

NCDHH

Nebraska Commission
for the Deaf and Hard of Hearing



NCDHH REFERRAL PROGRAM

White Paper

DRAFT

1/8/2018 9:08 a.m.

Statement of Purpose

The Nebraska Commission for the Deaf and Hard of Hearing Referral program exists to provide a service for Deaf and Hard of Hearing Nebraskans. Our customers also include Nebraska business who serve Deaf and Hard of Hearing Nebraska residents. While Sign Language Interpreters are not primary consumers of services offered by NCDHH, Sign Language Interpreters do receive benefits by participating in the Referral Program which NCDHH offers.

Background

The NCDHH Referral Program has been in place since 1981 and is a **voluntary** program that Sign Language Interpreters elect to participate in. Through the Referral Program, interpreters receive notification of potential interpreting assignments/appointments that are available. As licensed interpreters in the State of Nebraska, participation in the program is not required.

The purpose of the Referral Program is to connect Sign Language Interpreters and private/public business to provide ASL Interpreting for Deaf/Hard of Hearing consumers. The NCDHH Referral Program works to find interpreters who are available to provide interpreting services to private business as well as the public sector throughout Nebraska. Once that interpreter/team has been identified, it is the responsibility of the interpreter to work directly with the business regarding assignment details i.e. rate/contract/additional information regarding assignment.

If an interpreter wants to participate in the Referral Program they are asked to attend an annual meeting (*sometimes referred to as the Annual Release Meetings*) to review the policies and procedures that NCDHH has put into place. Policies and Procedures have been enacted in order to protect Nebraska Deaf or Hard of Hearing residents as well as Nebraska public/private business, and Sign Language Interpreters. There is no charge to the interpreter, consumer or business to utilize the NCDHH Referral Program.

Purpose of the Annual Release Meetings

The purpose of the Annual Release Meeting is to review Policies and Procedures (*see schedule C*) that NCDHH has put into place to protect Deaf or Hard of Hearing Nebraska residents and for public/private business, as well as Sign Language Interpreters. The Annual Meeting allows interpreters the opportunity to discuss any questions or concerns they may have.

Policies and Procedures assist NCDHH with filling interpreting assignments, as well as provide NCDHH an opportunity to hold participants accountable. Again, this is done to ensure that the consumers have effective communication.

Sign Language Interpreters who would like to participate in the Referral Program must sign paperwork agreeing to the Policies and Procedures. By signing the documents, interpreters agree that they have received a copy of the Policies and Procedures and the accompanying Violations Procedure (*see schedule I*) and agree to adhere to said Policies and Procedures. The signed documents also authorizes NCDHH to share interpreters' contact information as well as their credentials. Signing the documents also notifies Sign Language Interpreters that they must adhere to the RID/NAD Code of Professional Conduct (*see schedule B*) and that NCDHH Referral Program holds interpreters accountable.

How does the referral program work?

- A business submits a request for a sign language interpreter which can be done online, via email or through a phone call.

- NCDHH ensures pertinent information is given:
 - Date
 - Start and end time of request
 - Location
 - Client name
- NCDHH sends offers according to the process on the Policies and Procedures document (see schedule C).
- The request is assigned to the first available responding interpreter.
- A message is sent to the contact person with the assigned interpreter's name and contact information.

NCDHH Staff job duties

- Traci – Main staff employee to handle interpreter referral requests
- Cindy – 1st back up for interpreter referral requests
- Natasha – 2nd back up for interpreter referral requests
- John/Pam – guidance and direction as needed

Areas of complaints

About Interpreters:

- Interpreters do not show up to their scheduled assignments.
- Interpreters do not call the business and confirm their contractual obligations.
- Interpreters often cancel assignments at the last minute for various reasons, and due to the shortage of interpreters, those assignments end up un-filled.

About Business:

- Businesses do not have a clear understanding about how to use Sign Language Interpreters. This falls on the responsibility of Sign Language Interpreters to advocate for their business and explain the services they provide.

NCDHH team members:

- Interpreters do not want to sign annual commitments regarding voluntary participation in the Referral Program.
- Interpreters do not want to attend an annual release meeting.
- Occasional data entry issues on the part of the NCDHH staff when sending out interpreter assignment requests.
- Interpreters have stated occasional issues with NCDHH staff being a bit rude or curt.

NCDHH Policy Regarding Referral Complaints (see schedule I)

The current Referral Policies and Procedures were reviewed at the Full Commission Board Meeting June 9, 2017.

Options

Option A:

NCDHH continues providing the Referral Program

It is the opinion of the NCDHH Executive Director and Staff that in order to continue providing the Referral Program the following should continue to be in place. While updated technology is a want and not a need, the remaining items are a need to protect the interpreters, consumers, and business.

1. Technology
2. Conditions of participation
 - a. Signing paperwork
 - b. Adhering to the RID/NAD Professional Code of Conduct
 - c. Attend the annual release meeting
 - d. Maintain CEUs
 - e. Maintain ethics trainings
3. Grievance Procedures
 - a. Chain of command (listed below)
 - i. Interpreter Program Coordinator
 - ii. Executive Director
 - iii. Full NCDHH board
4. Violations procedures
 - a. Could warrant expulsion from the Referral program
5. Programming changes/improvements
 - a) The history screens of agencies and interpreters regarding assignments is not user friendly. It requires the NCDHH employee to look at multiple screens in order to answer questions related to past assignments.
 - b) Ability to see the contact name/phone number/email address prior to accepting the registered account. This is to prevent issues with setting up multiple accounts or inadvertently registered accounts.
 - c) Quick messages
 - a. Ability to select specific interpreters in a group instead of automatically sending to everyone listed in that group.
 - b. Need to enhance search functionalities within the main database through the referral program – to avoid duplicate accounts.
 - c. “Job preference types” added to the Active Accounts screens.
 - d. When adding a new account (business), we would like it to be automatically listed in the program, “Add Job Agency List”.
 - e. When searching a business’s account, the program will pull all contact information except the county. We have to manually populate the county field in the main database. It would be nice if the system could pull in that information along with the rest of the contact information. (If we need to create a new account, we type in all parts of the contact information, including county, however that field is not populated automatically. **The county field is not linked between the main database and the Referral Program.

