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Board for Evaluation of Interpreters Advisory Board

**Advisory Board Meeting
September 25, 2020**

Agenda

Public comment may be taken on any agenda item.

- Call to order & Introductions
- Approval of minutes from May 31, 2019 meeting
- Health and Human Services leadership update
- Office of Deaf and Hard of Hearing Services Director report
- Adoption of revised bylaws
- General, court, and medical ethics survey results



Agenda (cont.)

Public comment may be taken on any agenda item.

- General, Court, and Medical ethics subcommittee reports
- Recommended interpreter certification levels by skillset
- Interpreter fees
- Next meeting planning
- Adjourn



Call to Order & Introductions

Advisory Committee Members:

- Todd Agan, Member
- Merrilee Gietz, Member
- Deborah Martinez, Member
- Sherri Roberts, Member
- Martin Vasquez, Member
- Alaina Webb, Chair
- Vacant, Member





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Approval of Minutes

May 31, 2019 Meeting

HHS Leadership Update

Joe Perez

Deputy Associate Commissioner

Rehabilitative and Independence Services

Dee Budgewater

Deputy Executive Commissioner

Health, Developmental and Independence Services



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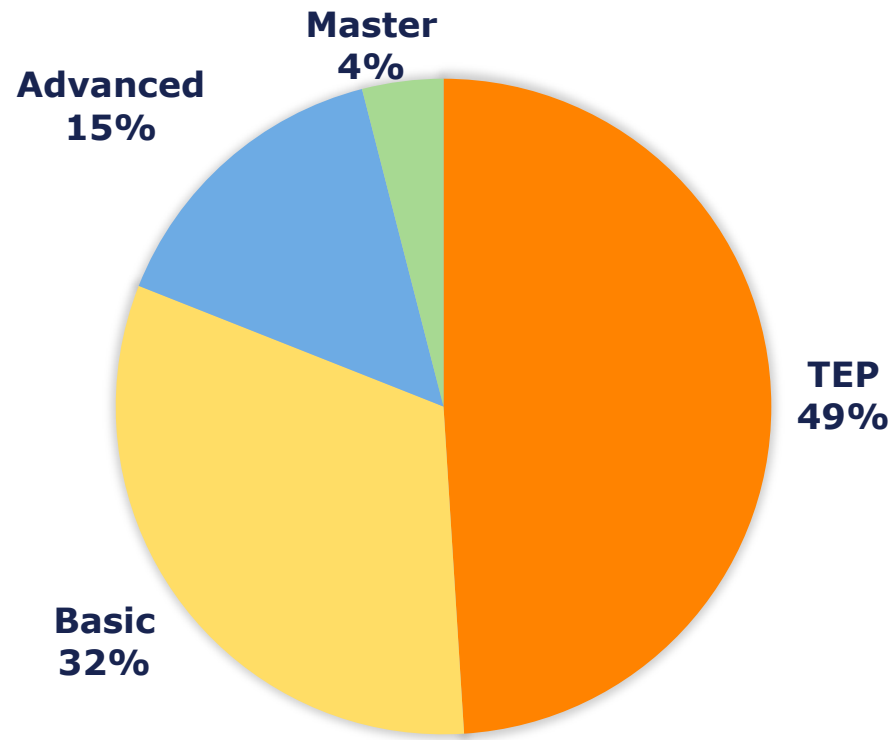
Office of Deaf and Hard of Hearing Services Director Report



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BEI Focus & Priorities

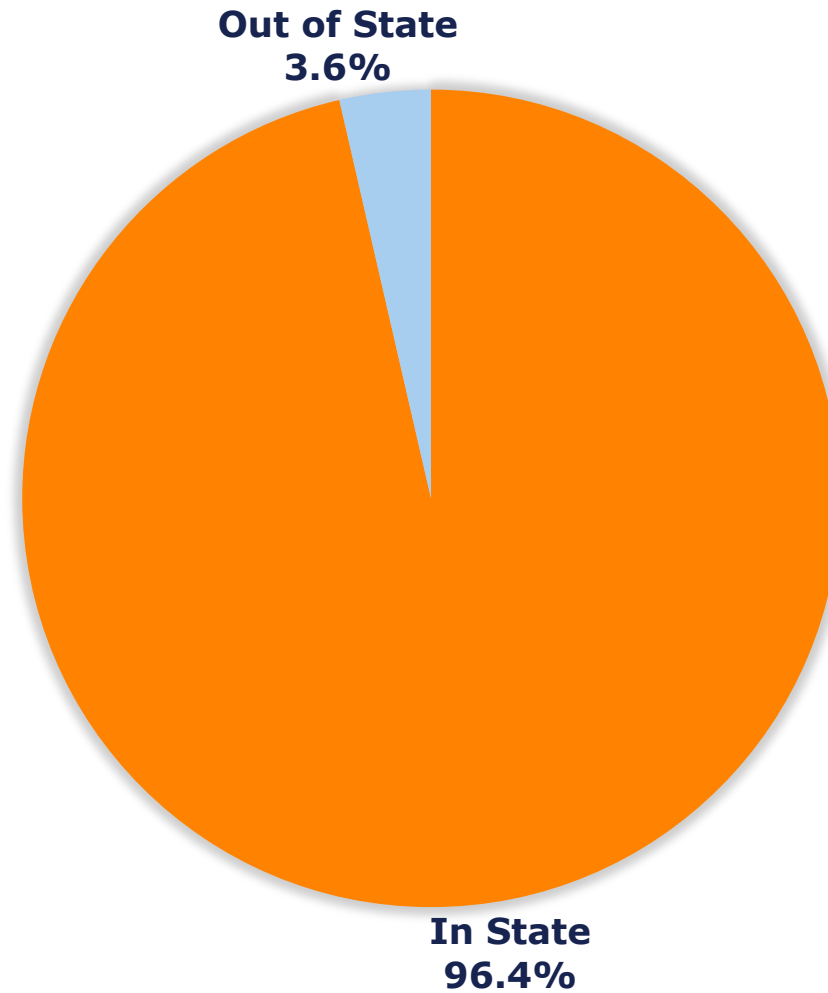
- Tests Administered (FY16-18)



