Michelle Draper, Stephen Ehrlich, Teresa Judd, Duane Kinner, Allyson Hamilton, Tom Robertson, Amelia Williams

Guests:
Adrienne Shearer

Utah Interpreter Program Admin:
Jason Mauray, Karen Rama

Utah Service Office of Rehabilitation:
Sarah Brenna - USOR Director

Voice Interpretation and CART were provided during this meeting

Agenda Items	Announcements/Discussion	Actions/Recommendations
Discussion: ICB and UIP's Roles During Transition Period Admin	Meeting began at appx. 3:25 PM Anthony welcomed everyone to June 1st's Interpreter Certification Board (ICB) quarterly meeting ● There are enough board members for a quorum Jason mentioned that the reason for this agenda item is to evaluate and discuss what the plans will be going forward ● Typically, Trenton is the one who leads the meeting ● Anthony said he's willing to lead and run the meeting, but Utah Interpreter Program (UIP) can continue to provide updates	UIP will work on the policies and rules revisions and send them to the board within three weeks' time **Added:** **Discussion: New Policies and Rules Changes** Sarah Brenna and Admin

Agenda Items	Announcements/Discussion	Actions/Recommendations
	- Jason agrees. He asked if the board has any ideas or visions on how we should proceed going forward. UIP has gone through a lot of changes recently and will continue to do so for a while - He just wants to hear the board's thoughts and feedbacks - Michelle asked if Sarah, the Director of USOR, has any thoughts and plans she would like to share - Sarah stated that things have been crazy the last couple of weeks. UIP has had an unexpected change in staff, but there is nothing to worry about. The remaining UIP staff are good at what they do and are able to operate as usual. - Admittedly, many of the staff are off so some responsibilities have been temporarily transferred to available on-site staff members - Sarah is happy for Trenton. However, she has no information on when his position will be posted. She will not wait long to get started on the hiring process - Before she does that, she plans to meet with all the UIP staff and ask for their thoughts, their plans, and what they would like Sarah to do to help. Not only that, but also what UIP is looking for in a leader - Eric will end his Interim Assistant Director position effective June 8th. Sarah will be taking responsibilities to help DSDHH (and UIP) provide continuity and services to the community - She met with Jason and Karen the day before and got some good ideas of what they're working on and what their roles are. They've also shared some challenges they're facing and the information they're sharing with the ICB	

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	● Michelle mentioned that one question that came up was, according to ICB's bylaw, the ICB's role is to advise the director. Since UIP currently does not have a director, Michelle wants to know if that responsibility is now given to Sarah
	
	    ● Sarah believes having a manager involved hugely benefits the team. Since UIP does not have one at the moment, Sarah will temporarily take the role
	
	    ● Sarah is happy to receive any direct reports and is happy to participate in any meetings that the board thinks are beneficial. She's happy to schedule any meetings if there are issues
	
	● Sarah asked for clarification on who the co-chairs are
	
	    ● Anthony and Jessica
	
	● The administrative staff has shared, with Sarah, a couple of things that needs to be done. The team has been under a lot of stress handling the computer system
	
	● Sarah also plans to work with the administrative staff on updating the policies to match all current business practices. Karen and Jason will be working with her to look at the state statutes and administrative rules
	
	    ● There were some technical rewrite suggestions made in the past
	
	    ● Sarah would like the board to provide feedback on the policies and help UIP rewrite them. Having their involvement will help ensure that UIP does not miss anything
	
	        ● The updates will be minor things, such as cleaning up the languages	

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	- Stephen has some concerns. He wanted to know what happened to Trenton and all the ideas that Trenton/UIP had proposed. Stephen believed Trenton left because all his ideas were rejected and he felt like both Deaf and interpreter cultures were being neglected - When a new manager is hired, he would like the department to listen to the ideas and follow up on them. Otherwise, it will have a negative effect on UIP in the future - Sarah was surprised by Trenton's decision to leave. No information on why was given to her, but she believes that his frustration with inability to turn those ideas into reality led to his departure - With that being said, she thinks the board will be beneficial in advising the Department of Workforce Services (DWS) on things that they should be doing. She believes the ICB and everyone involved can move forward in a positive direction - Stephen expressed his disappointment with the chairs for not being involved with UIP and assisting Trenton - Stephen mentioned that whoever takes the role should also be involved in the interpreting field - Jessica informed Sarah that two years ago, before Covid, the policy was being worked on with Tara Connelly. However, she's unaware if any changes have actually been made. Even then, she would like the ability to see and provide feedback before the changes are permanent - Sarah mentioned that Tara has created drafts so UIP is not starting over. But the administrative team will need to look at them and clean up the documents before they can become final	

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	● Trenton did study the policies and state laws and found various mechanisms. The goal is to make sure all of the policies and laws matches and reflect actual business practice
	