- f. New assignments must have all pertinent information populated on “New Jobs Submitted Screen”. We need the program to reject a submission of a job request with missing information, forcing the user to supply all necessary pieces of information before a job request is accepted.
- g. Current Job Screen – ability to sort by various categories.
- h. Job histories laid out more user friendly
- i. All jobs – ability to sort by various categories.
- j. Add pending to Job Status drop down box (filled/unfilled/cancelled assignments.)
- k. On the interpreter side (that they can view) add a field “how many interpreters requested” – this often comes up when an assignment is still pending.
- l. Add location (city) to the interpreter side offer screen.

All of the software changes mentioned above come at anticipated significant cost of at least \$5,000. The hourly cost is approximately \$90.00 for technology enhancements. Keep in mind, there are maintenance costs as well.

Option B:

If NCDHH does not continue the Referral Program

- Prior to ending the referral program, NCDHH staff will need to meet with regular users of the program to educate them on ways to provide interpreting services to consumers.
- Interpreters can sign one document which provides NCDHH with permission to list their name, contact information, certification status, and license information on the NCDHH website for agencies to utilize.
- NCDHH will need to provide training sessions:
 - a) How to file complaints.
 - b) How to find interpreters (listed on our website).

Timeline to wind down:

6 months from date of announced decision

In the event that NCDHH no longer offers a Referral Program this will result in Website changes. The Referral Program will be removed and a list of Licensed Interpreters who have signed a form approving NCDHH to post their contact information.

As a backup, two NCDHH staff interpreters will be utilized in last-minute situations depending on their schedule.

Pros/Cons

Option A:

NCDHH will continue providing a Referral Program to Nebraskans.

- Pro
 - The Referral Program is a centralized place for businesses to contact for assistance in locating Sign Language Interpreters.
 - Nebraska residents and businesses are already familiar with NCDHH and the Referral Program.
 - Since NCDHH establishing the Referral Program in 1981, the agency has developed a unique level of expertise and inner working knowledge of business and constituents that utilize this service. No

other interpreting agency will provide the level of service that NCDHH provides in ensuring assignments are covered.

- Con
 - Financial aspect of maintaining and updating current program.
 - Technology is not fail proof.
 - NCDHH does not receive any funding to financially support the Referral Program, which requires a large amount of staff time commitment.
 - Currently, out of 104 licensed Nebraska Interpreters, 47% have enrolled in the referral program. Of the 47% of interpreters who have enrolled in the referral program, approximately half of them are not active and do not accept/decline assignments offered from the referral program.

Option B: NCDHH will not continue providing a Referral Program.

- Pro
 - Interpreters do not have to come to annual referral meeting.
 - Staff has additional time to work on other duties related to interpreter licensure, CEUs, and other duties among NCDHH.
 - Interpreters will market their own business to find interpreting assignments.
- Con
 - Possibility that the consumer will go without effective communication because most likely the business will not call more than a couple of interpreters.
 - NCDHH will review staff duties and responsibilities. It is possible staff positions are no longer justified.
 - We believe privately ran business are not sustainable in NE.
 - No other interpreting agency will provide the level of service that NCDHH provides in ensuring assignments are covered.
 - Agencies outside of Nebraska do not have the unique expertise and inner working knowledge of the Deaf and Hard of Hearing community in Nebraska.

Data (see schedule G)

Number of interpreters licensed in Nebraska as of **January 5, 2018.**

- Interpreter/Translators – 104
- Number of VRI providers
 - VRI Licenses - 5

Number of interpreters currently in the referral program = 49 *(Call Group Schedule F)

- Lincoln – 19 total
 - *Call Group 1 – 10
 - *Call Group 2 – 4
 - *Call Group 3 – 4
 - *Call Group 4 – 1
- Omaha – 27 total
 - *Call Group 1 – 13
 - *Call Group 2 – 8
 - *Call Group 3 – 6
- Greater Nebraska – 3 total
 - Madison – 1
 - Laurel – 1
 - Farragut IA – 1

Appendix

Schedule A: Release meeting forms

Schedule B: RID/NAD Professional Code of Conduct

Schedule C: Policies and Procedures document

Schedule D: September 9, 2016 Board Meeting minutes page 4

Schedule E: Pam's survey results plus unedited comment

Schedule F: Referral Call Groups

Schedule G: Annual Referral Program Data

Schedule H: QAST different level certifications – evaluation sheet

Schedule I: Referral Program Policy Violations

Sign Language Interpreter Release

SECTION A: CONTACT INFORMATION

Last Name _____ First Name _____ Middle Initial _____
 Mailing Address (Street/PO Box/Route) _____
 City _____ State _____ Zip Code _____ County _____
 Phone Number _____ Cell Phone Number _____ Cell Phone Provider _____ Email _____

<input type="checkbox"/> NIC	<input type="checkbox"/> NIC Advanced	<input type="checkbox"/> NIC Master	<input type="checkbox"/> SC:L
Number: _____		Expiration: _____	
<input type="checkbox"/> RID – CI	<input type="checkbox"/> RID – CT	<input type="checkbox"/> RID – CSC	
Number: _____		Expiration: _____	
<input type="checkbox"/> NAD – Level _____			
Number: _____		Expiration: _____	
<input type="checkbox"/> QAST Interpreting – Level _____		<input type="checkbox"/> QAST Transliterating – Level _____	
Expiration: _____			
<input type="checkbox"/> Deaf – Intermediary/State Licensed		<input type="checkbox"/> Deaf – RID CDI	
Number _____		Expiration: _____	

SECTION B: WORK AREAS

Regions willing to provide interpreting services in:

- ☐ **Omaha** (includes surrounding areas Papillion, LaVista, Millard, Offutt, Bellevue, Irvington, Elkhorn, etc.)
- ☐ **Lincoln** (Includes surrounding areas Seward, Ceresco, Palmyra, Eagle, Waverly, etc.)
- ☐ **Greater** (Any part of the state that lies approximately 30 miles from Lincoln and/or Omaha)

SECTION C: DIRECTORIES AND REFERRALS

◆ **I WANT TO SIGN UP FOR:**

☐ **BOTH** the NCDHH Interpreter **Directory and Referral** List

- Get interpreter jobs through referral list
- On the Directory (My name, city, contact numbers, email address and qualifications are listed)

OR

☐ **ONLY** the NCDHH Interpreter **Directory**

- **NO**- interpreter jobs through the referral list
- On the Directory (My name, city, contact numbers, email address and qualifications are listed)

I understand that NCDHH is required by law to release the information contained in the Directory upon request of a business or individual.

