

**NCDHH Interpreter Issues Committee Meeting  
Monday, August 6, 2018 11:30 a.m.  
Flying J  
15010 South State Hwy 31, Gretna, NE**

\*\*\*\*\*

**AGENDA**

- A. Rationale for Calling Order Change**
  - a. Proposed Action and Rationale**
  - b. Interpreter Referral Service data (7/1/2017-6/30/2018)**
  - c. Current Referral Service Calling Order**
  - d. Comments from Interpreters**
    - i. Copies of comments**
- B. Project Management: Schedule of Rules and Regulations Review**
  - a. Potential Representatives for Bylaws Committee**
- C. Interpreter Review Board Bylaws Review**
- D. Nebraska Commission for the Deaf and Hard of Hearing Workshop Updates**
  - a. CEU programs for 2018**
  - b. Large workshop 2019**
- E. QAST scores of recent UNO students**
- F. Consumer Complaint**
- G. Litigation Update**



Communication • Advocacy • Equal Access

**Pete Ricketts**  
Governor

**Jeremy Fitzpatrick**  
Chairperson of the Board  
Lincoln

**Candice Arteaga**  
Vice Chair  
Omaha

**Dr. Peter Seiler**  
Secretary  
Omaha

**Dr. Marc Brennan**  
Board Member  
Lincoln

**Margie Propp**  
Board Member  
Lincoln

**Dr. Stacie Ray**  
Board Member  
Lincoln

**Diane Schutt**  
Board Member  
Fairbury

**Dr. Frank Turk**  
Board Member  
Fairbury

**Norman Weverka**  
Board Member  
Brainard

**John Wyvill**  
Executive Director  
john.wyvill@nebraska.gov

## New Calling Order for the Interpreter Referral Service

**To:** NCDHH Interpreter Issues Committee  
**From:** Pamela Duncan and Traci Cooney  
**Date:** July 23, 2018  
**RE:** NCDHH Interpreter Referral Process Change

---

**Proposed Action:** NCDHH is streamlining the process for filling interpreter jobs in order to reduce the number of unfilled requests. NCDHH will send interpreting requests to licensed interpreters, whom have self disclosed skill sets.

**Rationale:** NCDHH staff is recommending that they no longer use the calling order for the Interpreter Referral Program beginning August 1, 2018. Reasoning for this is that NCDHH must modify their sending on more than half of requests and reduce the chance of the request being filled. This is based on several factors such as lead-time and how many other requests there have been for that date.

The Referral program currently has 49 interpreters. The response rates are listed below:

Group 1 Lincoln – 33%

Group 1 Omaha – 64%

Group 2 Lincoln – 100%

Group 2 Omaha – 99%

Group 3 Lincoln – 75%

Group 3 Omaha – 50%

NCDHH will send offers to qualified interpreters as done now, just all at once. If the assignment needs a QAST 4 or higher, NCDHH would send to the same people that currently make up groups 1, 2 and 3. The offer would just go them all at once.

# **New Interpreter Referral Process**

# Proposed NCDHH Interpreter Referral Process

General interpreting requests will be sent to all referral service registered interpreters who have self-identified their skill sets on their profile (ie: business; deaf/blind; city/county; federal; funeral; performing arts; private individual; religion; university/college; k-12; state; voc rehab; SEE sign). *Send to Interpreters in all\**.

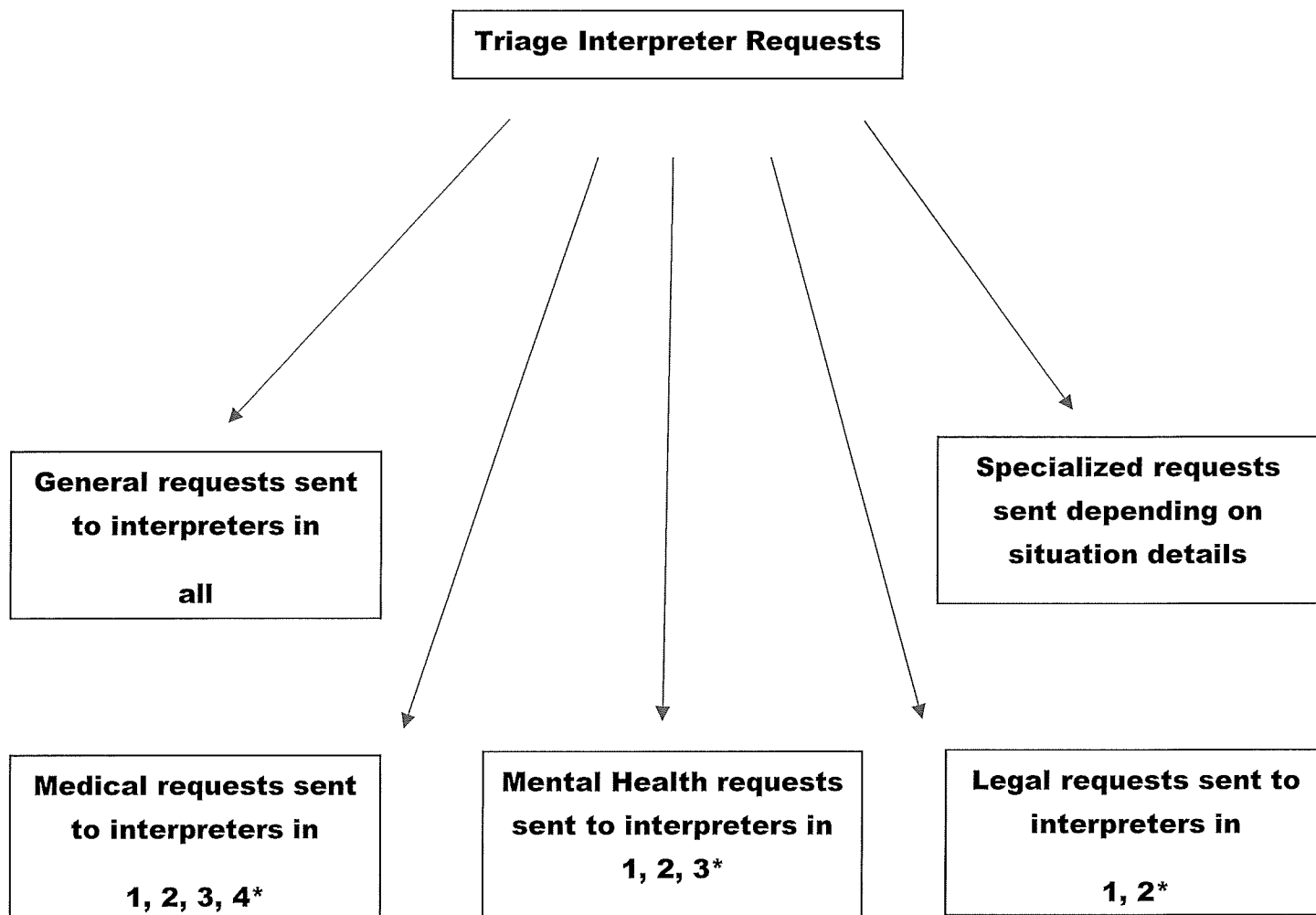
Medical interpreting requests are sent to all referral service registered interpreters who have that skill set selected on their profile. *Send to Interpreters in 1, 2, 3, 4\**.

Mental Health interpreting requests are sent to all referral service registered interpreters who have that skill set selected on their profile. *Send to Interpreters in 1, 2, 3\**.

