



DISABILITY AND COMMUNICATION ACCESS BOARD

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MINUTES

Standing Committee on Communication Access Meeting

Location: Disability and Communication Access Board
919 Ala Moana Blvd., Room 103
Honolulu, HI 96814

Date: January 12, 2017
Time: 11:00 a.m.

PRESENT: Misella Tomita, Chairperson; Ed Chevy, Nikki Kepoo, Colin Whited, Board Member; Francine Wai, Kirby Shaw, Kurstin Chun, Staff

SIGN LANGUAGE

INTERPRETERS: Darlene Baird and Danny Gong

GUESTS Mala Arkin, Heather Benjamin, Laura Safranski

I. Call to Order

Chairperson Misella Tomita called the meeting to order at 11:07 a.m.

II. Introductions

The attendees introduced themselves.

III. Approval of December 1, 2016 Meeting Minutes

The Committee approve the minutes with amended recommendations of the December 1, 2016 meeting (M/S/P Whited/Tomita, Chevy abstained since he was not present at previous meeting).

At the December 1, 2016 meeting, Colin Whited brought attention to a "Civil Beat" article about a Chuukese Deaf couple whose baby died because of an apparent lack of effective communication between the couple and the hospital. Staff was to follow up. It was clarified the Chuukese couple were not Deaf and that the reference to an interpreter did not mean a sign language interpreter.

IV. Old Business

A. Hawaii Quality Assurance System – Update

Kurstin Chun reported on the results from the August/September Hawaii Quality Assurance System (HQAS) tests as follows:

- Two candidates received an HQAS Level III;
- One candidate received an HQAS Level II;
- One candidate received an HQAS Level IV, however, this candidate's test is being rescored.

Heather Benjamin inquired about the candidate that received a Level II and asked what would happen to the interpreter's credential when the rules are changed and the Level II credential is removed. Francine Wai said that DCAB would have to check with the Deputy Attorney General for a definite answer, but suggested that the credential would be valid until it expired. Francine Wai added that DCAB will encourage this interpreter to take the test again to attain a higher level.

One candidate took the HQAS test in December. The candidate's test is currently being rated.

There are thirty seven HQAS credentialed interpreters in Hawaii. Five interpreters who are on extension since December 31, 2016; seventeen HQAS interpreters enrolled in the Continuing Education Program (CEP) with a date of December 31, 2017; seven additional HQAS interpreters who have not enrolled in the CEP who also have expiration dates of December 31, 2017; and three HQAS interpreters who have enrolled in the CEP with an expiration of December 31, 2018. There are five more interpreters who have an expiration of December 31, 2018 who are not currently enrolled in the CEP.

B. Community Workshops – Update

Kurstin Chun reported that there was a good turnout for the "Effective Communication in an Emergency" workshop held on the Big Island, December 10, 2016. There were approximately thirty five participants, including representatives from the Hawaii County Police Department. Relationships between the Big Island Association of the Deaf (BIAD) and the Hawaii County Police Department seemed to be forming as BIAD members were offering free trainings for the police in Deaf Awareness and Sign Language. BIAD members reported that more than two hundred Deaf persons reside on the Big Island.

Kurstin Chun and Emily Jo Noschese videorecorded the "Effective Communication in an Emergency" workshop. The video is being done in conjunction with the Pacific Disabilities Center (PDC). PDC is now in the process of editing and adding captions. The Committee discussed

whether DCAB should include voice over because the video will be aired on Olelo and Olelo will not broadcast a production without sound. Staff recommended voice over for people who are blind and want to learn about this topic.

Francine Wai noted that another workshop entitled "Effective Communication and Your Health Care Provider," will be held on Maui and the Big Island between the months of January to March.

C. CEP Workshops – Update

Kurstin Chun reported on the Linguistic Development workshop series held on January 6-7, 2017. Roughly twenty five people attended each workshop. She reported that the following concerns were raised from this workshop:

1. A couple of interpreters who arrived late did not know that arriving fifteen minutes late would automatically disqualify them from earning CEUs for that specific workshop. After discussion, it was noted that the fifteen minute rule also applies to workshops run by Hawaii Registry of Interpreters for the Deaf (HRID) Registry of Interpreters for the Deaf (RID), and the National Association of the Deaf (NAD). Kurstin Chun explained that it would be a good idea to ensure that the rule is clearly stated for future workshops.
2. The other matter concerned RID members paying for Continuing Education Units (CEU). Heather Benjamin explained that usually when someone pays for CEUs, the agency giving the workshop processes the CEUs. She noted that HRID and DCAB met on the matter, but further discussion will be required.

D. Amend Hawaii Administrative Rules, Title 11, Chapter 218, "Communication Access Services for Deaf, Hard of Hearing, and Deaf-Blind" – Continued Discussion

Kurstin Chun distributed a three-page document titled "3 Stages for HQAS Interpreters." She noted that the document was updated with a few recommended changes/additions.