TEP: In and Out of State



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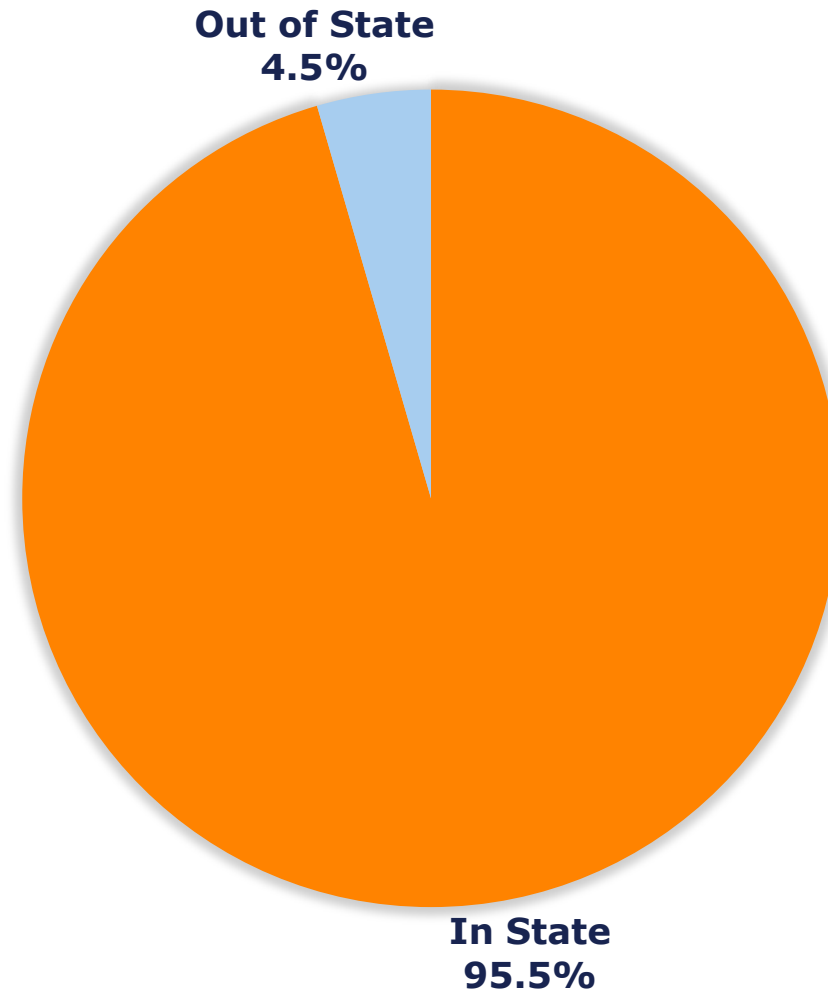


[Based on 3 years of data]

Performance: In and Out of State



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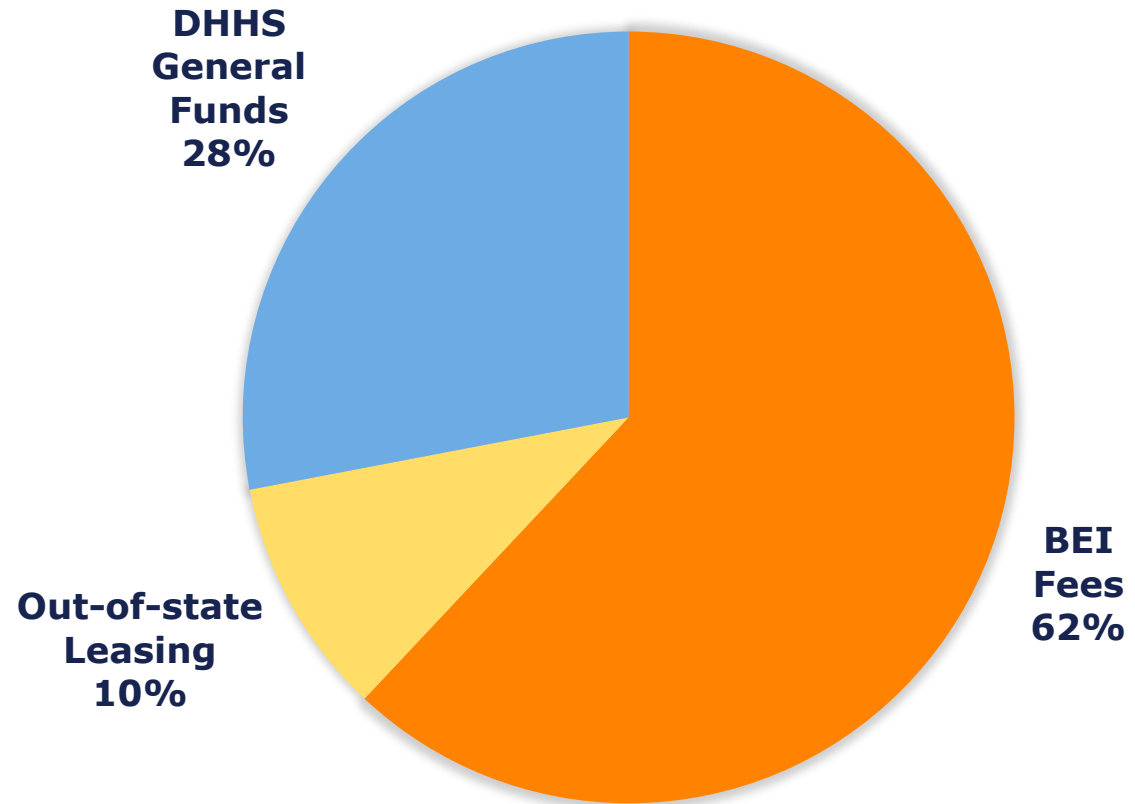


[Based on 3 years of data]