Legal interpreting requests are sent to all referral service registered interpreters who have that skill set selected on their profile. *Send to Interpreters in 1, 2\**.

Specialized interpreting requests are handled on a case-by-case basis (ie: consumer preference; location preference; certification level; gender preference).

\*=Dependent on situation.



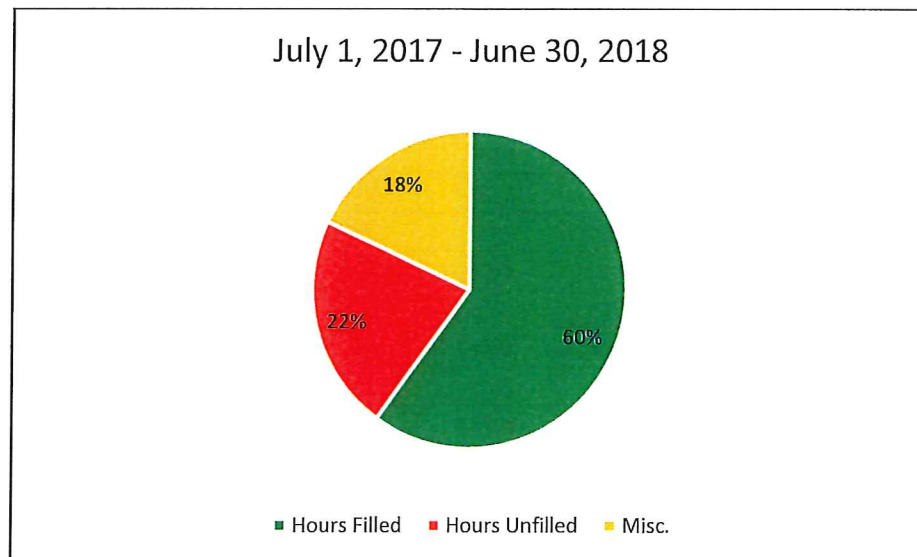
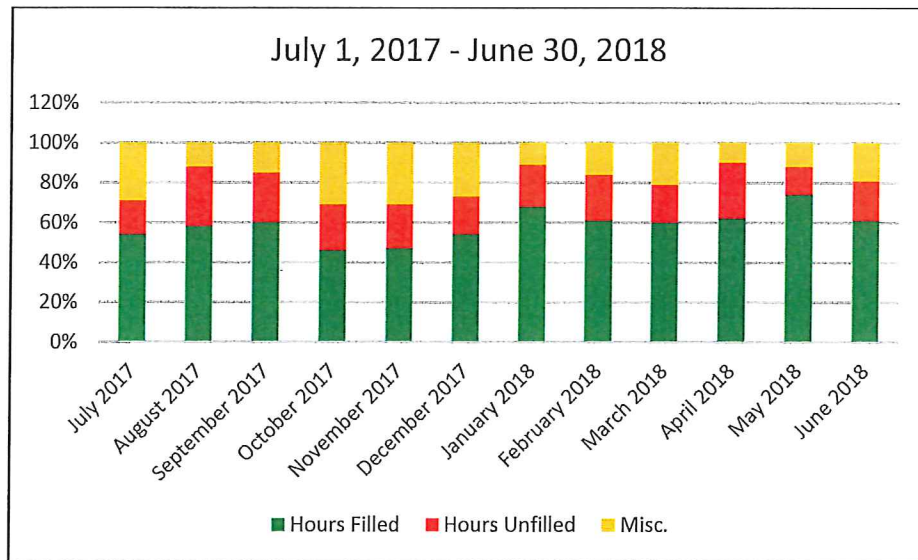


## *July 1, 2017 – June 30, 2018*

### *Interpreter Referral Numbers*

Interpreter Requests [July 1, 2017 to June 22, 2018]	Hours Requested	Hours Filled	Hours Unfilled
July 2017	309.75	165.75	53.75
August 2017	546.75	317.5	165.5
September 2017	352.75	210.5	86.5
October 2017	477.5	218.75	110.25
November 2017	551.25	260	122.5
December 2017	475.75	257	91
January 2018	475.25	324.50	100.25
February 2018	690.25	419.75	158.00
March 2018	687.75	411.00	129.75
April 2018	622.25	384.25	172.25
May 2018	781.00	574.25	107.75
June 2018	749.00	460.00	150.00
<b>Totals</b>	<b>6719.25</b>	<b>4003.25</b>	<b>1,447.50</b>

Interpreter Requests [July 1, 2017 to June 22, 2018]	Hours Filled	Hours Unfilled	Misc.
July 2017	54%	17%	29%
August 2017	58%	30%	12%
September 2017	60%	25%	15%
October 2017	46%	23%	31%
November 2017	47%	22%	31%
December 2017	54%	19%	27%
January 2018	68%	21%	11%
February 2018	61%	23%	16%
March 2018	60%	19%	21%
April 2018	62%	28%	10%
May 2018	74%	14%	12%
June 2018	61%	20%	19%
<b>Totals</b>	<b>60%</b>	<b>22%</b>	<b>18%</b>



\*\*\* **Misc.** = This section includes requests that are cancelled in general or cancelled by the contact due to no interpreter available.\*\*\*

# **Current Interpreter Referral Service Process**

# Current NCDHH Interpreter Referral Process

The assignment will be offered to interpreters in the following order:

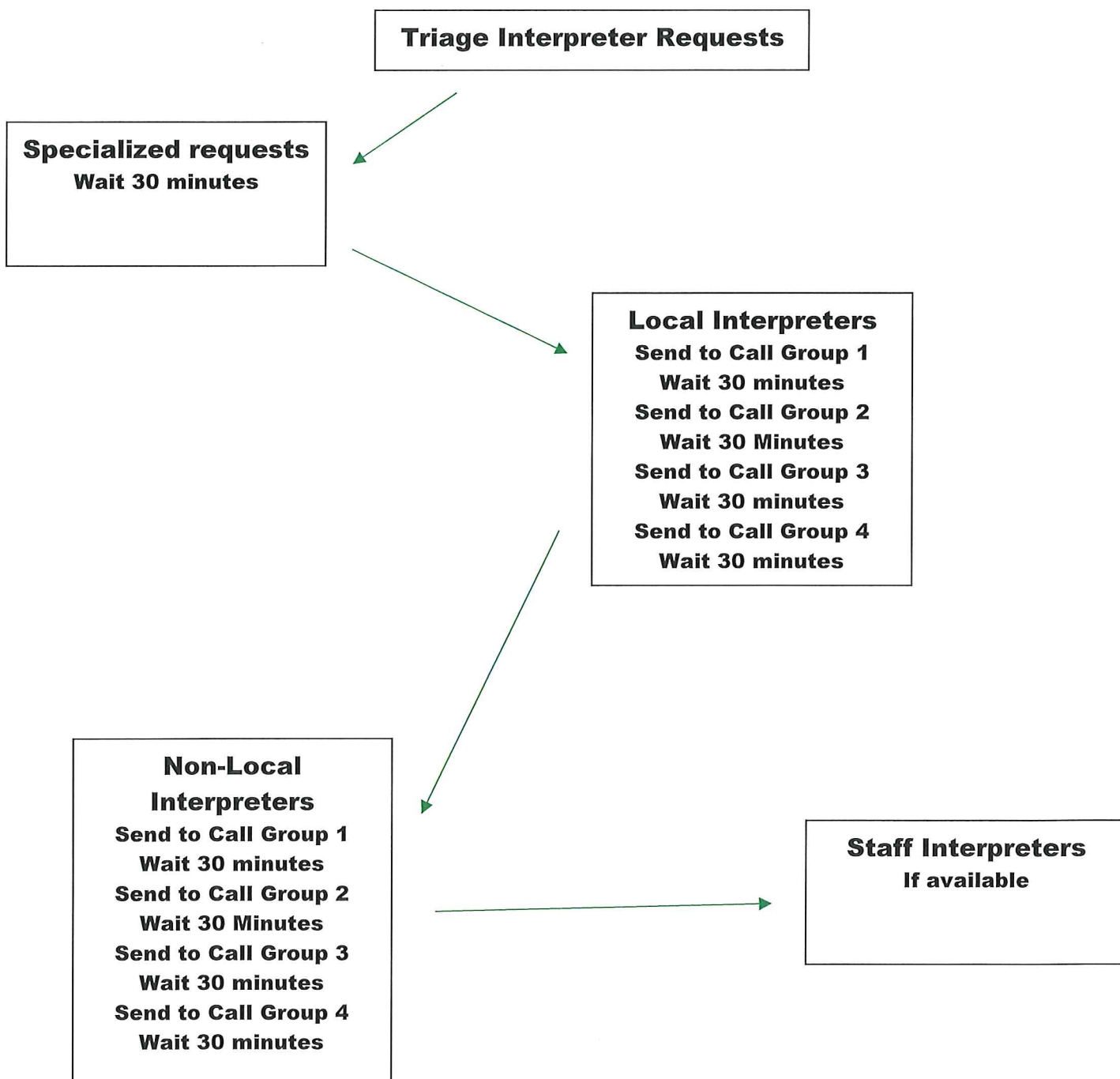
Interpreters specifically requested by the hiring entity or Deaf consumer.