	    ● Michelle wonders if providing time for public comments are part of the policies or just normal practice with DSDHH
	
	        ● Public comments are not part of the policies. However, state statutes are broad and administrative rules help further the statutes. If desired, Sarah and the UIP staff can send out the statutes and rules to those who would like to review it
	
	        ● Enforcement of violations is considered a statute change. That kind of change is also for who the board advise
	
	        ● Public comments are not required to be offered, but encouraged so the community can provide comments that can be reviewed by the board
	
	    ● Anthony would like to add this discussion for future agendas. This way, UIP can provide updates on the PPM process and changes. This will allow the board to have opportunities to discuss and provide feedback
	
	    ● If the topic is serious or needs more deeper discussion, then maybe the board can set up a subcommittee that can focus on providing suggestions on what needs to be changed
	
	● Jason will work on adding video meetings and advertisements on UIP's website. This will hopefully make all the announcements more visible. However, we will need both the staff and ICB members to share the words	

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	● Sarah would like to have the board's input on what the structure should be. Maybe UIP can send out surveys and let people send comments. This will allow the public to become a part of the revision process
	
	● Michelle recommended that subsections are released to the board rather than the entire Policy and Procedure Manual (PPM)
	
	  ● Sarah Agreed
	
	  ● Michelle thinks that maybe the ICB can form a sub task force that focuses on the PPM revisions. Once the task force complete their review, they can present it to the rest of the board and the community
	
	    ● Sarah asked for clarification on how often the board meet
	
	      ● Every quarter (4 times a year, 3 months apart)
	
	    ● Sarah will work on making the arrangements with UIP
	
	      ● Anthony suggested adding it to the agenda for the next meetings
	
	        ● Small changes can impact the communities the most, so it's beneficial for both the board and the communities to be able to review the policies and rules	

Update: Workshops for Interpreters and the Communities Stephanie Belshe	Stephanie reported that UIP has not set up any workshops yet. That's something they're working on but have been hitting roadblocks with Utah Registry of Interpreters for the Deaf ● UIP has sent applications to UTRID on several occasions, but nothing has come of it. Setphanie has contacted Teddi (UTRID President) and UTRID's secretary and UIP have met with them to go through the process, but the problem continued	UIP will reach out to business organizations like ASLComm or Kaboosh for partnerships on providing workshops for the interpreter community

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	• Due to the issues, UIP is considering setting up their own Certification Maintenance Program (CMP) sponsorship with the Registry of Interpreters for the Deaf (RID)
	
	    • However, the process to get the sponsorship is difficult
	
	    • Michelle wonders if UIP has tried working with other CMP sponsors, like ASLComm, Zaboosh, or any other organizations
	
	        • The team at UIP did discuss that as an option. However, Trenton wanted to work with UTRID but the relationship has proven to be unsuccessful
	
	        • ASLComm is very much one organization UIP is interested in working with in order to provide workshops to the community
	
	• One of the challenges that UTRID is facing is that it's run entirely by volunteers
	
	    • Businesses like ASLComm are more likely to get things done more expeditiously. Knowing that, Michelle recommends that UIP partners with them instead
	
	    • UIP has been trying to work with UTRID for about 8 months
	
	• Jessica asked why UIP wants to work with RID when they can offer workshops for Continuing Education Hours (CEHs)
	
	    • RID has what's called CEUs, Continuing Education Units
	
	    • There is some confusion about CEUs and CEHs and how they function
		UIP will meet with Sarah to go through what's needed to set up workshops for both interpreters and the Deaf, Hard of Hearing, and Deaf/Blind communities

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	- Michelle explained that UIP approves and manages CEHs. However, RID uses CEUs to ensure they get reported into RID-certified interpreter's IDs - Various organizations offer workshops, with or without credits assigned to them - Many RID-certified interpreters attend workshops to earn CEUs since the state of Utah recognizes that as an approved continued education credit - With that being said, it's best if UIP can offer workshops that can offer both CEHs and CEUs - Jessica doesn't see why UIP needs to have an all-or-nothing approach with credits - Paul clarifies that it's not all-or-nothing, but it's in response to what the communities want. It's beneficial for interpreters who have one or both state and national level certifications. Offering both types of credits allows interpreters to get credit that counts toward both certifications - Paul believed that UTRID just had a national-wise audit. That would explain why they have not been processing their day-to-day duties - Despite that, UIP still wanted to work with them as partners. Until UIP is able to achieve that goal, Paul believes a temporary method (like partnering with ASLComm) will work - Anthony agrees that UTRID would be a great partner as they're a sub-organization of RID. RID, a national level organization operates CEUs	

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	● Due to possible bad timing with UTRID, it's a good idea to work with ASLComm or other sponsors
	