BEI Funding



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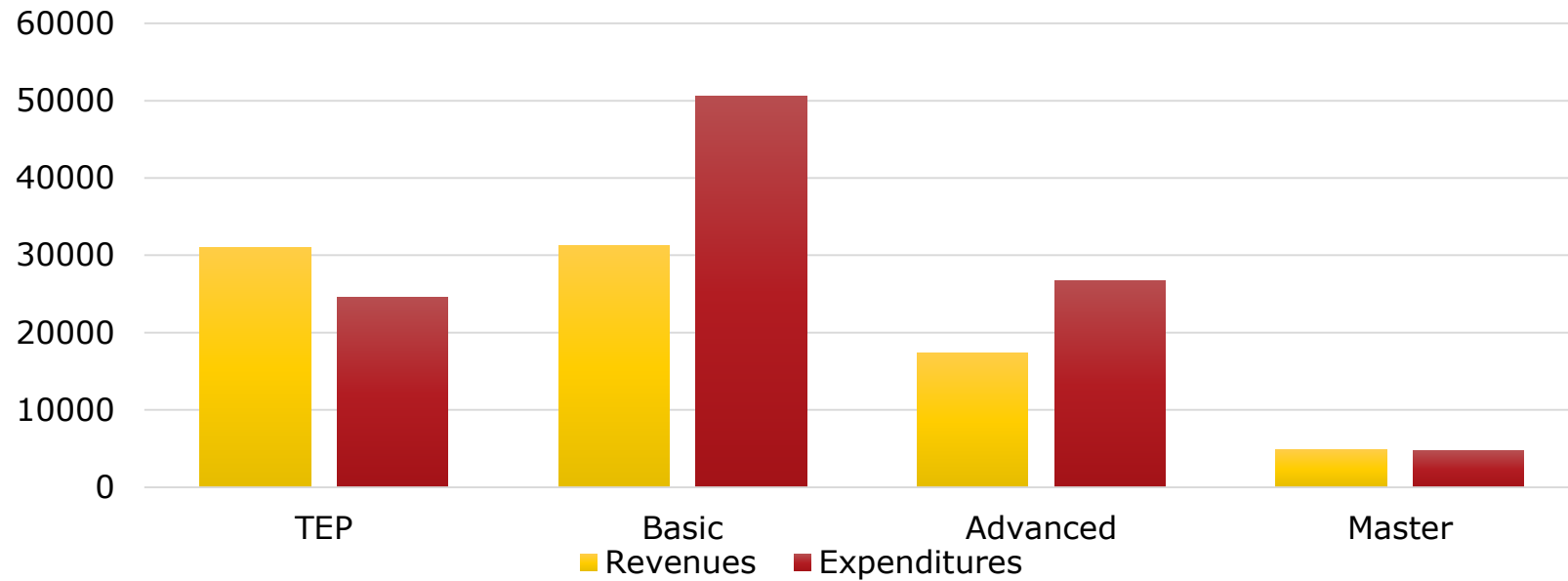


Revenues/Expenses



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Tests

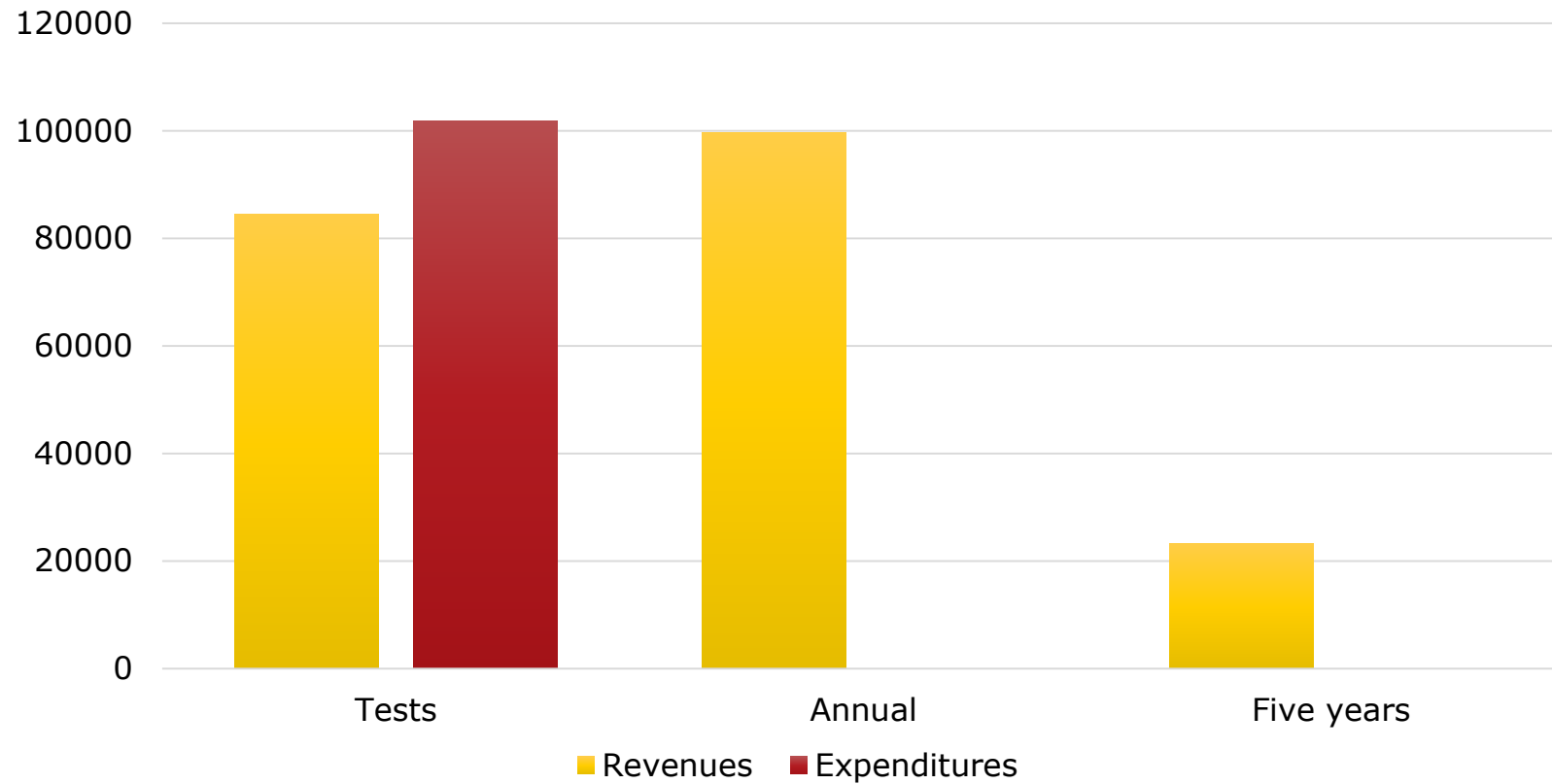


Revenues/Expenses (cont.)