Local interpreters following the Sign Language Interpreter Referral Service Calling Order.

A minimum of 30 minutes will be allotted for the assignment to be filled before it is opened to the next calling group.

If approved by the hiring entity, job offers will be sent to non-local interpreters using the Sign Language Interpreter Referral Service Calling Order.

NCDHH staff interpreters may be utilized if jobs are unfilled.



# NCDHH

Nebraska Commission  
for the Deaf and Hard of Hearing



## Sign Language Interpreter Referral Service Calling Order

	GROUP	CRITERIA
24	1	RID-NIC, NIC Advanced, NIC Master, CI/CT or CSC, NAD 5
14	2	CI, CT, QAST 5/5, 5/4 or 5
12	3	NAD 4, QAST 4/4, 4/3 or 4
2	4	NAD 3, QAST 3/3, 3/2 or 3
	5	QAST 2/2, 2, 2/1, or 1
	5	Deaf Interpreters

### NOTE:

- Documented certification/level rating is the only means of determining qualifications. As a professional the interpreter is expected to use discretion and their professional judgement when determining their ability to interpret each assignment.
- The interpreters within each call group are contacted simultaneously.
- NCDHH reserves the right to modify the calling procedure to accommodate specific situations and special requests on a case by case basis. Including assigning interpreters to jobs based on skill level, client requests, location, etc.

# **Disagreement comments from Interpreters**

## **Disagreement comments received from:**

Margie Propp (has accepted 5 requests in 2018 as well as 1 SCC class)

Sharon Sinkler (has accepted 40 requests in 2018)

Lorelei Waldron (has accepted 14 requests in 2018 as well as 1 SCC class)

Karen Potter-Maxwell (has accepted 7 requests in 2018)

Kelly Brakenhoff (has accepted 93 requests in 2018)

Regina Smith (has accepted 13 requests in 2018)

Thomas Beyer (has accepted 8 requests in 2018)

\*All complainants are in the call group # 1

### NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.

Margie Propp  
Interpreter Signature

7-7-18  
Date

Margie Propp  
Print Name

[Signature]  
NCDHH Staff

I disagree with the change related to the calling order. The original plan was put in place to assure that the Deaf/HH clients will get the most qualified interpreter. This new plan does not offer that assurance.

Margie Propp



### NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.

Sharon Sinkler  
Interpreter Signature

7-20-2018  
Date


Sharon Sinkler  
Print Name

[Signature]  
NCDHH Staff

7/20/2018 In reference to NCDHH Memo dated 7-3-2018:  
I am in disagreement with the decision to remove  
calling order groups. The reason for calling order groups  
was to ensure that the most qualified interpreters were  
contacted first to provide the best qualified interpreter  
to the Deaf consumer.  
Sharon Sinkler

## NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.

  
Interpreter Signature

7 / 22 / 2018  
Date

Loretta Waldron  
Print Name

\_\_\_\_\_  
NCDHH Staff

I appreciate NCDHH efforts to improve the Referral Service this in regards to eliminating the "in person" requirement for renewal.

I do not agree with the change to the Calling Order. I don't believe that it is in the best interest of everyone to eliminate that as stated in the memo to the Interpreter's Issue Committee dated July 3, 2018. It may fill the assignments in a timely fashion but at what cost?

The goal has always been that Deaf/HOH consumers have the best available communication access which means the most qualified interpreters. The Calling Order was established to ensure that those using Sign Language Interpreters would receive the most qualified interpreter.

It would be my suggestion that if the calling order is eliminated that the Commission would make sure that consumers of the Referral Service are well informed and are fully aware of the options that they can employ to ensure their access to the most qualified and suitable interpreter for their communication needs.

The Deaf/HOH consumer have and should have the expectation that they have the best available communication access.

If NCDHH can't or won't fulfill this expectation they should relinquish the Referral Service.

### NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.

Karen Potter-Maxwell  
Interpreter Signature

July 23, 2018  
Date

Karen Potter-Maxwell  
Print Name

[Signature]  
NCDHH Staff

I am signing this agreement but I do not agree with the calling order. I believe interpreters with the highest RID NAD certifications should be called first to fill assignments.

### NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.



\_\_\_\_\_  
Interpreter Signature

07/26/2018


\_\_\_\_\_  
Date

Kelly D Brakenhoff

\_\_\_\_\_  
Print Name



\_\_\_\_\_  
NCDHH Staff

I disagree with the policy change dropping the previous calling order procedure prioritizing the most qualified interpreters without prior discussion or feedback. 

July 30, 2018

Pamela and NCDHH,

I do not agree with the policy change that all job assignments will be sent out to all interpreters with or without certification and credentials. This action invalidates and voids everything that RID/NAD and Interpreting profession has created. All assignments should be sent to Certified Interpreters first. Why would anyone pay for a college degree (BA), pay to go through an Interpreter Training Program, pay to become an RID member, pay for the tests, pay for CEUs, uphold the CPCs plus NCDHH policies and procedures, plus policies and procedures at various worksites, when anyone off the street can come in and accept jobs on a first come basis and have little to no credentials.

What is to be set up and get interpreter to an standard level of knowledge and skills to enable them to provide excellent quality services? Certified Interpreters are trained to uphold the CPC policies and procedures, they have been tested and proven they have the skills necessary to provide quality and professional services to clients. If everyone was certified then you would not need to put into place policies of violation procedures. RID would be over seeing the interpreters. Interpreters would lose their licenses.

We have to HOLD our institution of education, training, and credentialing to high standards. I personally do not work with that are pulled off the street. I would not have a doctor operate on me if they didn't have the appropriate education/degree/license. I could go on and on with scenarios.

