

Douglas A. Ducey
Governor

Sherri L. Collins
Executive Director



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

Call to Order & Roll Call Discussion/Action

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

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

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

Commissioners Absent: Jeffery Hebert and Annette Reichman

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

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

Approval of Minutes: Discussion/Action

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

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

Chairs Report/Summary of Current Events Discussion only

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

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

Executive Director's Update/Summary of Events Discussion only

Sherri Collins, Executive Director, shared highlights from her report

Tucson Community Forum

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

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



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

Goals & Objectives

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

Financial Report – Curtis Humphries, Business Manager

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

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

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

Commissioner Baesler arrives at 5:08 p.m.

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

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

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

Licensure Complaints and Inquiries

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

- Jerriann Skinner, a licensed interpreter

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

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

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



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

- Linda Sullivan, a general licensed interpreter

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

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

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

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

- Helen Young, a licensed interpreter

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

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

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

- Cynthia Acosta, License Renewal

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

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

Discussion ensued between Commissioner Jantz, Emmett Hassen and Vicki Bond



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

Public comments on Agenda Items & Non-Agenda Items

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

- Leslie Decker – Opposes CDI Guideline

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

Certified Hearing Interpreter Position Paper

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

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

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

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

Certified Deaf Interpreter (CDI) Position Paper

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

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

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

Executive Director's Annual Evaluation



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

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

Chair Kneifel recommends Executive Session

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

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

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

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

Support Service Provider (SSP) Training Update

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

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

IARC Update

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

Arizona State Schools for the Deaf and Blind Update

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

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

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Future Agenda Items

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

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

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

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