◆ **I WANT TO RECEIVE JOB OFFERS BY:**

- ☐ **TEXT** only
- ☐ **EMAIL** only
- ☐ **BOTH** text and email

◆ **AFTER-HOURS AUTHORIZATION:** The After-Hours Interpreter Directory posted on the NCDHH website. Both businesses and individuals may utilize this Directory for interpreting services. Interpreters must hold a QAST III or above to be added.

I WANT MY NAME ADDED:

- ☐ Yes
- ☐ No

I CERTIFY THAT THE STATEMENTS MADE IN THIS APPLICATION AND ALL ATTACHMENTS ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF AND THAT I HAVE NOT SUPPRESSED ANY INFORMATION THAT MIGHT HAVE A BEARING ON THIS APPLICATION.

Signature of Applicant

Date



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NAD-RID CODE OF PROFESSIONAL CONDUCT

Scope

The National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) uphold high standards of professionalism and ethical conduct for interpreters. Embodied in this Code of Professional Conduct (formerly known as the Code of Ethics) are seven tenets setting forth guiding principles, followed by illustrative behaviors.

The tenets of this Code of Professional Conduct are to be viewed holistically and as a guide to professional behavior. This document provides assistance in complying with the code. The guiding principles offer the basis upon which the tenets are articulated. The illustrative behaviors are not exhaustive, but are indicative of the conduct that may either conform to or violate a specific tenet or the code as a whole.

When in doubt, the reader should refer to the explicit language of the tenet. If further clarification is needed, questions may be directed to the national office of the Registry of Interpreters for the Deaf, Inc.

This Code of Professional Conduct is sufficient to encompass interpreter roles and responsibilities in every type of situation (e.g., educational, legal, medical). A separate code for each area of interpreting is neither necessary nor advisable.

Philosophy

The American Deaf community represents a cultural and linguistic group having the inalienable right to full and equal communication and to participation in all aspects of society. Members of the American Deaf community have the right to informed choice and the highest quality interpreting services. Recognition of the communication rights of America's women, men, and children who are deaf is the foundation of the tenets, principles, and behaviors set forth in this Code of Professional Conduct.

Voting Protocol

This Code of Professional Conduct was presented through mail referendum to certified interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf. The vote was to adopt or to reject.

Adoption of this Code of Professional Conduct

Interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf voted to adopt this Code of Professional Conduct, effective July 1, 2005. This Code of Professional Conduct is a working document that is expected to change over time. The aforementioned members may be called upon to vote, as may be needed from time to time, on the tenets of the code.

The guiding principles and the illustrative behaviors may change periodically to meet the needs and requirements of the RID Ethical Practices System. These sections of the Code of Professional Conduct will not require a vote of the members. However, members are encouraged to recommend changes for future updates.

Function of the Guiding Principles

It is the obligation of every interpreter to exercise judgment, employ critical thinking, apply the benefits of practical experience, and reflect on past actions in the practice of their profession. The guiding principles in this document represent the concepts of confidentiality, linguistic and professional competence, impartiality, professional growth and development, ethical business practices, and the rights of participants in interpreted situations to informed choice. The driving force behind the guiding principles is the notion that the interpreter will do no harm.

When applying these principles to their conduct, interpreters remember that their choices are governed by a "reasonable interpreter" standard. This standard represents the hypothetical interpreter who is appropriately educated, informed, capable, aware of professional standards, and fair-minded.



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CODE OF PROFESSIONAL CONDUCT

Tenets

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

Applicability

- A. This Code of Professional Conduct applies to certified and associate members of the Registry of Interpreters for the Deaf, Inc., Certified members of the National Association of the Deaf, interns, and students of the profession.
- B. Federal, state or other statutes or regulations may supersede this Code of Professional Conduct. When there is a conflict between this code and local, state, or federal laws and regulations, the interpreter obeys the rule of law.
- C. This Code of Professional Conduct applies to interpreted situations that are performed either face-to-face or remotely.

Definitions

For the purpose of this document, the following terms are used:

Colleagues: Other interpreters.

Conflict of Interest: A conflict between the private interests (personal, financial, or professional) and the official or professional responsibilities of an interpreter in a position of trust, whether actual or perceived, deriving from a specific interpreting situation.

Consumers: Individuals and entities who are part of the interpreted situation. This includes individuals who are deaf, deaf-blind, hard of hearing, and hearing.

1.0 CONFIDENTIALITY

Tenet: Interpreters adhere to standards of confidential communication.

Guiding Principle: Interpreters hold a position of trust in their role as linguistic and cultural facilitators of communication. Confidentiality is highly valued by consumers and is essential to protecting all involved.

Each interpreting situation (e.g., elementary, secondary, and post-secondary education, legal, medical, mental health) has a standard of confidentiality. Under the reasonable interpreter standard, professional interpreters are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide, or responding to subpoenas.

Illustrative Behavior - Interpreters:

- 1.1 Share assignment-related information only on a confidential and "as-needed" basis (e.g., supervisors, interpreter team members, members of the educational team, hiring entities).



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- 1.2 Manage data, invoices, records, or other situational or consumer-specific information in a manner consistent with maintaining consumer confidentiality (e.g., shredding, locked files).
- 1.3 Inform consumers when federal or state mandates require disclosure of confidential information.

2.0 PROFESSIONALISM

Tenet: Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Guiding Principle: Interpreters are expected to stay abreast of evolving language use and trends in the profession of interpreting as well as in the American Deaf community.

Interpreters accept assignments using discretion with regard to skill, communication mode, setting, and consumer needs. Interpreters possess knowledge of American Deaf culture and deafness-related resources.

Illustrative Behavior - Interpreters:

- 2.1 Provide service delivery regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or any other factor.
- 2.2 Assess consumer needs and the interpreting situation before and during the assignment and make adjustments as needed.
- 2.3 Render the message faithfully by conveying the content and spirit of what is being communicated, using language most readily understood by consumers, and correcting errors discreetly and expeditiously.
- 2.4 Request support (e.g., certified deaf interpreters, team members, language facilitators) when needed to fully convey the message or to address exceptional communication challenges (e.g. cognitive disabilities, foreign sign language, emerging language ability, or lack of formal instruction or language).
- 2.5 Refrain from providing counsel, advice, or personal opinions.
- 2.6 Judiciously provide information or referral regarding available interpreting or community resources without infringing upon consumers' rights.

3.0 CONDUCT

Tenet: Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.