Point being, let's keep moving forward and not digressing. We don't need to lower our standards, interpreters need to rise to the standards or get out of the business. Let's encourage them to reach those standards in place and demand National Certification.

Thank you,

A handwritten signature in black ink, appearing to read 'Regina H. Smith', written over the printed name.

Regina Smith, BA, NJC, OTC

712-520-565 txt/v

reginaterp4u@gmail.com



Jeremy Fitzpatrick  
NCDHH Board Chairman  
CC: Traci Cooney, Pamela Duncan

Re: 2018 Annual Release forms for NCDHH Referral Service

#### Mission Statement

The mission of the Nebraska Commission for the Deaf and Hard of Hearing is to promote and advocate for Nebraskans who are Deaf, Deaf-Blind or Hard of Hearing; ***to achieve equality and opportunity in social, educational, vocational, and legal aspects impacting their daily lives; and to enhance and monitor access to effective communication*** and telecommunication technology.

#### Vision Statement

As a proactive and reactive state agency, ***the Commission strives to enhance collaboration by creating support, cooperation, and understanding to achieve fairness and equality in all aspects*** of the mainstream for all Deaf, Deaf-Blind, and Hard of Hearing Nebraskans.

Attached you will find the forms that NCDHH has requested I return to continue to be on the NCDHH Referral Service list. Typically, this is an annual event that doesn't include a letter to the board chairman, but given the current climate, I feel it is necessary to add comments in hope of helping NCDHH fulfill their vision statement. The vision statement states the Commission "strives to enhance collaboration by creating support, cooperation, and understanding to achieve fairness and equality in all aspects". Using sign language interpreters is an aspect for many mainstream Deaf Nebraskans. Unfortunately, as I indicated at the last board meeting, there are several interpreters who find themselves feeling threatened and in an adversarial relationship with the Commission. Because of this, I am trying to determine what course of action should be taken. These comments are one of those efforts. I could include the experiences of others, but believe it is best to share with you only my concerns.

- 1) At the last board meeting, I challenged the use of the words "100% compliance" when the report was given regarding interpreters' response to agreeing to provide a written notice of cancellation. I indicated that some interpreters felt threatened by that expectation. I have recently found out that, not only was the wording misleading, but that not every interpreter wrote back and agreed to follow the

new policy. "100% compliance" is inaccurate.

- 2) In the recent memo (Attachment 1), the fourth point states, "NCDHH staff uses a calling group order when sending out assignment requests. *"It is in the best interest of everyone to remove the calling groups..."* I challenge this statement. I worked for NCDHH for about 4 years from 1996-2000. We had a calling order then because it was determined to best serve the Deaf Community. I am unaware of any anything that proves "it is in the best interest of everyone" to consolidate the calling order. I can find people who believe it is not in their "best interest" to be lumped into one calling pool.

This paragraph goes on to say, "In reality, as part of the Professional Code of Conduct (RID) under tenet 3.0...". This seems more like justification instead of argument, since the point being made in this paragraph is that the change is intended to save time, not to recognize what defines an interpreter.

Placing the burden of decision only on the interpreters' professional decision making, as reasoned in this paragraph, negates all of the thought and effort that went into the creation of the QAST system with it's multiple levels of competency, RID's creation of specialized certifications for interpreters and Texas' BEI system that also distinguishes various levels of competency. None of these large, multi-state entities created distinctions to save time. They were created to find competent matches for the Deaf Community being served.

Point a is a regurgitation of the preceding paragraph. Point c is a regurgitation of point b. Structurally, the memo is confusing, which doesn't demonstrate clarity of thought or purpose. This makes me believe the decision has not been thought through if the form of the message cannot be conveyed clearly or succinctly.

- 3) Recent changes to the referral system's policies and procedures relates to the responsibilities of interpreters and their conduct. What about the responsibilities and conduct of the NCDHH staff in handling the referral service? I recently went to an assignment and found out that I had received the wrong information (the date) from NCDHH. Can I bill the Commission for this error? Can I lodge a complaint? Is there anything in place regarding this situation? I know that mistakes happen – and I extend grace to the person who made the mistake. Sadly, grace is not what interpreters are sharing with me regarding their interactions with the Commission. They are using terms like "retaliation" and "fear". "Retaliation" and "fear", not "collaboration,

support, cooperation or understanding.”

- 4) The cancelation policy (Attachment 2) states that the reason for the change in policy is:

*“The intent here is to ensure all communications between interpreters and the Nebraska Commission for the Deaf and Hard of Hearing agency will be accounted for, ensuring we deliver the best service we can to our Nebraska residents and businesses.”*

Equitably speaking, if the goal is to ensure the best services, then require businesses and residents to cancel in writing.

Sadly, this paragraph is the reason for me (and others) attaching these comments to forms that, for years, have just been a matter of course. I believe we have come to a point where all communication has to be submitted in writing. To me, this is a digression of the Commission’s mission and vision statements, not a fulfillment.



# **Rule Drafting Review Schedule**

Rule drafting/ changes period

NCDHH Staff Review August 6, 2018



IRB Appoints Committee to Review September 7, 2018



IRB Approval December 7, 2018



Full Board Approval December 14, 2018



Public Notice in Newspaper for 30 days January 1, 2019



No Public Comments



Hold Public Hearing February 15, 2019



Public Comments



Submission to the Attorney General's office,  
Governor, and Secretary of State March 1, 2019



IRB Advise Direction on Public Comments March 2019



Full Board Approval March 2019



Submission to the Attorney General's office,  
Governor, and Secretary of State April 1, 2019



Communication • Advocacy • Equal Access

**Pete Ricketts**

Governor

**Jeremy Fitzpatrick**

Chairperson of the Board  
Lincoln

**Candice Arteaga**

Vice Chair  
Omaha

**Dr. Peter Seiler**

Secretary  
Omaha

**Dr. Marc Brennan**

Board Member  
Lincoln

**Margie Propp**

Board Member  
Lincoln

**Dr. Stacie Ray**

Board Member  
Lincoln

**Diane Schutt**

Board Member  
Fairbury

**Dr. Frank Turk**

Board Member  
Fairbury

**Norman Weverka**

Board Member  
Brainard

**John Wyvill**

Executive Director  
john.wyvill@nebraska.gov

**To:** NCDHH Interpreter Issues Committee  
**From:** Pamela Duncan and Traci Cooney  
**Date:** July 23, 2018  
**RE:** Potential representatives for Rules and Regulations Review Committee

---

**The Interpreter Review Board (IRB) will need to establish a Rules and Regulations Committee, it is the recommendation from NCDHH staff that the committee should include a representative from each of the following organizations:**

- Nebraska Association of the Deaf
- Omaha Association of the Deaf
- Lincoln Association of the Deaf
- Hands and Voices
- Hearing Loss Association of America
- Interpreter Review Board
- Nebraska RID
- Metropolitan Community College – Judy Gouldsmith
- University of Nebraska – Omaha – Dr. Julie Delkamiller
- Jr. NAD
- University of Nebraska – Lincoln – Barb Woodhead
- Nebraska Department of Education – Sue Czaplewski

Potential Individuals that would be a great asset to the committee:

- Sharon Sinkler
- Traci Patzner
- Jonathan Scherling
- Carolyn Cool
- Jamy Elker

# **Interpreter Review Board Bylaws**



## **NEBRASKA SIGN LANGUAGE INTERPRETER REVIEW BOARD**

### **By-Laws and Procedures**

#### **I. Purpose**

A. The Nebraska Sign Language Interpreter Review Board is established pursuant to the terms of LB 22 (Laws 2002).

B. The purpose of the Board is to:

1. Establish policies, standards and procedures for evaluation and licensing of interpreters.
2. Establish and charge reasonable fees including applications, renewals, modification and record keeping.
3. Develop and recommend training to implement the guidelines.
4. Serve as a board of inquiry in matters of licensure.