	● Duane agreed
	
	● Jessica asked if UIP is considering offering consumer workshops. Workshops that can benefit the deaf and hard-of-hearing community in the best way to utilize their interpreters and so on
	
	  ● Paul mentioned that one of Trenton's concerns and wanted to offer that kind of workshop to educate the community
	
	  ● If UIP were to offer consumer-workshops, Anthony thinks those advisory workshops will not provide any credits (CEHs/CEUs) for attendance
	
	    ● Sarah thinks offering consumer-based workshops will be a great asset for both deaf and hearing consumers
	
	● Michelle recommended that UIP works with Kim Thorsnberry, a former employee of Division of Services of the Deaf and Hard of Hearing (DSDHH), since she's trained in self-advisory curriculum
	
	  ● Paul supports that idea
	
	● Stephen mentioned that he would like the board and UIP to both remember the Deaf-Blind communities and to include those as well	

Update: System Database: Interpreter and Admin Rewrite Admin	Jason explained that since the recent deployment of the interpreter interface (website), the website is extremely buggy ● UIP has been facing a lot of resistance in getting the bugs and issues fixed. Despite that, UIP is working hard on addressing them ● Jason invited the board to let him know if there are any issues they're facing with the new website	

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	● Karen added that UIP is doing their best to work with interpreters who are struggling to access their accounts, upload their certificate of completions
	
	    ● In order to assist them better, UIP does a lot of work-arounds in order to make progress. Otherwise, UIP would not be able to assist the interpreters successfully
	
	    ● While the website looks new and improved, there are still a lot of frustration UIP and interpreters are experiencing	

Update: ITP Program Approval
 	
Karen Rama
	Karen is in charge of the Interpreter Training Program (ITP)
	
	● The three colleges that are participating in the program are:
	
	    ● Salt Lake Community College (SLCC)
	
	    ● Utah Valley University (UVU), and
	
	    ● Utah Technical University (UTU), formally known as Dixie State University (DSU)
	
	● Their applications have been approved for the next three years. If any changes has occurred, Karen will reach out to the ITP committee
	
	● Prior to the completion of the review process, a representative from Access Simplified reached out to Trenton and Karen to discuss the possibilities of allowing them into the program (The powerpoint is attached as a packet)
	
	    ● Gary Dean Christensen is responsible for translating and is currently training both deaf and hearing interpreters
	
	    ● They're interpreting/translating for various locations and situations, such as churches, commercial business, and so on
	
	    ● Their goals is to train interpreters how to translate from paper into video format
		UIP will research the policies, make proposed changes to the ITP program portion of the policies and bring it to the board at the next meeting
		
		Added:
		
		Proposal: Access Simplified Interpreter Training Program Request
		
		A Representative from Access Simplified

Agenda Items	Announcements/Discussion	Actions/Recommendations
	- The plan is to provide experience that will lead to success with obtaining interpreting certifications, such as; leading to RID CDI and Utah State's UCDI certifications - The mentors will be certified deaf interpreters - Access Simplified often work with partners that allows them to provide access to the deaf community - Partners are currently just interpreter agencies, but Access Simplified is working on forming more partnerships - Anthony has some concerns about allowing businesses participating in the ITP program since it's education-related. He asked how UIP will perform evaluations to ensure that Access Simplified is running correctly - He agrees that there are potentials, but he's afraid that there may be consequences if it's not done correctly - Karen clarifies that in the policy, ITP can be applied to businesses - From the Policy and Procedure Manual - Student Permit - "A student permit may be granted where the individual is providing paid or unpaid interpreting services while in a training program, internship, residency, apprenticeship, or on the-job training program approved by the USOR Director. Students may not work alone and must work with an interpreter certified at an advanced level. The permit will be issued for a defined period of time as determined by the training program with the approval of the certification director. A permit will be required for each term/semester the student is interpreting through an internship or practicum."	

Agenda Items	Announcements/Discussion	Actions/Recommendations
	- Program Approval Process - "In order to be considered for a student permit, a student must be attending a training program that has been approved by the ICB. Training programs include interpreter training programs (ITPs), internships, residencies, apprenticeships, or on-the-job training programs. Program approval lasts for three years." - From the Utah Code - Exemptions from certification – Temporary or restricted certification - "(c) an individual engaged in an internship, residency, apprenticeship, or on-the-job training program approved by the director while under the supervision of a qualified individual;" - Duane mentioned that if ITP includes businesses, then there's no reason why Sorenson and other VR(Video Relay)/VRI(Video Relay Interpreter) providers cannot participate in the program - Michelle asked for some clarification on UIP's scope for internship and so on. The three colleges offer educational pathways to obtaining certifications since it's required in the state of Utah - With the program, college students can obtain student permits. This allows them to get work experience that will help them become certified - That being said, she wants to know how Access Simplified plans to train interpreter-candidates. Will they do it all in-house or will they be sending them out into the communities? - Karen doesn't have the answer. UIP is still working on figuring out the details and researching that part of the policies more - Students with student permits are required to have a certified interpreter/mentor with them on all assignments	