Guiding Principle: Interpreters are expected to present themselves appropriately in demeanor and appearance. They avoid situations that result in conflicting roles or perceived or actual conflicts of interest.

Illustrative Behavior - Interpreters:

- 3.1 Consult with appropriate persons regarding the interpreting situation to determine issues such as placement and adaptations necessary to interpret effectively.
- 3.2 Decline assignments or withdraw from the interpreting profession when not competent due to physical, mental, or emotional factors.
- 3.3 Avoid performing dual or conflicting roles in interdisciplinary (e.g. educational or mental health teams) or other settings.
- 3.4 Comply with established workplace codes of conduct, notify appropriate personnel if there is a conflict with this Code of Professional Conduct, and actively seek resolution where warranted.
- 3.5 Conduct and present themselves in an unobtrusive manner and exercise care in choice of attire.



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- 3.6 Refrain from the use of mind-altering substances before or during the performance of duties.
- 3.7 Disclose to parties involved any actual or perceived conflicts of interest.
- 3.8 Avoid actual or perceived conflicts of interest that might cause harm or interfere with the effectiveness of interpreting services.
- 3.9 Refrain from using confidential interpreted information for personal, monetary, or professional gain.
- 3.10 Refrain from using confidential interpreted information for the benefit of personal or professional affiliations or entities.

4.0 RESPECT FOR CONSUMERS

Tenet: Interpreters demonstrate respect for consumers.

Guiding Principle: Interpreters are expected to honor consumer preferences in selection of interpreters and interpreting dynamics, while recognizing the realities of qualifications, availability, and situation.

Illustrative Behavior - Interpreters:

- 4.1 Consider consumer requests or needs regarding language preferences, and render the message accordingly (interpreted or transliterated).
- 4.2 Approach consumers with a professional demeanor at all times.
- 4.3 Obtain the consent of consumers before bringing an intern to an assignment.
- 4.4 Facilitate communication access and equality, and support the full interaction and independence of consumers.

5.0 RESPECT FOR COLLEAGUES

Tenet: Interpreters demonstrate respect for colleagues, interns and students of the profession.

Guiding Principle: Interpreters are expected to collaborate with colleagues to foster the delivery of effective interpreting services. They also understand that the manner in which they relate to colleagues reflects upon the profession in general.

Illustrative Behavior - Interpreters:

- 5.1 Maintain civility toward colleagues, interns, and students.
- 5.2 Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.
- 5.3 Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.
- 5.4 Assist and encourage colleagues by sharing information and serving as mentors when appropriate.
- 5.5 Obtain the consent of colleagues before bringing an intern to an assignment.



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6.0 BUSINESS PRACTICES

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

Illustrative Behavior - Interpreters:

- 6.1 Accurately represent qualifications, such as certification, educational background, and experience, and provide documentation when requested.
- 6.2 Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.
- 6.3 Promote conditions that are conducive to effective communication, inform the parties involved if such conditions do not exist, and seek appropriate remedies.
- 6.4 Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.
- 6.5 Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to interpreting.
- 6.6 Refrain from harassment or coercion before, during, or after the provision of interpreting services.
- 6.7 Render pro bono services in a fair and reasonable manner.
- 6.8 Charge fair and reasonable fees for the performance of interpreting services and arrange for payment in a professional and judicious manner.

7.0 PROFESSIONAL DEVELOPMENT

Tenet: Interpreters engage in professional development.

Guiding Principle: Interpreters are expected to foster and maintain interpreting competence and the stature of the profession through ongoing development of knowledge and skills.

Illustrative Behavior - Interpreters:

- 7.1 Increase knowledge and strengthen skills through activities such as:
 - pursuing higher education;
 - attending workshops and conferences;
 - seeking mentoring and supervision opportunities;
 - participating in community events; and
 - engaging in independent studies.
- 7.2 Keep abreast of laws, policies, rules, and regulations that affect the profession.

Sign Language Interpreter Referral Service Procedures and Policies

Once NCDHH receives a Sign Language Interpreter Request the procedure is as follows:

1. NCDHH will open the assignment within the NCDHH Referral Service Program.
 - a. Offers will be sent via the NCDHH referral program by text messaging and/or email. Open job offers are also listed on the NCDHH Referral Service Program website.
 - b. Offers will consist of assignments location, date, start time, expected duration of the assignment, job situation category and the job number.
 - c. Outside NCDHH's normal business hours and holidays, an After-Hours Interpreter Directory is available on the NCDHH website.
2. The assignment will be offered to interpreters in the following order:
 - a. Interpreters specifically requested by the hiring entity or Deaf consumer.
 - b. Local interpreters following the Sign Language Interpreter Referral Service Calling Order.
 - i. A minimum of 30 minutes will be allotted for the assignment to be filled before it is opened to the next calling group.
 - c. If approved by the hiring entity, job offers will be sent to non-local interpreters using the Sign Language Interpreter Referral Service Calling Order.
 - d. NCDHH staff interpreters may be utilized if jobs are unfilled.

NCDHH Referral Service Policies:

- A. NCDHH reserves the right to modify the calling procedure to accommodate the situation. Including assigning interpreters to jobs based on skill level, client request, location, on-going jobs, short notice, etc.
- B. Any information received through the initial assignment request, assignment details, and/or all information discussed with NCDHH in regards to interpreting must be kept confidential according to the NAD-RID Code of Professional Conduct.
- C. It is the interpreter's responsibility to contact the hiring entity within 24 hours of being assigned the job through the NCDHH Referral Service. Expected details to be discussed with the hiring entity include: assignment details, wage negotiation, billing rates, cancellation policy, and any other business related matters.
- D. It is the interpreter's responsibility to check the online program on a regular basis for any assigned or cancelled jobs that the program may have failed to send.
- E. If the interpreter is unable to fulfill the assignment, it is the interpreter's responsibility to inform NCDHH by email or phone at least 48 hours in advance.

- a. When the job assignment is in less than 24 hours and it is outside NCDHH's business hours, if the interpreter finds that he/she is unable to fulfill the assignment, the interpreter is encouraged to find a qualified replacement. If a qualified replacement is found, the assigned interpreter must inform NCDHH and the hiring entity, by email or phone, the replacement's name and contact information.
- F. The interpreter is expected to arrive to an assignment and do so on time. If the Deaf consumer is a "no show", the interpreter is expected to stay a minimum of 15 minutes and/or follow the hiring entities policies and procedures.
- G. The interpreter will comply with the NCDHH Referral Service Policies and Procedures, the NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters.