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Fees





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Adoption of Revised Bylaws

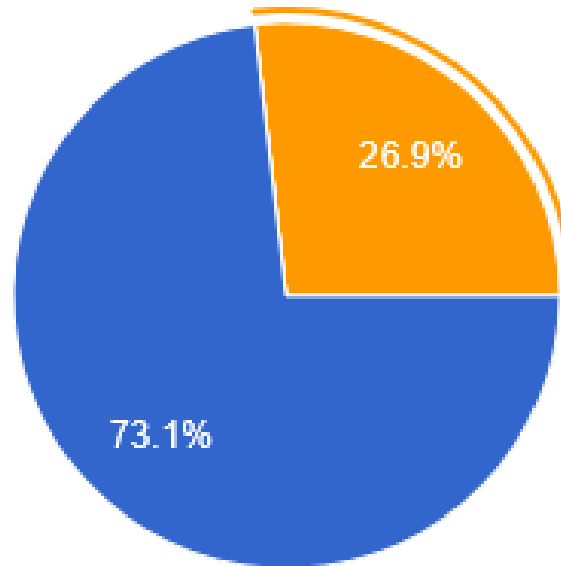
General, Court, Medical Ethics Survey Results



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What type of certification do you have?

175 responses



- BEI
- RID
- BEI + RID

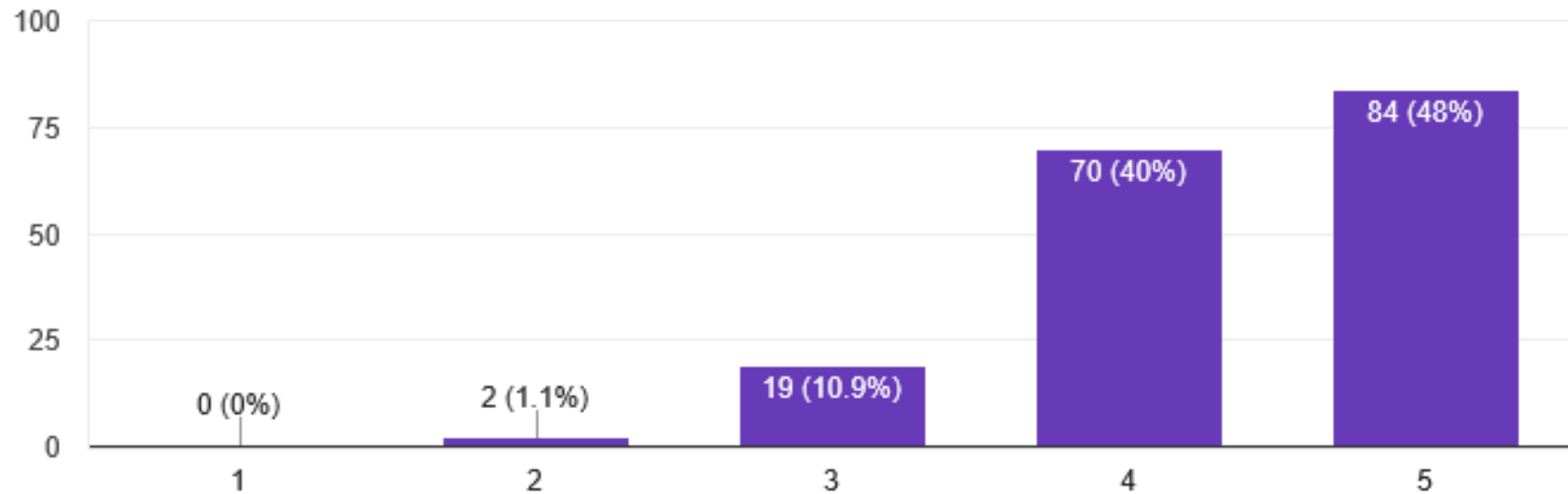


RID CPC: What is your overall satisfaction?



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175 responses





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General Interpreting

RID Tenet 1 (Confidentiality): Comments

- Does not address educational interpreting or dual roles
- Does not address when consumer is in violation of laws/rules
- Should address case conferencing and conduct on social media
- Should include “do no harm”
- Some situations call for mandatory reporting (federal/state requirements)



RID Tenet 2 (Professionalism): Comments

- Would help to have an illustrative behavior to address recusing oneself from an assignment already in progress
- Highlight the use of a CDI or language facilitator when appropriate (this is often not honored by clients or agencies)
- Some less experienced interpreters may not have the ability to discern the language needs of the Deaf client
- Agencies sometimes send unqualified interpreters, stating that “someone is better than nothing”; need to counteract this perspective by emphasizing the responsibility to “do no harm”

RID Tenet 3 (Conduct): Comments

- Should include specifics for educational interpreters
- Needs to provide more guidance about how to handle dual roles
- Consider changing 3.5 from “present themselves in an unobtrusive manner” to “present themselves without bringing undue attention to themselves”



RID Tenet 4 (Respect for Consumers): Comments

- Illustrative behaviors should explicitly include respect for all consumers (both Deaf and hearing)
- Consider illustrative behaviors that distinguish differences between respect for consumers who are minors versus consumers who are adults



RID Tenet 5 (Respect for Colleagues): Comments

- Add illustrative behavior to address interns/students
- Add language that urges students to recognize their limitations and defer major decisions and actions to the guidance of their supervising interpreter
- Would like to expand mentoring programs
- Consider using more plain language for all to understand (many of my deaf consumers, friends, etc., do not understand the examples as written)



RID Tenet 6 (Business Practices): Comments

- Need more expansion regarding pro bono services; pro bono is appropriate for volunteer situations but should not be provided to entities who are legally obligated to provide services and can pay



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RID Tenet 7 (Professional Development): Comments