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	● Student permits can be given up to a year ● Amelia recommended that if there are businesses like Access Simplified that would like to provide on-the-job training, then they should partner with colleges that are part of the program ● This way, both organizations will benefit. Colleges can offer educational training while businesses can offer internship opportunities ● Paul clarifies the business' main objective is to train deaf interpreters ● Michelle sees the benefits of having Access Simplified teach and train deaf interpreters. There are no known certified deaf interpreter programs in the state of Utah right now ● Michelle believes that deaf interpreter candidates should train with certified deaf interpreters. Having a deaf candidate team with a hearing certified interpreter may not work as well ● Paul wonders who would be liable for any issues that may arise from offering the training program for deaf interpreters. Would it be the business (Access Simplified) or the mentors (certified deaf interpreters)? How would it impact the communities? ● Michelle clarifies that the ITP are liable for their students. UIP only approves of the permits based on what the colleges' student permit submissions ● Dean himself is a trained certified deaf interpreter. He would like to train others to become certified. Karen will reach out to Dean for further information and see if they can send someone to present their case at the next board meeting ● Jessica thinks that UIP can imitate the model used for out-of-state VRI interpreters. Those interpreters have to have their certifications recognized by the state of Utah in order to provide interpretation service in Utah	

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	● This will allow Access Simplified to pay for providing interpretation services in the state of Utah, rather than going through the ITP process ● Colleges have interpreter training programs that must follow CCEI (Commission on Collegiate Interpreter Education). Since colleges have a system in place for maintaining that, Michelle doesn't see how UIP can have the manpower to regulate and enforce the same kind of system on businesses that operates outside of the standards offered by CCEI ● For further information on CCEI, the link is: http://www.ccie-accreditation.org/	

Future Agenda Items:
 	
Discussion: Mental Health Interpreting Qualifications
 	
Annette Stewart and Brad Godfrey (Guests)
 	
Update: Testing and Detailed Results Form
 	
Amie Santiago
 	
Discussion: New Policies and Rules Changes
 	
Sarah Brenna and Admin
 	
Proposal: Access Simplified Interpreter Training Program Request
 	
A Representative from Access Simplified
	Michelle asked if Sarah could provide an update for the next meeting on the timeline for hiring a new manager for UIP
	
	As of now, Michelle shared that there are no sites that offer RID certification exams
	
	● In the past, Utah State University sponsored RID testing on their site under the NorthStar Program
	
	    ● After the grant was cut, the program closed
	
	● Due to the lack of availability, anyone who wants to take the RID certification exams would have to travel to Las Vegas or somewhere else
	
	● This is something that UTRID should be responsible for, not UIP
	
	● There are benefits to offering RID certification exams in Utah. This will allow interpreters to either advance or obtain multiple certifications (or both) and increase their payment scale
	
	● That being said, Michelle is hoping that UIP can work closely with UTRID and see what's going on and how UIP staff and help them
	
	    ● Paul thinks colleges and universities can work with UTRID and provide sites for RID certification tests.
	
	        ● SLCC used to provide those exams, with Connie Spanton-Jex as the proctor
		Added:
		
		Update: Timeline For The Next UIP's Manager
		
		Sarah Brenna
		
		Allyson and Jessica motioned for the closure of the meet at 4:40 PM
		
		● Duane seconded and the quarterly session has concluded

Agenda Items	Announcements/Discussion	Actions/Recommendations
<u>Update</u>: Timeline For The Next UIP's Manager Sarah Brenna	- Afterward, Cindy Kumar, former employee of UIP, took over that role with UTRID - Later on, that role was given to UVU under the NorthStar program - Since UVU has a program for interpreters, Tom asked if they could offer a site for RID testing - Michelle said anyone can become a proctor and offer sites. They will need to contact RID and go through the policies - The process is not easy and RID do not pay proctors well - It's more beneficial for proctors to incorporate into their jobs - While it is possible Sorensen has a site for RID certification exams, there's no real guarantee that they actually have someone in Utah to offer it. Chances are, Sorenson headquarter has to send someone over to offer the exams - There's currently a separation of duties in regard to RID. RID is working with the Center for Assessment of Sign Language Interpretation (CASLI) for providing exams while RID is currently focusing on members in regard to renewals and certification maintenances - Allyson would like to see the policies and see if UTU can offer proctoring sites there - Michelle will look into getting the information for her - The website (and information) on Local Test Administrators is: https://www.casli.org/about-casli/whos-who-in-casli/local-test-administrators/ - UIP may not be able to offer proctoring duties for RID due to potential conflicts due to their duties as a state employee	