Any complaints received by NCDHH will be investigated.
The Interpreter Issues Committee will review and address the complaint.

Nebraska Commission for the Deaf and Hard of Hearing: (402) 471-3593 or (800) 545-6244
ncdhh.referral@nebraska.gov

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

Date

Print Name

NCDHH Staff

**Nebraska Commission for the Deaf and Hard of Hearing
Full Commission Board Meeting
4600 Valley RD, Conference Room A, Lincoln, NE 68510**

September 9, 2016 Meeting Minutes

A. OPENING

Chairman Margie Propp called to order the September 9, 2016 meeting of the Nebraska Commission for the Deaf and Hard of Hearing full commission board meeting at 8:33 a.m. at 4600 Valley RD, Conference Room A in Lincoln, NE.

B. NOTICE OF OPEN MEETING

Chairman Propp announced the notice of the meeting was duly given, posted, published, and tendered in compliance with the Open Meetings Act, and all board members received notice simultaneously by email. The agenda was kept current in the Nebraska Commission for the Deaf and Hard of Hearing's office and on the Board's website. Materials generally used by the Board for this meeting were available in the public folder for inspection by the public, and in accordance with the Open Meetings Act. A copy of the Open Meetings Act was available for the duration of the meeting.

C. ROLL CALL

For the record, Board Members Margie Propp, Norm Weverka, Stacie Ray, Carol Lomicky, Gina Frerichs, and Dr. Frank Turk were present. Board Member John Hogue was absent and excused. Also present were Director; John Wyvill, Business Manager; Natasha Olsen, and Behavioral Health Coordinator, Carly Weyers. Interpreters present were Lorelei Waldron and Ben Sparks. Mydge Heaney was present for CART Services.

Dr. Pete Seiler arrived at 8:40 a.m.

Jeremy Fitzpatrick arrived at 9:00 a.m.

D. REVIEW OF AGENDA

Executive Director Wyvill reviewed the agenda with the Board Members.

E. ACCEPTANCE OF AGENDA

Chairman Propp reminded those present for the meeting that the agenda cannot be altered 24 hours prior to the meeting except for emergency items according to the Open Meetings Act. Dr. Ray moved to adopt the agenda as printed. Board Member Weverka seconded the motion. With no further discussion, the motion carried with Propp, Fitzpatrick, Lomicky, Turk and Seiler voting aye.

F. ACCEPTANCE OF MINUTES

1. Chairman Propp asked for any additions or corrections to the June 17, 2016 minutes. Dr. Seiler made a motion to accept the minutes as presented. Dr. Lomicky seconded the motion. The motion pass with Propp, Frerichs, Ray, Weverka, and Turk voting aye.

G. CHAIRMAN OF THE BOARD'S REPORT

1. Chairman Propp welcomed everyone and explained that in July she and Dr. Seiler met with Dr. Jenny Fundus, the Director of Special Education; Dr. Jane Stavem, Assistant Superintendent for Instruction; and John Neal, the Assistant to the Superintendent, all from Lincoln Public Schools (LPS) to discuss the hiring of Mindy Roberts as the new supervisor for the Deaf and Hard of Hearing program at LPS. During the meeting Dr. Seiler also expressed concerns brought to him about the program. Recently they met again and Dr. Turk, John Wyvill, Dr. Steve Joel, Superintendent for LPS, and Don Mayhue, Member of LPS School Board, met to continue this discussion. Chairman Propp expressed she thought the meeting went well. The discussion involved the audit report and how communication between the Commission and LPS can be better and everyone can collaborate to improve the education outcome for the Deaf and Hard of Hearing students.
2. Chairman Propp introduced Steve Milliken, Rhone Fleischer, Teresa Coonts from the Department of Education.

Mr. Milliken began by discussing their focus and that a new focus is RDA which is results driven accountability. RDA requires that more focus is given to students with disabilities and the quality of the programs. Ms. Coonts added that RDA is a federal mandate and provides specific indicator data that they are to compare to. Ms. Coonts explained that for children 3 to 21 years old, graduation rates are looked to see how the children performed in reading and math. This also involves working with families at a younger age for earlier identification and working with EDHI.

Ms. Fleisher proceeded by saying that a transition summit team that focuses on transition for students and how to improve the outcomes for Deaf and Hard of Hearing students. Ms. Fleisher explained they are working very closely with Vocational Rehabilitation to bridge the gap.

It was explained that the dropout rates in the state are extremely low so that is not a concern. In 2015 the graduation rate was 89%. The target rate is 90% which is set by legislation. Board Member Fitzpatrick asked if the number of students who graduated

that are Dear of Hard of Hearing could be given and Ms. Coonts explained that there are 13 disability categories that are reported each year. In 2015-16, 830 students were identified with their prime disability being Deaf or Hard of Hearing. Ms. Coonts explained that does not take consider students who are Deaf/Blind.

Dr. Seiler made a motion to establish a task force to review and study the Department of Education system and educational services for Deaf and Hard of Hearing students in the State of Nebraska. Dr. Turk seconded the motion. The motion carried with Propp, Frerichs, Fitzpatrick, Ray, Seiler, Weverka, Turk, and Lomicky voting aye.

Dr. Seiler made a motion for Director Wyvill to gather data regarding NDE and Deaf and Hard of Hearing children. Board Member Weverka seconded the motion. The motion carried with Propp, Lomicky, Frerichs, Fitzpatrick, Ray, Seiler, Weverka, and Turk voting aye.

Dr. Seiler made a motion to request that NDE hire an outside consultant to review the information and data regarding Deaf and Hard of Hearing students. Board Member Fitzpatrick seconded the vote. The motion carried with Propp, Lomicky, Frerichs, Weverka, Ray, Fitzpatrick, Seiler, and Turk voting aye.

Break at 10:14 a.m.

3. Dr. Turk made a motion to go into Executive Session at 10:22 a.m. to complete the annual performance evaluation for the Director and discuss Interpreter complaints. Board Member Weverka seconded the motion. The motion carried with Propp, Lomicky, Frerichs, Fitzpatrick, Ray, Turk, Weverka, and Seiler voting aye.

Board Member Lomicky made a motion to go into open session at 12:30 p.m. Board Member Frerichs seconded the motion. The motion carried with Propp, Fitzpatrick, Ray, Weverka, Seiler, Lomicky, Frerichs, and Turk voting aye.