- Needs to address online learning



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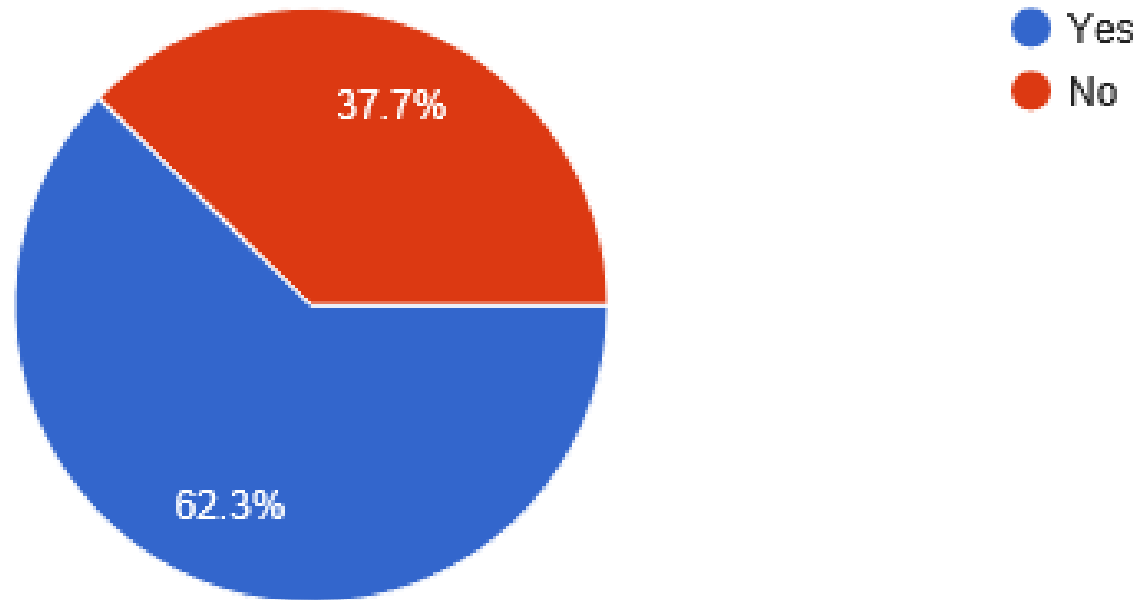


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Healthcare Interpreting

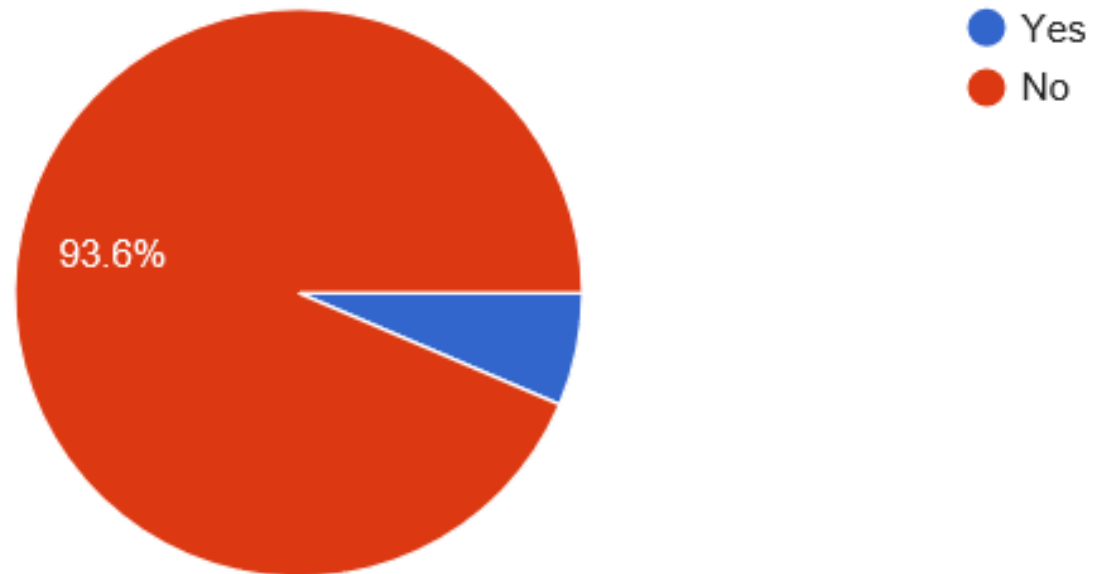
Do you provide healthcare interpreting services?

175 responses



Do you have a BEI medical interpreter certificate?