#### **C. Definitions**

1. Licensed interpreter means a person who demonstrates proficiencies in interpretation or transliteration as required by the guidelines established.
2. State agency is any entity that receives appropriations from the Legislature and includes the Legislature, legislative committees, executive agencies, courts and probation officials.
3. Deaf or hard of hearing person means a person whose hearing impairment loss, with or without amplification, is so severe that they have difficulty in processing spoken language without the use of an interpreter.
4. Auxiliary aids includes, but is not limited to sign language interpreters, oral interpreters, tactile interpreters, other interpreters or transliterators, note takers, transcription services, written materials, assistive listening devices, assisted listening systems, videotext displays, and other visual delivery systems.
5. Video Remote Interpreting (VRI) services means the use of videoconferencing technology with the intent to provide effective interpreting services.

## **II. Organization**

### **A. The voting membership of the Board shall consist of:**

1. Two members shall be qualified, licensed interpreters, or who become licensed interpreters within one year of their appointment.
2. Two deaf or hard of hearing persons.
3. Two members representing local government.
4. Director of Health and Human Services or his/her designee. (updated to become uniform language)
5. Executive Director of the Nebraska Commission for the Deaf Deaf and Hard of Hearing or his/her designee.

### **B. The Interpreter Review Board membership shall be eight (8) members appointed by the Full Commission Members of the Nebraska Commission for the Deaf and Hard of Hearing.**

1. Members shall be appointed for a three-year term with the exception of the Director of Health and Human Services or his/her designee and the Executive Director of the Commission or his/her designee.
2. Members shall serve no more than two (2) consecutive terms of three (3) years each.
3. If there is a vacancy or resignation on the Board, the Commission for the Deaf and Hard of Hearing shall appoint a new member to complete the term of the vacant position. The new member appointed shall be eligible to serve two (2) full terms of three (3) years each in addition to the unexpired term.
4. The Commission may remove a member of the Board if he or she misses three (3) consecutive meetings without just cause or for inefficiency, neglect of duty, or misconduct in office.
5. The member being removed is afforded the opportunity to be publicly heard and given a copy of the charges.
6. A resignation by a member must be in writing and submitted to the Chairperson of the Commission for the Deaf and Hard of Hearing.
7. At the end of the member's first term, if they wish to serve a second term, he/she must reapply and be approved by the Full Commission Members of the Nebraska Commission for the Deaf and Hard of Hearing.

### **C. Officers**

1. The chairperson of the Board shall be elected from the board membership for a term of one (1) year.

- i The duties of the chairperson shall include chairing all meetings of the Board as a voting member.
  - ii No person can serve as a chairperson for more than two (2) consecutive years. A person can serve again as chairperson after sitting out twelve (12) consecutive months as the chairperson.
- 2. The vice chairperson of the Board shall be elected from the board membership for a term of one (1) year.
  - i ~~The Board shall also choose a vice chairperson.~~ The duties of the vice chairperson ~~His/her duties~~ shall include chairing ~~running the~~ meetings in the absence of the chairperson.
  - ii No person can serve as a vice chairperson for more than two (2) consecutive years. A person can serve again as vice chairperson after sitting out twelve (12) consecutive months as the vice chairperson.

#### D. Technical Assistance/ Content Experts

- 1. The Board may appoint technical assistants to aid the Board in performing its task.
- 2. They may attend all meetings and participate in all activities, with the exception of presenting motions, and voting.

#### E. Committees

- 1. The Board may appoint committees to assist its operations. A Committee shall consist of at least one (1) Board member.
- 2. A Committee shall perform all tasks as assigned by the Board and shall report to the Board.

#### F. Executive Committee

The Executive Committee shall consist of the current elected officers of the Board, the Executive Director of the Commission, and the appointee of the Director of Health and Human Services. The Executive Committee shall be empowered to act on behalf of the Board whenever circumstances preclude convening a full meeting of the Board and action is required. Any such actions of the Executive Committee must be submitted at the next Board meeting.

### III. Amendments

Written notice of the subject matter of any bylaws revision shall be given to the members of the Board of Directors for comment a minimum of thirty days

prior to the action taken by the Board of Directors. The bylaws and any amendments thereto may be adopted, altered, amended, added to or repealed at any meeting of the Board of Directors by a three-fourths vote of currently seated members.

#### **IV. Periodic Review of Bylaws**

The Board of Directors shall periodically, but at least once every three years, conduct a review of the bylaws and other operating policies and procedures of the Interpreter Review Board to ensure that they continue to serve the needs of the Interpreter Review Board.

#### **V. Emergency Procedures**

##### **A. Powers of the Executive Committee**

In a state of emergency, in order to provide for the continued well-being of the Interpreter Review Board, any or all articles of these bylaws may be temporarily suspended by a majority vote of a quorum of the currently seated Executive Committee. Such roll-call vote may be made through telephone conference call, mail, facsimile, e-mail ballot, videoconference, meeting or any combination of the foregoing methods. At the time of the decision to suspend the bylaws a date must be set for a review of the status of the emergency situation and reinstatement of the bylaws. Should the state of emergency not be resolved at that time and suspension of the bylaws continues a further review date(s) must be set until the bylaws are reinstated.

##### **B. Notification**

Minutes of all actions taken under such emergency procedures must be provided to the Board of Directors by the chairperson or other presiding officer within five days after the date of the action by the most effective method of communication and be submitted for approval at the next Board of Directors meeting.

#### **VI. MEETINGS**

##### **A. Meeting Rules**

1. A quorum shall consist of a simple majority of five (5) members of the Board membership.
2. Written notice stating the date, time, and place and agenda of the meeting shall be sent to each member not less than seven (7) working days before the date of the meeting. However,



emergency meetings may be held and the foregoing requirements waived if consented to in advance by five members, in writing or electronic format, by all of the Board members.

B. Meeting Schedule

1. The Board shall meet at least four (4) times a year.
2. The Chairperson upon recommendation of the Board members or the Nebraska Commission for the Deaf and Hard of Hearing can call additional meetings as necessary.

C. Meeting Procedures

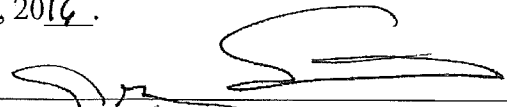
1. All meetings shall be conducted in accordance with the Open Meeting Act 84-412 and the Administrative Procedure Act 84901. Except for instances when alternative procedures are specified in these by-laws, the Board shall operate in accordance with Robert's Rules of Order-Newly Revised-10<sup>th</sup> 11<sup>th</sup> Edition.
2. The Board shall limit discussion and actions to items contained on the approved agenda:
  - a. The Board members or the Nebraska Commission for the Deaf and Hard of Hearing can submit proposed agenda items.
  - b. Additional items may be placed on the agenda, if approved by the majority vote of the Board, during the acceptance of the agenda.
  - c. Whenever possible, materials for the agenda items shall be in written form and mailed to the Board members along with the agenda.
3. There shall be a public comment section during which any person or group can address the Board. The Board shall establish the length of the public comments.
4. Closed Session
  - a. Only the staff member providing an investigative report and a non-staff interpreter (if one is on the team) remain in the closed session.
  - b. If the Board has no additional questions, the investigative staff member may be asked to leave the closed session while Board members discuss the matter. The Board may also ask the investigator to return if needed.
  - c. Staff may return when the Board makes the motion to re-open the session, at which time the motion regarding disciplinary action is made and provides recommendations to the Full Commission Board.