She said that former Committee member Ann Ito recommended the establishment of a cancellation policy in the rules for the HQAS Test Procedure. Referring to the second page, she suggested that the Committee consider that a full refund of the test fee should be allowed for any test cancellation made two weeks or more prior to the test. The Committee discussed whether two weeks would be enough time for DCAB staff to make changes, to notify raters, and to make adjustments with other test takers if necessary. The following motion was made:

MOTION: If a test candidate cancels at least two weeks before their scheduled test date, DCAB shall refund the test fee in its entirety. If a test candidate cancels less than two weeks before the scheduled test date, the test fee shall not be refunded (M/S/P Whited/Kepoo).

Continuing, the third page of the three-page document, Kurstin Chun recommended amendments to two motions the Committee passed at its meeting on December 1, 2016. The two motions concerned when interpreters must submit CEUs to DCAB. She explained that the CEUs will not need to be submitted at the end of the cycle, but rather, interpreters must prove that they earned the CEUs only if they want to apply for a renewal of their current credential level. Currently, if interpreters submit their CEUs to DCAB, DCAB will issue a renewal credential. With the recent separation of the HQAS test from the issuance of a credential, the person applying for a credential will be issued the credential in the beginning. By applying for the credential, the interpreter will automatically be enrolled into the CEP and may begin earning CEUs immediately. This model parallels the procedural steps used by RID in issuing its credential and will also correlate with the concept of accepting other state credentials.

PREVIOUS MOTION AMENDED:

- Previous Motion from December 1, 2016 Meeting: The deadline date for which CEUs must be submitted to the DCAB office, or the deadline date for which the interpreter files for an extension, will be November 30 of the year the credential expires.
- Amended Motion: The deadline date for which a credential renewal application must be submitted to the DCAB office, or the deadline date for which the interpreter files for an extension, will be November 30 of the year the credential expires (M/S/P Whited/Kepoo).

PREVIOUS MOTION AMENDED:

- Previous Motion from December 1, 2016 Meeting: For interpreters on extension, CEUs must be submitted to the DCAB office by the last day of February the year after the credential cycle expiration date.
- Amended Motion: For interpreters on extension, a credential renewal application must be submitted to the DCAB office by the last day of February the year after the credential cycle expiration date (M/S/P Whited/Kepoo).

In addition to the above motions, Kurstin Chun said that sometimes interpreters complete and apply for a renewal early. To make the policy

clear in the administrative rules, it was recommended that there be a statement regarding when interpreters may start earning CEUs if they receive their renewal credential early.

MOTION: If an interpreter receives a renewal credential before the new credential cycle begins, the interpreter may earn CEUs no earlier than January 1 of the year the credential cycle begins (M/S/P Kepoo/Whited).

Kurstin Chun then went through the rest of the diagram and asked the Committee to remember that the name of the different levels/tiers are still up for discussion.

E. Licensure Bills for Sign Language Interpreters and Referral Agencies – Update

Due to time constraints, Francine Wai recommended that the Committee go to item F to discuss the Communication Access Public Information Meeting held on January 11, 2017.

F. Communication Access Public Information Meeting (formerly Task Force) – Continued Discussion

Colin Whited reported that the Communication Access Public Information Meeting was well attended. He noted that most of the participants were interpreters and that there were a few Deaf community members and people from agencies with high usage of interpreters.

During the meeting, the Deaf community members had two items of discussion: video relay interpreters and Deaf interpreters.

The main comment from an agency with high usage of interpreters was that the level and job descriptions would be helpful for people who do not know much about interpreters and interpreting.

The main issues raised by the interpreter community were:

- The recent workshop fee for interpreters earning CEUs.
- The recommended fee schedule for neighbor island interpreters should be separate from the recommended fee schedule for Oahu.
- Creating a list of jobs associated with the levels are too confining and specific.
- The referral agency is the qualified entity that should be able to determine placement of interpreters for jobs.

Francine Wai explained that comments from the first public information meeting will be compiled for the Committee to review. She recognized the significance of the content being discussed because it involves the livelihood of interpreters as well as the need for providing guidelines for agencies to strive for effective communication.

Heather Benjamin shared that a mainland agency recently contacted several local interpreters for a medical appointment and the text stated that the interpreter did not have to be certified or credentialed. The Committee agreed that this is inappropriate and that something needs to be in place to ensure effective communication.

V. New Business

No new business was announced.

VI. Next Meeting

The Committee's next meeting is scheduled for Tuesday, February 21, 2017, at 1:00 p.m.

VII. Announcements

It was formally announced that Kurstin Chun will be leaving DCAB. She expressed her gratitude for the opportunity to be a part of DCAB and that she will miss working with everyone.

VIII. Open Forum: Public comment on issues not on the agenda, but to be considered for placement on a future Committee meeting agenda.

No public comments were made.

IX. Adjournment

The meeting adjourned at 1:00 p.m.

NOTE: All votes were unanimous unless otherwise noted.

Respectfully submitted,



KURSTIN CHUN