109 responses

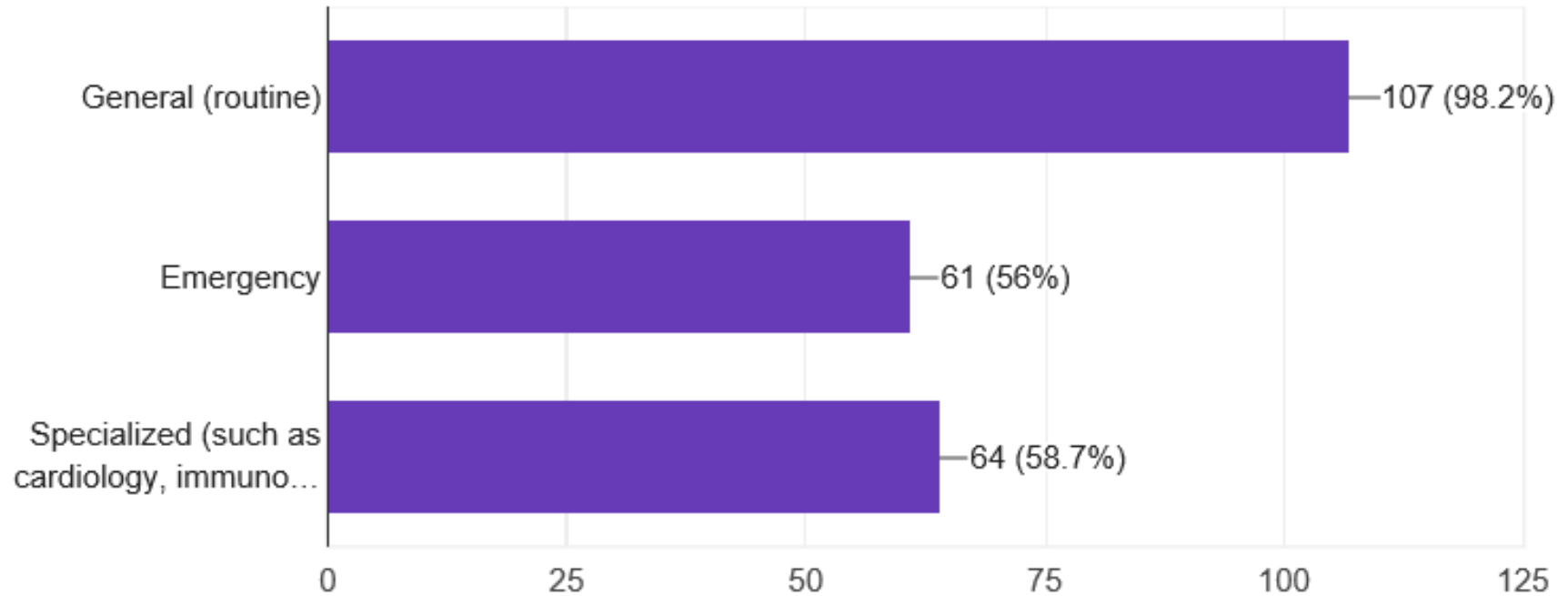


What kind of healthcare interpreting assignments do you do?



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109 responses

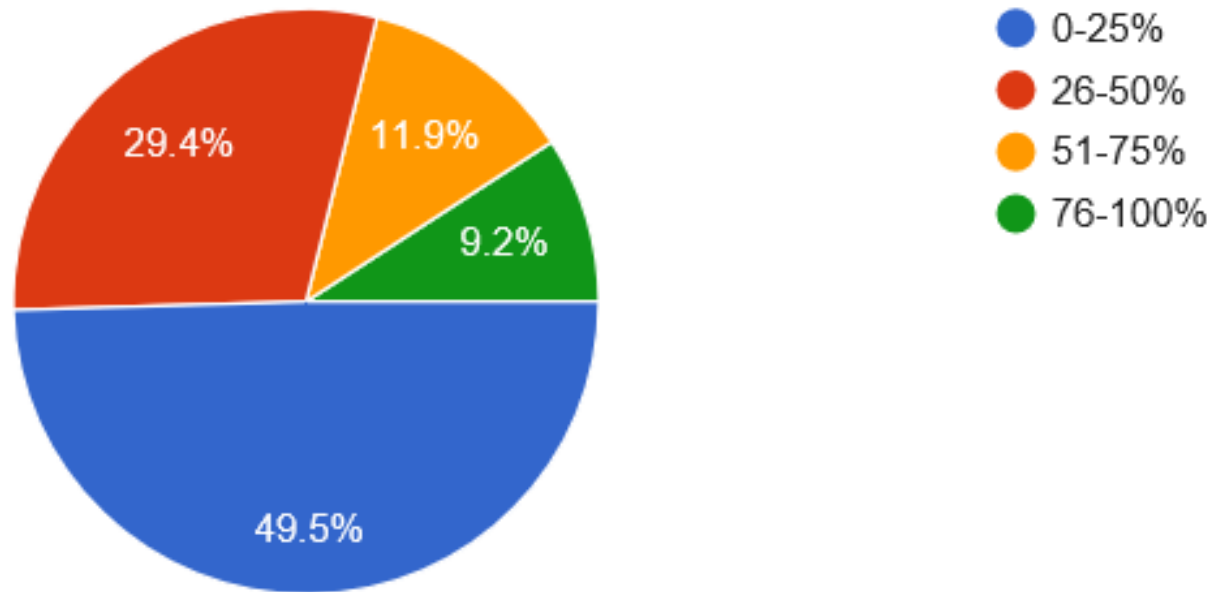


Considering all the interpreting assignments you have worked in the past year, approximately what percentage were in healthcare settings?



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109 responses



Healthcare Value 1 (Non-maleficence): Comments

- Need more clarity regarding term “vague” – could be bent to unjustifiable means
- Regarding “informed consent” – it should be the medical professional’s obligation to ensure the patient understands content, consent, etc. (not the interpreter’s responsibility)
- Need to define advocacy and the interpreter’s role/limits



Healthcare Value 2 (Privacy and Autonomy): Comments

- “Informed consent” is addressed in both Value 1 and Value 2, but statements are not consistent



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Healthcare Value 3 (Beneficence): Comments

- Medical interpreting, in most cases, should not be provided pro bono
- Historically, in this profession, the word “beneficence” has had a negative connotation
- Support the inclusion of “respect for a patient’s culture”
- Regarding social media, would like to be more explicit that no assignment related information should be shared online



Healthcare Value 4 (Justice): Comments

- Consider using the word “impartiality” rather than “justice”
- Various bullets seem repetitive / duplicative



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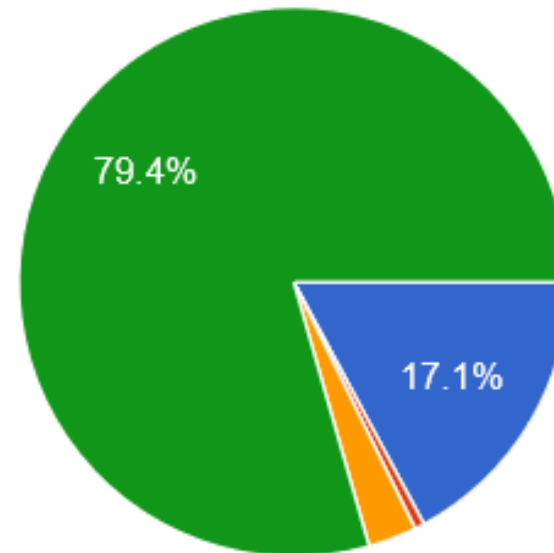


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Court Interpreting

Are you court certified?