5. All votes shall be by roll call and the vote shall be recorded in the minutes of the meeting, except that the Board may have written policy to identify standing agenda items of routine business that may be adopted by general consent if there is no objection raised at the time.
6. The draft minutes of each meeting shall be mailed after the meeting within ten (10) working days.
7. All meeting sites used by the Board shall be free of communication and architectural barriers and accessible for all individuals.

#### D. Public Notice

1. Public notice shall be given for each meeting of the Board by placing notice in a newspaper of general circulation with in the State of Nebraska with adequate or reasonable notice prior to each meeting of the Board.
2. The public notice shall state the following: Nebraska Sign Language Interpreter Review Board will meet on (date), beginning at (time), at (place). An agenda is available by calling or writing to the Nebraska Commission for the Deaf and Hard of Hearing, 4600 Valley Road, Suite 420, Lincoln, Nebraska 68510, 1-800-545-6244. Also posted at: <https://ncdhh.nebraska.gov/content/nebraska-sign-language-interpreter-review-board-meeting-notice>.  
(Updated web address)

I hereby certify that these bylaws were adopted by the Nebraska Sign Language Interpreter Review Board at a duly called meeting held the 13<sup>th</sup> day of May, 2016.

Signed:  Date: 5/30/16  
Chairperson, Nebraska Sign Language Interpreter Review Board

# **NCDHH Professional Development**



Communication • Advocacy • Equal Access

**Pete Ricketts**

Governor

**Jeremy Fitzpatrick**

Chairperson of the Board  
Lincoln

**Candice Arteaga**

Vice Chair  
Omaha

**Dr. Peter Seiler**

Secretary  
Omaha

**Dr. Marc Brennan**

Board Member  
Lincoln

**Margie Propp**

Board Member  
Lincoln

**Dr. Stacie Ray**

Board Member  
Lincoln

**Diane Schutt**

Board Member  
Fairbury

**Dr. Frank Turk**

Board Member  
Fairbury

**Norman Weverka**

Board Member  
Brainard

**John Wyvill**

Executive Director  
john.wyvill@nebraska.gov

**To:** NCDHH Interpreter Issues Committee  
**From:** Pamela Duncan and Traci Cooney  
**Date:** July 31, 2018  
**RE:** Professional Development planning update

---

**2019 NCDHH Interpreter Conference**

**March 22/23, 2019**

**Venue:** Embassy Suites Conference Center, LaVista, NE

Contract signed with venue.

**Presenter:** Lance Forshay, MS

Senior Lecturer, ASL Language Director ~ ASL Minor Studies Program, Department of Linguistics at the University of Washington

Contract signed with presenter.

**Topics:**

**Friday** ~ This workshop will introduce the concept of cultural competency (CC) developed for evaluating organizations, agencies and professionals who serve minority groups of people.

**Saturday** ~ An in-depth study on ASL verb system with morphology and lexicons including all inflectional types, aspects and moods. Up to seven simultaneously multilayered morphemes will be explored for advanced ASL verb usage in communication and translation.

**Professional Peer Learning**

*Looking at the RID CPC through an ethical lens: 8-part series*

August 18

September 22

October 27

November 17

December 8

January 12

February 2

March 2

\*\*still waiting on the flyer to be completed and sent to interpreters.

**Presenter:** Pamela Duncan, BS, Interpreter Program Coordinator

# PROFESSIONAL PEER LEARNING

*'Looking at the Registry of Interpreters Code of Professional Conduct  
through an Ethical Lens'*

DATE	TENET
August 18, 2018	Overview
September 22, 2018	Confidentiality
October 27, 2018	Professionalism
November 17, 2018	Conduct
December 8, 2018	Respect for Consumers
January 12, 2019	Respect for Colleagues
February 2, 2019	Business Practices
March 2, 2019	Professional Development

**LOCATION:** 4600 VALLEY RD LINCOLN, NE 68510 ROOM 4A

**TIME:** 10:00-11:00AM

**COST:** \$5 PER INTERPRETER, PER SESSION

**BUNDLING DISCOUNTS:** 4 SESSIONS- \$15  
8 SESSIONS- \$30

**CEUS:** 0.1 CEU per session WILL COUNT TOWARD PROFESSIONAL STUDIES/ETHICS

**RSVP:** 1 WEEK PRIOR TO EACH SESSION

PAMELA DUNCAN [PAMELA.DUNCAN@NEBRASKA.GOV](mailto:PAMELA.DUNCAN@NEBRASKA.GOV) 402-661-0229

## EDUCATIONAL OBJECTIVES:

1. Participants will have a deeper understanding of the Code of Professional Conduct and each of its guiding tenets.
2. Participants will be able to explain to others their understanding of the Code of Professional conduct and how the ethical guidelines guide our work and impact the advocacy of facilitating communication.
3. Participants will have a greater understanding of the process of the grievance system.
4. Participants will be able to reflect on a deeper understanding on the impact of grievances based on the Code of Professional Conduct and how it impacts licensure.

**TARGET AUDIENCE:** ASL interpreters, Educational interpreters, Interpreting students, Deaf Interpreters, Deaf interpreter-candidates



*The Nebraska Commission for the Deaf and Hard of Hearing is an Approved RID CMP Sponsor for continuing education activities. This Professional Studies program is offered for 0.1 PS CEUs (for each professional peer learning) at the Some Content Knowledge Level. There are no refunds available. NCDHH promotes an environment of mutual respect free of discrimination based on gender, sexual orientation, race, religion, or any other protected class. Special Accommodations please contact [Pamela.Duncan@nebraska.gov](mailto:Pamela.Duncan@nebraska.gov)*



# PROFESSIONAL PEER LEARNING

## Registration Form

**Name:**

**Amount enclosed \$:**

**Identify which sessions you plan on attending:**

August 18, 2018	
September 22, 2018	
October 27, 2018	
November 17, 2018	
December 8, 2018	
January 12, 2019	
February 2, 2019	
March 2, 2019	

**Checks payable to NCDHH**

**Submit payment via in person or mail to:**

NCDHH

4600 Valley Rd. Ste. 420

Lincoln, NE 68510

**Registration and Payment are due one week prior to each session:**

<b>Session date</b>	<b>Registration Deadline</b>
August 18, 2018	August 11, 2018
September 22, 2018	September 15, 2018
October 27, 2018	October 20, 2018
November 17, 2018	November 10, 2018
December 8, 2018	December 1, 2018
January 12, 2019	January 5, 2019
February 2, 2019	January 26, 2019
March 2, 2019	February 23, 2019