Board Member Fitzpatrick stated that Director Wyvill's performance over the past year has been highly productive and excellent in all respects. The Commission is an outstanding and remarkable organization that deserves nothing but the highest merits because of the Director and the staff. Board Member Fitzpatrick made a motion to increase the Executive Director's salary by 3.5% effective 9/9/16. Dr. Ray seconded the motion. The motion carried with Propp, Lomicky, Weverka, Frerichs, Seiler, Fitzpatrick, Ray, and Turk voting aye.

Dr. Seiler made a motion for Case 2200 that a letter is mailed to the interpreter explaining there is no violation of the law, however; the interpreter needs to understand that she performed against the intent of the law. In addition, a letter is to be mailed to Mutual of Omaha to hire licensed interpreters for their business and a letter to the person who filed the complaint to request a licensed interpreter from the HR department when needed. Board Member Frerichs seconded the motion. The motion carried with Propp, Lomicky, Ray, Fitzpatrick, Weverka, Seiler, Frerichs, and Turk voting aye.

Dr. Seiler made a motion for Case 2400 that the interpreter's license is limited for one year to exclude medical and mental health interpreting situations; that the interpreter is to take 1.0 CEU training in specific tenets and to provide a plan for education to NCDHH for approval prior to training. Board Member Fitzpatrick seconded the motion. The motion carried with Propp, Lomicky, Ray, Frerichs, Weverka, Seiler, Frerichs, and Turk voting aye.

Lunch was served at noon.

Gina Frerichs left the meeting at 12:40.

H. LEGISLATIVE REPORT

1. Director Wyvill explained the priorities for the budget in the upcoming Legislative session is to have a full time Advocacy Specialist position in Kearney, make the Hearing Aid Bank Coordinator position full time, \$10,000 for the Junior NAD conference in the fall of 2017, and add an Education Advocacy Specialist position. Director Wyvill discussed the budget cut priorities if the budget was cut by 8%. If the budget was cut the Omaha office would be closed and the employees would work from home, the number of newsletters mailed would be reduced, change the out of town board meeting to be in Lincoln, reclassify a position, keep the Kearney position open, and keep the Hearing Aid Bank Coordinator position part time. Dr. Lomicky made a motion to accept the proposed 2017-2019 budget. Board Member Fitzpatrick seconded the motion. The motion carried with Propp, Ray, Weverka, Seiler, Lomicky, Fitzpatrick, and Turk voting aye.

I. BUSINESS AND HR REPORT

1. Natasha Olsen, the agency's Business Manager, explained the new fiscal year just started on July 1st and the agency has not had any large expenditures to date. Ms. Olsen proceeded by stating with the retirement of the previous Mental Health Specialist, the agency will save some funding on salaries.
2. Ms. Olsen explained that some work duties have been rearranged to assist the staff interpreter. The hiring of the new Behavioral Health Coordinator will require the staff

interpreter to be interpreting more for staff and not leave enough time to do interpreter licensing among other duties.

3. Ms. Olsen also explained there are times when an interpreting job in the community goes unfilled because all of the community interpreters are busy. This is an opportunity for the Commission's staff interpreter to help the deaf person not have to reschedule the appointment. The staff interpreter would not be competing with community interpreters for work. Ms. Olsen gave the example that there are times when a community interpreter accepts a job but does not show. In the event the staff interpreter was available and the job was in the same city as the staff interpreter this would be an opportunity when the Commission could assist with providing an interpreter. Ms. Olsen stated that old paperwork was found where the Commission had charged \$50-\$70/hour for an interpreter and does not feel it's fair to charge significantly higher fees than the community interpreters and also does not think the Commission should charge less than most of the interpreters either. Ms. Olsen stated most of the community interpreters are in the \$45/hour range. Dr. Seiler made a motion for the Commission to charge \$45/hour for the staff interpreter when doing community jobs. Board Member Fitzpatrick seconded the motion. The motion carried with Propp, Lomicky, Ray, Weverka, Seiler, Fitzpatrick, and Turk voting aye.

J. EXECUTIVE DIRECTOR'S REPORT

1. No discussion was had.

K. INTERPRETER PROGRAM REPORT

1. No discussion was had.
2. No discussion was had.
3. Director Wyvill introduced Dr. Julie Delkamiller, an Associate Professor from the University of Omaha. Dr. Delkamiller proceeded by explaining that UNO has their own interpreting program that is housed in the College of Education, however; it is not an education degree. This degree is 120 hours and can be completed in four years. The Board and Dr. Delkamiller agreed that a collaboration to work together promoting the interpreting program is needed to increase the number of interpreters in Nebraska.

L. MARKETING REPORT

1. No Discussion was had.

M. OTHER BUSINESS

1. Carly Weyers, the new Behavioral Health Coordinator introduced herself and informed the Board that she graduated from Gallaudet University with two majors. One in Sociology and one in Communications. Ms. Weyers proceeded by stating she has gone

to a workshop on domestic violence and advocating with Keri Darling. Ms. Weyers asked for approval to attend a workshop in October in Maryland that is the Deaf Justice Conference and explained it would be a great opportunity to continue to receive training on advocating for deaf people who are victims of domestic violence. Dr. Turk made a motion to approve Ms. Weyers to travel out of state for the Deaf Justice Conference and travel expenses. Dr. Ray seconded the motion. The motion carried with Propp, Lomicky, Weverka, Fitzpatrick, Turk, Ray, and Seiler voting aye.

2. Board Member Weverka made a motion to table the remaining topics until the December board meeting due to two more Board Members needing to leave the meeting and not having a quorum. Dr. Lomicky seconded the motion. The motion carried with Fitzpatrick, Ray, Seiler, Weverka, Lomicky, and Turk voting aye.

N. SUBCOMMITTEE UPDATES

There were no committee reports.

O. NEW BUSINESS

No discussion was had.

P. ADJOURN

Board Member Fitzpatrick made a motion to adjourn the September 9, 2016 board meeting at 1:33 p.m. Board Member Ray seconded the motion with Propp, Lomicky Weverka, Seiler, Fitzpatrick, Ray, and Turk voting aye.

These minutes were available for public inspection on September 23, 2016, in compliance with Nebraska Statute §84-1413 (5).