175 responses



- Yes - BEI
- Yes - RID
- Yes - Both BEI and RID
- No

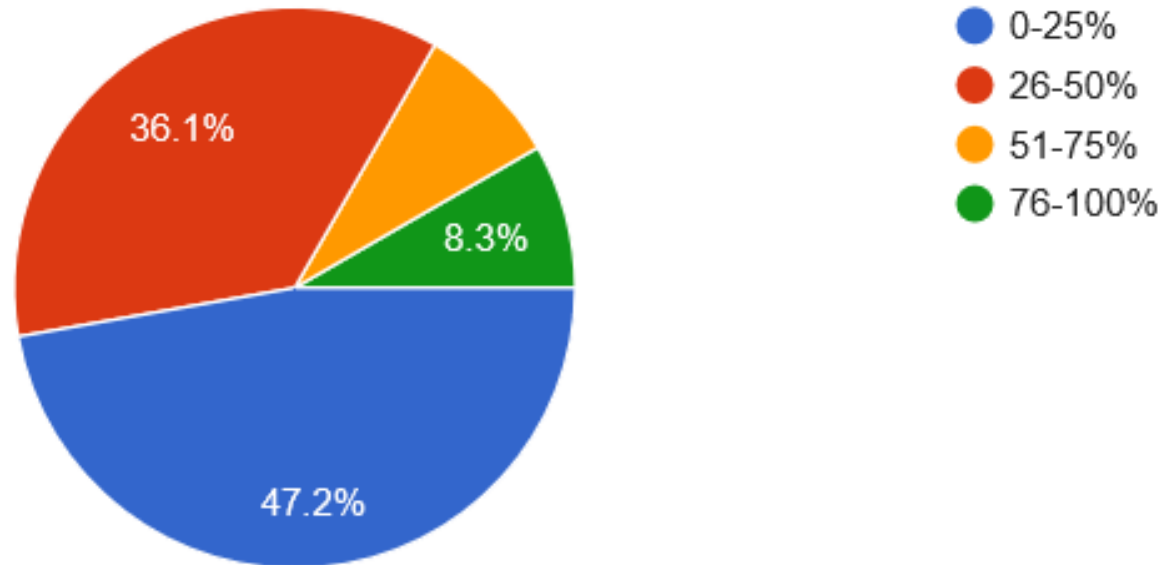


Considering all the interpreting assignments you have worked in the past year, approximately what percentage were in court settings?



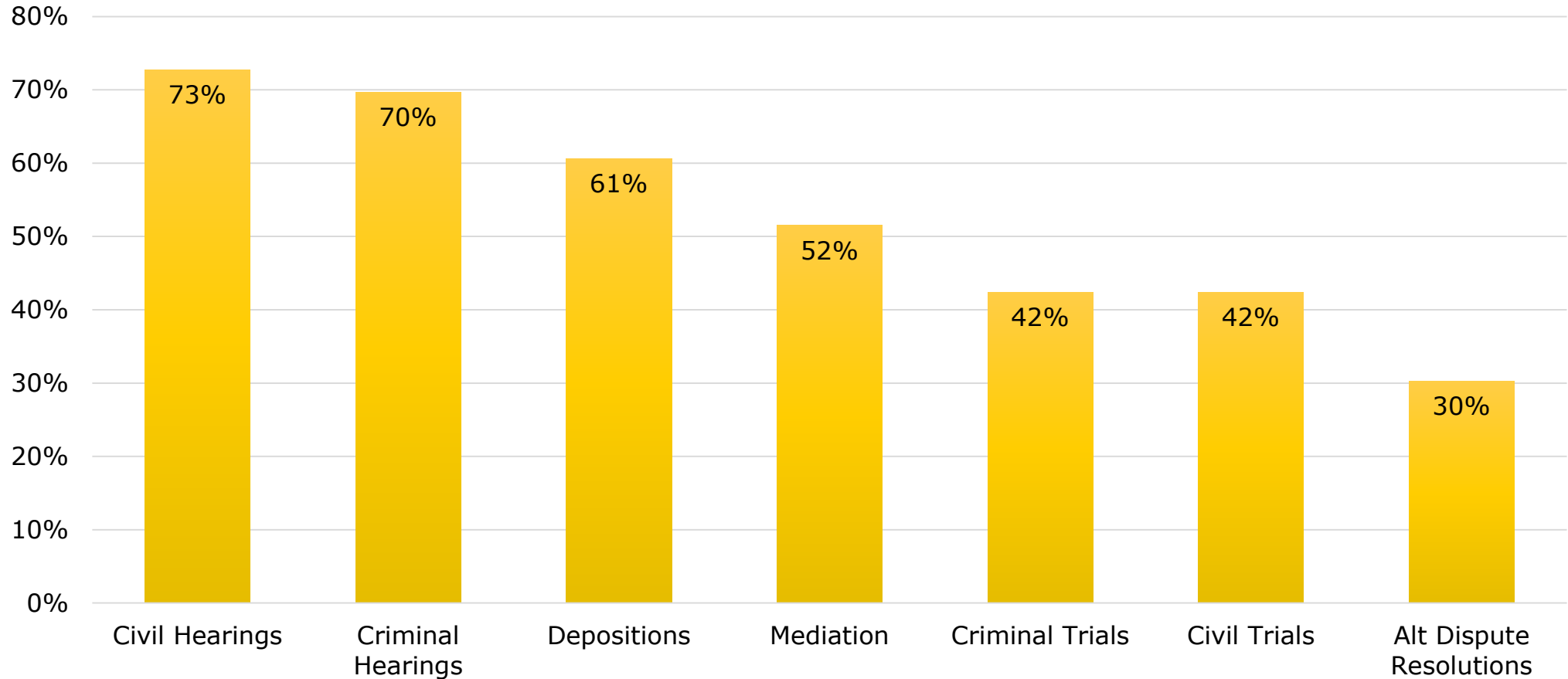
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36 responses



Which court settings do you primarily work in?

33 Responses



Court Canon 1 (Accuracy and Completeness): Comments

- Recommend following National Center for State Courts (NCSC) Model Code for all court canons:

<https://www.ncsc.org/~media/Files/PDF/Services%20and%20Experts/Areas%20of%20expertise/Language%20Access/Resources%20for%20Program%20Managers/Court%20Interpretation%20-%20Consortium%20Model%20Guides%20for%20Policy%20and%20Practice%20in%20the%20State%20Courts.ashx>



Court Canon 2 (Representation of Qualifications): Comments

- No new comments



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Court Canon 3 (Impartiality and Avoidance of Conflicts of Interest): Comments

- Appreciate the reference to “avoidance of dual roles”
- An interpreter / attorney should serve in only ONE capacity, not both



Court Canon 4 (Professional Demeanor): Comments

- Phrase “being as unobtrusive as possible” sometimes leads interpreters to believe that they are not to interrupt or discuss necessary information to ensure effective communication. Consider rewording to “without bringing undue attention to themselves.”