# **UNO Student QAST exams**



## QAST UNO Students

11 Candidates who tested from May 1, 2018-May 31, 2018

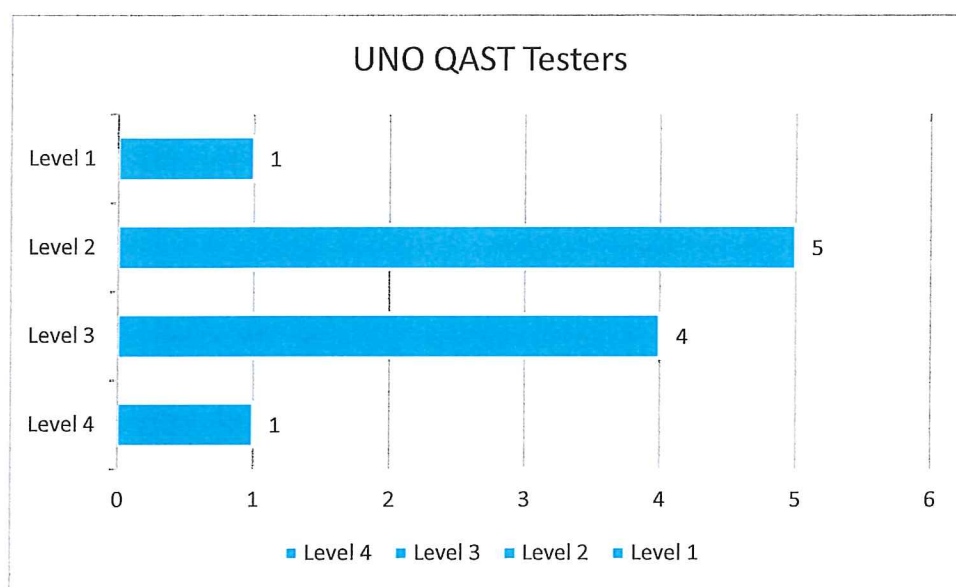
QAST Level 4 – 1 Received

QAST Level 3 – 4 Received

QAST Level 2 – 5 Received

QAST Level 1 – 1 Received

1 Licensed



**QAST Level I** is the Entry beginners level for the candidate who is able to expressively and receptively interpret or transliterate sixty-four percent of the performance screening. It is basically for one-to-one situations on a non-technical basis in which the interpreter has an opportunity to stop for clarification and feedback from the deaf consumer.

**QAST Level II** is an Intermediate beginner's level for the candidate who is able to interpret or transliterate seventy-one percent of the performance screening. The interpreter will be able to interpret for deaf individuals in job applications, orientation sessions and basic tutoring sessions, and simple non-technical medical examinations. These interpreting situations may or may not permit the interpreter to stop the consumer(s) for clarification.

**Levels I & II are not eligible for Licensure. Level I & II are unable to interpret for compensation in Nebraska.**

**QAST Level III** is an Advanced beginner's level for the candidate who is able to interpret or transliterate a minimum of seventy-eight percent of the performance screening. Most group sessions are easily handled if there is a minimum of voicing required. Most one-on-one situations are easily handled.

**QAST Level IV** is a Qualified level for the candidate who is able to interpret/transliterate a minimum of eighty-five percent of the advanced performance screening. Can function well expressively and receptively in most technical situations.

**QAST Level V** is an Accomplished level for the candidate who is able to interpret/transliterate a minimum of ninety-three percent of the advanced performance screening. Can function expressively and receptively as an interpreter/transliterater in a majority of situations.

# **Consumer Complaint**

## Wyvill, John C

---

**From:** Carol Manning <carol4asl@gmail.com>  
**Sent:** Monday, July 30, 2018 10:14 AM  
**To:** Wyvill, John C  
**Subject:** Interpreters

Hello John,

Yes, I got your email last Thursday. I was very concerned that the interpreting referral services from NCDHH did not have secured an interpreter for my job interview. It was the third time to deal without an interpreter for the confirmation. I might have eliminated for the job interview that I did not have secured an interpreter.

Another concern was for me that Traci did not show me her compassion. I knew that she got her pay check what she did care about it from the community's comments. Other issue, she did not educate to have other options to the employers. It caused them more frustrated. My position was able to educate to the employers for different options and advocate myself to explain this to them. I could understand how was very tough for the deaf and hard of hearing people to have the employment opportunities.

Thank you for your email.

Yours Sincerely,

Carol

## Summary:

Interpreter request July 20.

Job was sent out 7/20, 7/23, 7/24 with no one accepting assignment.

Job date updated to 7/25 and was filled.

Interpreter Services Requests

[Main](#)
[Add Job](#)
[Edit Job](#)
[New Jobs](#)
[Current Jobs](#)
[Job History](#)
[Logout](#)

[Open Jobs](#)
[All Jobs](#)

All Jobs

Job # 56656- Omaha Public Schools Office

Job Date:

7/26/2018 3:30 PM - 5:00 PM

Contact Name:

Erin

Location Group:

Omaha

Contact Phone:

631-293-9776

Job Category:

BUS

Contact Email:

erin.perry@ops.org

Client Name:

Carol Manning

# of Interpreters:

1

Job Location:

3215 Cuming St (HR on 2nd floor)

Interpreters Assigned:

Ragina Smith

Job Situation:

Interview

Job Requirements:

Job City:

Omaha

Job Notes (Private):

Not Preferred:

Call Groups

All

Send to

Job Status

Filled

	Send Group	Offer Response	Response Date	Offer Sent Date	
Ragina Smith ragina.smith@ops.org	Job Location match Call Group 1	Assigned	7/26/2018 10:40:00 AM	7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Jennifer Borgatta na 4025989525@vtext.com	Job Location match Call Group 1	na			<a href="#">Send Offer</a>
Nicole Christy nchristy71313@gmail.com na	Job Location match Call Group 1	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Janay Eckrich janay.eckrich@gmail.com na	Job Location match Call Group 1	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Kate Kaldenberg kateschweert@hotmail.com 4027093245@vtext.com	Job Location match Call Group 1	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Anne McBride na 4023917599@vtext.com	Job Location match Call Group 1	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Dana Buddecke dbuddecke@gmail.com 4026173624@vtext.com	Job Location match Call Group 2	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Jenny Cornum jenny.cornum@nebraska.gov 4025609163@vtext.com	Job Location match Call Group 2	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Dawn Eichman DAWNASLTERP@GMAIL.COM 4026994993@vtext.com	Job Location match Call Group 3	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Mara Holtzman mara.silms@gmail.com 4843326605@vtext.com	Job Location match Call Group 3	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Leah Wright lwright10@gmail.com 7177646477@macanlin.ondatone.com	Job Location match Call Group 3	na		7/25/2018 8:14:00 AM	<a href="#">Send Offer</a>
Summer Dykstra sdykstra@unomaha.edu 4022388895@vtext.com	Job Location match Call Group 4	na			<a href="#">Send Offer</a>
Alecia Barnes alecia_key@hotmail.com 4023653297@vtext.com	Outside Job Location (Home Group: G) Call Group 4	na			<a href="#">Send Offer</a>
Frances Beauvage fbeauvage@neb.fr.com 4025406946@vtext.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Thomas Bayer na 4027300004@messaging.sprintpcs.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Kelly Brakenhoff na 4024405237@vtext.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Tricia Manley tm.manley@gmail.com 5748502766@vtext.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Crystal Pierce cpierce0604@gmail.com 4025155456@messaging.sprintpcs.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Sharon Sinker sharon.sinker@gmail.com 4025252340@vtext.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Loralai Waldron lwaldron26@gmail.com 4023106426@vtext.com	Outside Job Location (Home Group: L) Call Group 1	na			<a href="#">Send Offer</a>
Ben Sparks sparksinterpreting@gmail.com 4028020477@vtext.com	Outside Job Location (Home Group: L) Call Group 2	na			<a href="#">Send Offer</a>
Peggy Williams na 4024502489@vtext.com	Outside Job Location (Home Group: L) Call Group 2	na			<a href="#">Send Offer</a>
Lori Beard lobear064@gmail.com 4025601380@vtext.com	Outside Job Location (Home Group: L) Call Group 3	na			<a href="#">Send Offer</a>
Carla Engstrom CARLARENGSTROM@GMAIL.COM 4024301342@bt.att.net	Outside Job Location (Home Group: L) Call Group 3	na			<a href="#">Send Offer</a>
Sarah McClure na 4026508952@vtext.com	Outside Job Location (Home Group: L) Call Group 3	na			<a href="#">Send Offer</a>