The Referral service would be better served by agencies and professionals that have made this a business that serves the community not a government agency that runs it with staff that have no direct experience with interpreting. The current system does not match the best Interpreter for assignment but the Interpreter who has the quickest texting fingers. There are reputable professional Referral Services that would set up services in Nebraska but cannot compete against a service that is free. NCDHH refers, licenses, evaluates, and micro-manages Interpreters with a punitive attitude. I don't feel the current staff wants to work with Interpreters to provide the best access to communication for the citizens of Nebraska. As an Interpreter if there were other referral services, I would not have my name associated with the NCDHH Referral Service.

11/25/2017 6:18 PM [View respondent's answers](#)

I want to remain anonymous.

11/25/2017 3:07 PM [View respondent's answers](#)

The NCDHH referral program is an effective program for all involved....but there are areas that can be improved so that the interpreters are able to work with the Commission in a more positive way.

11/22/2017 4:39 PM [View respondent's answers](#)

yes

11/22/2017 8:44 AM [View respondent's answers](#)

I have heard that the reason interpreting agencies are not successful in the area is because of the referral program. So I hesitated with these questions. If an agency was set up, I think it would be beneficial for the referral program to cease and NCDHH focus their time, energy, and resources elsewhere.

11/22/2017 1:57 AM [View respondent's answers](#)

I think interpreters should manage their own referrals or if an agency or private company wants to hire interpreter then pay a salary with benefits or sub contacting and handle the billing. State agency that interfere with private practice seems unethical. Interpreters cannot compete with the state therefore hindering other private agencies from setting up businesses. I don't like paying taxes to pay for your employees. Pam has done an excellent job but this service should not be in the hands of the Commission. You already legislate the license. Too much government control.

11/21/2017 4:46 PM [View respondent's answers](#)

Change confirmation from 24 hours to 48 hours to confirm.

11/21/2017 3:36 PM [View respondent's answers](#)

Having the commission run the service keeps costs down for service providers.

11/21/2017 1:32 PM [View respondent's answers](#)

I believe there needs to be someone familiar with the true ins and outs of the interpreting profession more involved with handling the Neb. Rules and regulations licensure law. Interpreters need someone that is representing us and our best interests at the table also. In general I believe decisions of the programs and activities that influence interpreters are not being decided by someone that understands the ins and outs of interpreting. Or that person's focus and intent of the decisions being made seem to be made with a different priorities in mind.

11/21/2017 1:24 PM [View respondent's answers](#)

The agency that runs both the referrals as well as interpreter licenses is in huge conflict of interest. It is also terrible in doing anything effective for the Deaf community, interpreters and the business it takes offers for.

11/21/2017 1:13 PM [View respondent's answers](#)

I would like to remain anonymous.

11/21/2017 1:10 PM [View respondent's answers](#)

Like the Open-House format?	
Yes	47
Both Yes/No	1
No	2
COMMENTS:	
It's more convenient, but I like interacting with other interpreters	
Very much appreciated	
Many are emphasized that the format is liked by exclaim point or double underlines	
Online would be easier to just sign papers	
I appreciate NCDHH creating something to encourage a ____? - ABOVE & BEYOND	
Thank you ever so	
Could it be done through email or mail?? Or online	
Would appreciate a different way of renewing referral process. -Open house format - Not during working hours. -why are we renewing annually? -Not appreciating the threatening tone to the texts regarding renewals	
Interested in NCDHH holding low cost/free workshops for CEUs?	
Yes	50
No	0
Interested in webinars to earn CEUs?	

Yes	52
-----	----

Maybe	1
-------	---

No	1
----	---

COMMENT:

Cueflix!!

What kinds of workshop/webinar topics would benefit you?

- Team interpreting- how to feed various team members, working with young consumers, working with low-functioning/highly visual consumers*
- Ethics requirement especially*
- Professional specifics for vocab/vernacular (ex: IT tech/computer software/repair; auto mechanic)*
- Medical, legal*
- HIPAA paperwork/ tech. privacy*
- Ethics, voicing*
- Legal, ethics*
- Medical, fingerspell, really any*
- I'm open!*
- Ethics*
- Medical/mental health*
- Medical, ethics*
- Ethics, receptive skills, medical, law enforcement*
- Ethics, business practices*
- Any*
- Ethics, medical*
- Any are helpful! Ethics since it's a newer requirement, and don't know where else it's offered except online*
- Medical, legal*
- Ethics to help satisfy the new requirements*
- Mental health, anything that creates ____?*
- Mental health*

*Classifiers, voicing-ASL/English equivalents
teaming and any others
interpreting MH intake forms etc, drug/alcohol
Teaming, working with CDI, working with assignments that include more languages than ASL
Mental Health- medical, ethics
ethics
code of ethics
ethics, team interpreting, haptics, message equivalency, anything
ethics to meet licensure requirements
Mental health
Anything!!
Skill based
Already take online CEUs
Professional studies - variety
Ethics
ASL Linguistics
Discourse mapping, ethical, medical and/or anything related to interpreting
Ethics
Mapping, Language Expansion
deal with memory (chunking) in ASL, improving receptive skills
legal, VRS
Classifiers
Science, Medical, legal terms*

NCDHH

Nebraska Commission
for the Deaf and Hard of Hearing



Sign Language Interpreter Referral Service Calling Order

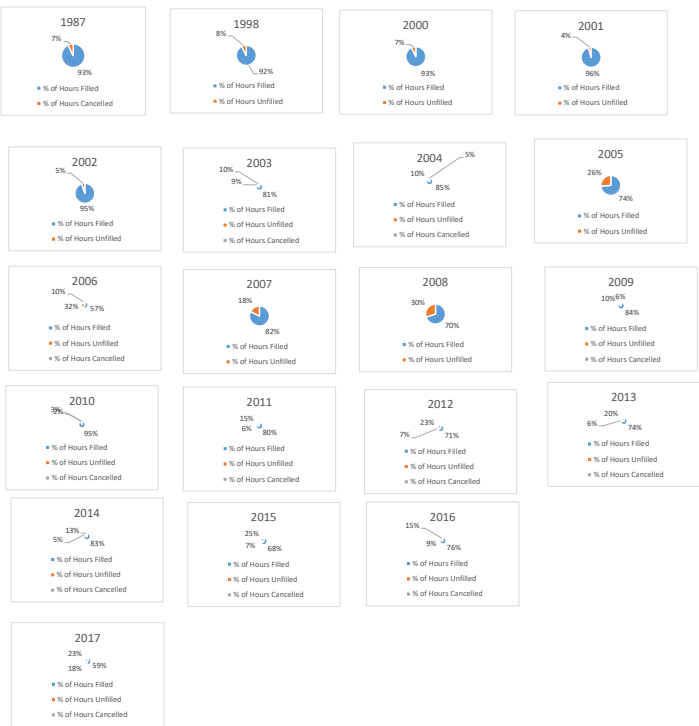
GROUP	CRITERIA
1	RID-NIC, NIC Advanced, NIC Master, CI/CT or CSC, NAD 5
2	CI, CT, QAST 5/5, 5/4 or 5
3	NAD 4, QAST 4/4, 4/3 or 4
4	NAD 3, QAST 3/3, 3/2 or 3
5	QAST 2/2, 2, 2/1, or 1
5	Deaf Interpreters

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.