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Court Canon 5 (Confidentiality): Comments

- No new comments



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Court Canon 6 (Scope of Practice): Comments

- An attorney should be present during sight translation to provide clarification as needed



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Court Canon 7 (Assessing & Reporting Impediments to Performance): Comments

- Current practice does not require an interpreter for counsel to show credentials or qualifications



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Court Canon 8 (Duty to Report Ethical Violations): Comments

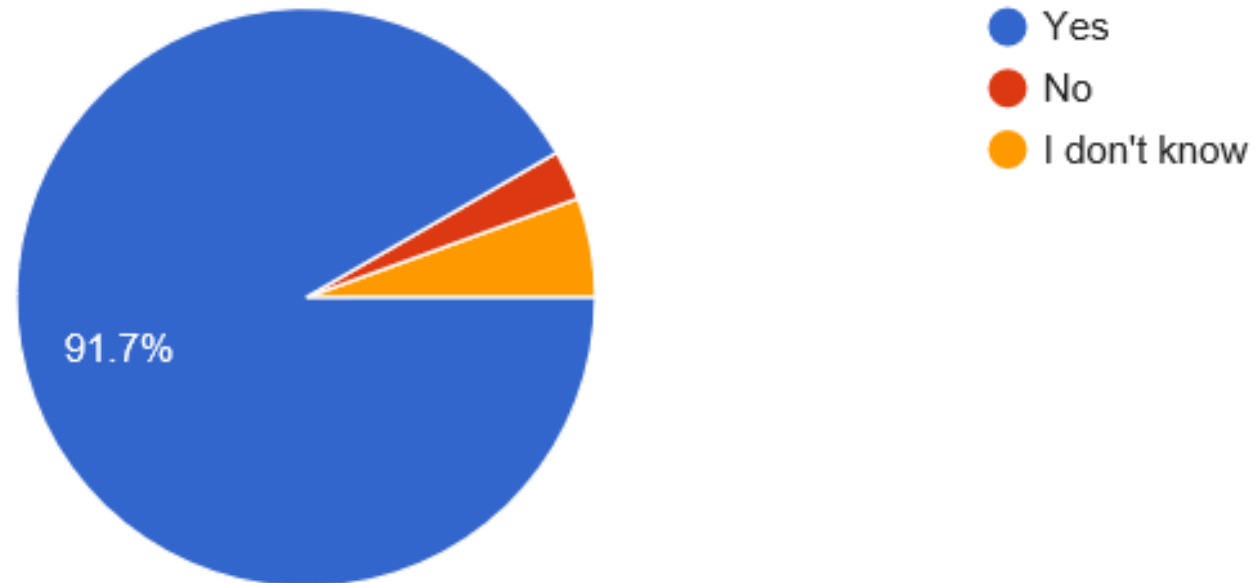
- Consider “Respect for Colleagues” as well. Suggest discussing perceived violations with other interpreter before informing the judge.



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Do you think interpreters for counsel (table interpreters) should be court-certified?

36 responses



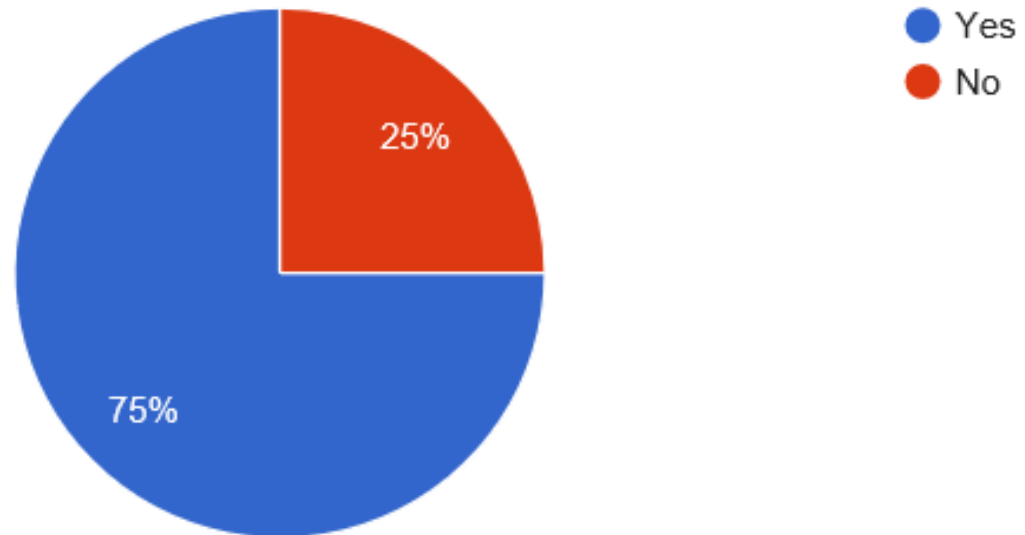
Why should interpreters for counsel (table interpreters) be court-certified?

- Interpretation at the table should be held to the same standard as proceedings interpreters
- They are participating in court proceedings and should have abilities evaluated accordingly
- Their role is to monitor the proceedings interpreters, they need the same qualifications and credentials to be able to provide knowledgeable and accurate feedback of the work done in the court
- If an interpreter is working in the “well”, he/she must have court certification



Do you think these codes of professional conduct sufficiently outline the ethical standards needed in the interpreting profession?

36 responses



What additional ethical practice(s) do you feel need to be considered?

- Use of social media
- Mentoring relationships
- Ethical business practices by agencies (how to enforce?)
- Address interpreter's role to inform the court if a CDI is needed



Additional Comments or Concerns

- Specialty codes would overlap existing CPC and cause confusion for those working in dual role (ex. interpreting for a deaf student and school nurse)
- Prefer all principles be incorporated within overall CPC; supporting tenets could be more reflective of specialties
- Most of my deaf friends who have looked at the CPC don't understand it the way it's written. Consider creating a companion document using 'plain language' (and possibly an ASL video version) with less 'legalese'.



Subcommittee Reports (General, Legal and Medical)



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Recommended Interpreter Certification Levels



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Interpreter Fees



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Public Comment

Public comment may be taken on any agenda item



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Next Meeting Planning



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Adjourn