June Analco  
june.analco@gmail.com  
2026803160@messaging.sprintpcs.com

Job Location match  
Call Group 1

Reject ▼

7/20/2018 10:12:00 AM

7/20/2018 9:51:00 AM

[Send Offer](#)

Carrie Dalen  
interpretercarrie@gmail.com  
4027079010@mms.att.net

Job Location match  
Call Group 2

Reject ▼

7/20/2018 10:47:00 AM

7/20/2018 9:51:00 AM

[Send Offer](#)

Beth Townsend  
na  
4026909690@vtext.com

Job Location match  
Call Group 1

Reject ▼

7/20/2018 11:18:00 AM

7/20/2018 9:51:00 AM

[Send Offer](#)

Pamela Duncan  
pamela.duncan@nebraska.gov  
4025782408@messaging.sprintpcs.com

Job Location match  
Call Group 1

Reject ▼

7/20/2018 7:28:00 PM

7/20/2018 9:51:00 AM

[Send Offer](#)

Deborah Teller  
DLTinterpreting@gmail.com  
4025477790@txt.att.net

Job Location match  
Call Group 2

Reject ▼

7/23/2018 8:10:00 AM

7/20/2018 9:51:00 AM

[Send Offer](#)

Karen Potter-Maxwell  
na  
4026818551@vtext.com

Job Location match  
Call Group 1

Reject ▼

7/23/2018 9:37:00 AM

7/23/2018 9:16:00 AM

[Send Offer](#)

Missy Throckmorton  
na  
4029605519@vtext.com

Job Location match  
Call Group 2

Reject ▼

7/23/2018 9:38:00 AM

7/23/2018 9:17:00 AM

[Send Offer](#)

Kim Kalkowski  
kimka@cox.net  
4023053005@vtext.com

Job Location match  
Call Group 2

Reject ▼

7/23/2018 9:39:00 AM

7/23/2018 9:17:00 AM

[Send Offer](#)

Kathy Rocco  
krocco1@cox.net  
na

Job Location match  
Call Group 2

Reject ▼

7/23/2018 1:46:00 PM

7/23/2018 9:17:00 AM

[Send Offer](#)

Jamy Elker  
JELKERTERP@gmail.com  
na

Job Location match  
Call Group 1

Reject ▼

7/24/2018 9:06:00 AM

7/23/2018 9:15:00 AM

[Send Offer](#)

Ronda Rankin  
RONDARANKIN@COX.NET  
4023193633@vtext.com

Job Location match  
Call Group 1

Reject ▼

7/24/2018 11:20:00 AM

7/23/2018 9:16:00 AM

[Send Offer](#)

Katrina Watton  
wattonk@gmail.com  
4025708802@messaging.sprintpcs.com

Job Location match  
Call Group 1

Reject ▼

7/24/2018 4:08:00 PM

7/24/2018 3:21:00 PM

[Send Offer](#)

#### Job Action History

Action	User	Date
Created Job	tcooney	7/20/2018 9:50 AM
Updated Job	cwoldt	7/25/2018 10:38 AM
Job Filled	cwoldt	7/25/2018 10:40 AM

# **Litigation Update**

## Wyvill, John C

---

**From:** Pete Seiler <runnerdeaf@gmail.com>  
**Sent:** Tuesday, July 31, 2018 10:40 AM  
**To:** Wyvill, John C  
**Cc:** Margie Propp; Jeremy Fitzpatrick; Duncan, Pamela  
**Subject:** Re: John Krpan/ License application

Very good

Pete

On Tue, Jul 31, 2018 at 9:16 AM, Wyvill, John C <[john.wyvill@nebraska.gov](mailto:john.wyvill@nebraska.gov)> wrote:

Pete

Yes, we are waiting on Krpan's complete application for an interpreter license under 003.01A of Title 96 to be an ASL interpreter. Krpan currently has an intermediary license from NCDHH under 003.01B of Title 96 as a certified deaf interpreter. The Nebraska Attorney General's Office is representing us on this matter.

We will have that on the IIC committee agenda under litigation updates.

John

**From:** Pete Seiler <[runnerdeaf@gmail.com](mailto:runnerdeaf@gmail.com)>  
**Sent:** Monday, July 30, 2018 7:08 PM  
**To:** Wyvill, John C <[john.wyvill@nebraska.gov](mailto:john.wyvill@nebraska.gov)>  
**Cc:** Margie Propp <[margiepropp@yahoo.com](mailto:margiepropp@yahoo.com)>; Jeremy Fitzpatrick <[Jeremy.Fitzpatrick@KutakRock.com](mailto:Jeremy.Fitzpatrick@KutakRock.com)>; Duncan, Pamela <[pamela.duncan@nebraska.gov](mailto:pamela.duncan@nebraska.gov)>  
**Subject:** Re: John Krpan/ License application

John



I have had a telephone meeting with John Krpan. As you noted, he is wanting to apply as a legal interpreter in the state of Nebraska. He is also a deaf person which creates a unique situation. He shared with me that he has contacted the Nebraska State Supreme Court offices to inquire about being on their legal sign language interpreter list. According to John Krpan, that office told him to contact NCDHH. Unbeknownst to me, he already has a license from NCDHH. John shared that he has a license and a number. He also has a BEI certification.

Rather than debate the merits of his comments, I told him he should complete the application in full and wait for the official response from NCDHH. But, personally, I am uncertain why he cannot be on the Nebraska State Supreme Court list of qualified legal sign language interpreter. This is something we should discuss also at the IIC meeting coming up. With you, me and Pamela sharing our various discussions, the IIC committee can best guide you and the office through this.

Pete

On Thu, Jun 7, 2018 at 6:15 PM, Pete Seiler <[runnerdeaf@gmail.com](mailto:runnerdeaf@gmail.com)> wrote:

I think he needs to complete the process before reviewing his application. How can we judge without knowing his certification level(s) or experience? For example, if he does not have RID or BEI, then he doesn't qualify for Nebraska at all.

Pete

On Thu, Jun 7, 2018 at 1:31 PM, Wyvill, John C <[john.wyvill@nebraska.gov](mailto:john.wyvill@nebraska.gov)> wrote:

All

We have received an license application from John Krpan of Maryland today who is known in the RID circles. Mr. Krpan desires to be an interpreter in the Nebraska Court System. Mr. Krpan application includes a check for the wrong amount, no high school transcript or diploma from his high school, no documentation showing being currently licensed in another state, and some other paperwork not related to receiving a license.

Pam and I can discuss this further with you before we respond to Mr. Krpan as we had numerous interactions with him already.

John C. Wyvill, JD

Executive Director

Nebraska Commission for the Deaf and Hard of Hearing

4600 Valley Road Ste 420

Lincoln, NE 68510-4844

Phone (402) 471-3593 V/TTY

(402) 261-2670 (VP)

<http://www.ncdhh.nebraska.gov/>



This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this

message. Any disclosure, copying, or distribution of this message, or the taking of any action based on it, is strictly prohibited.