Year	# of Hours Requested	# of Hours Filled	# of Hours Unfilled	# of Hours Cancelled
1979				
1980				
1981				
1982				
1983				
1984	778 requests			
1985	380 requests			
1986	589 requests			
1987	1230	1141 requests		89 requests
1988		2875.5		
1989		4018		
1990		3572.5		
1991		5090		
1992		5430		
1993		5496		
1994		7739.75		
1995		6787		
1996		9825.5		
1997		7603.25		
1998	8089.5	8299	690.5	
1999		12666.5		
2000	10280	9566.5	713.5	
2001	13322.25	12746.75	575.5	
2002	8169.75	7747.5	422.25	
2003	8882.5	7168	799.5	915
2004	5649.25	4826.5	560.5	262.25
2005	5694	4218.25	1475.75	
2006	5844	3342.25	1892.5	609.25
2007	4317	3557	760	
2008	3996.75	2804.75	1192	
2009	6186.5	5189	638	359.5
2010	7148.5	6782.25	168.5	197.75
2011	3908.25	3109.25	228	571
2012	4646.5	3277.75	315	1053.75
2013	5046.75	3756.25	295	995.5
2014	5918	4891.75	268	758.25
2015	4943.5	3385.25	343.25	1215
2016	4269.75	3256.5	373.25	640
2017	4707	2785	836.25	1085.75

Year	% of Hours Filled	% of Hours Unfilled	% of Hours Cancelled
1979			
1980			
1981			
1982			
1983			
1984			
1985			
1986			
1987	93%		7%
1988			
1989			
1990			
1991			
1992			
1993			
1994			
1995			
1996			
1997			
1998	92%	8%	
1999			
2000	93%	7%	
2001	96%	4%	
2002	95%	5%	
2003	81%	9%	10%
2004	85%	10%	5%
2005	74%	26%	
2006	57%	32%	10%
2007	82%	18%	
2008	70%	30%	
2009	84%	10%	6%
2010	95%	2%	3%
2011	80%	6%	15%
2012	71%	7%	23%
2013	74%	6%	20%
2014	83%	5%	13%
2015	68%	7%	25%
2016	76%	9%	15%
2017	59%	18%	23%



QAST

Functional Descriptions and Length of Validation of QAST Levels

Level I

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.

Level I is not eligible for Licensure. Level I is unable to interpret for compensation in Nebraska.

One-on-one situations where communications can be interrupted easily for clarification

Limited voicing

Limited ASL (Interpreting), stronger PSE or English (Transliterating)

Should not be used in the following:

Legal

Platform

Mental Health

Serious medical

Educational

Critical situations of any nature

Level II

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.

Level II is not eligible for Licensure. Level II is unable to interpret for compensation in Nebraska.

One-on-one situations where communication can be interrupted occasionally for clarification

Limited voicing

Limited platform

Limited group session/workshops where communication can be interrupted easily for clarification

Should not be used in the following:

Legal

Serious medical

Mental health

Critical situation of any nature

Educational

Level III

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.

Most one-on-one situations

Most group sessions

Most workshops with limited voicing

Stronger ASL and PSE than Levels I or II

Should not be used in the following:

Legal

Critical situations of any nature

Mental health

Serious medical

Level IV

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.

Can function well as an interpreter/transliterator

Should not be used in the following:

Civil or criminal court cases

Extensive mental health therapy

Level V

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/transliterator in a majority of situations.

No restrictions are indicated.

Use of professional judgment.

Length of Validation

Beginner's Levels

Level I, II, III – Expires in 2 years

- If you are re-screened before your expiration date and you do not obtain your current level, you cannot lose the present level held.
- If you are screened after your expiration date, you could be issued no level, a lower level, a higher level, or the same level you had held before.

Advanced Levels

Level IV – Expires in 5 years

- If you are re-screened before your expiration date and you do not obtain your current level, you cannot lose the present level held.
- If you are screened after your expiration, and score below 80%, no level will be issued.
- If you earn **5.0 CEUs (50 clock hours)** by your expiration date, you may renew your certifications and maintain your current qualification level. You do not need to be re-screened unless you want to try for a higher level.

Level V – Expires in 2 years

- If you earn **2.0 CEUs (20 clock hours)** every two years, your Level V rating is maintained. You do not need to be re-screened unless you have not attained 2.0 CEUs every two years.

Sign Language Interpreter Referral Service Policy Violation Procedures

No-Show an assignment:

- 1st offense – the Interpreter will receive a letter from NCDHH outlining the situation
- 2nd offense – NCDHH will notify the Interpreter Issues Committee as well as place the Interpreter on a 3 month probation
 - If **any** other violation occurs during that probation period, the interpreter will be removed from the Referral Service/Directory for 4 months
- 3rd offense – NCDHH will remove the interpreter from the Referral Service/Directory for 1 full year from the date of the last violation

All **other** violations

- 1st & 2nd offense – the Interpreter will receive a letter from NCDHH outlining the situation
- 3rd & 4th offense – the Interpreter will receive a letter from NCDHH outlining the repercussions of further violations
- 5th offense – NCDHH will notify the Interpreter Issues Committee as well as place the interpreter on a 3 month probation
 - If **any** other violation occurs during that probation period, the Interpreter will be removed from the Referral Service/Directory for 4 months
- 6th offense – NCDHH will remove the interpreter from the Referral Service/Directory for 1 full year from the date of the last violation

⌘ A combination of “no-show” and “other” will result in following the “no-show” procedure. ⌘

NCDHH REFERRAL POLICY VIOLATION PROCEDURES

I certify I have received a copy, read, and understand the revised Policy Violation Procedures. I hereby certify that I understand any misconduct could result in disciplinary action.

Interpreter Signature

Date

Print Name

NCDHH Staff