

# LCD Interpreter Needs Assessment Report Town Hall Meeting

Jana Broussard, Shane Feldman, Jazmyne Lemar  
March 29, 2023



# Webinar Logistics

- Chat box is closed for participant engagement.
- Use Q&A Box to ask questions or request to voice/sign your question.
- Smartphones have limited viewing options, we recommend using a laptop or desktop computer.
- This webinar is being recorded.

# Introductions



**Jana Broussard**  
Interim Executive Director,  
Louisiana Commission for the Deaf



**Shane Feldman**  
Chief Executive Officer  
Innivee Strategies, Inc



**Jazmyne Lemar**  
Statewide Interpreter Policy &  
Programming Manager  
Louisiana Commission for the Deaf

# Agenda

- Introductions
- Purpose of Townhall and Brief History of Events- Jana Broussard
- High Level Overview of Interpreter Assessment Report Findings and Recommendations- Shane Feldman
- Break - 5 minutes
- Next Steps - Jazmyne Lemar
- Q & A

# Purpose of the Town Hall meeting

- Share information about the report findings;
- Provide information regarding next steps for LCD's implementation of interpreting standards.
- To provide opportunity for thoughts, feedback, suggestions, and concerns

# LCD Established Strategic Priorities

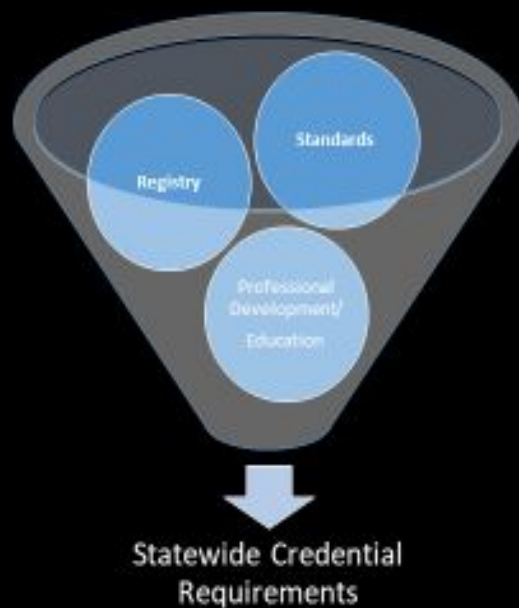
## ESTABLISH INTERPRETING STANDARDS AND SYSTEMS

**July 2021**

LCD will establish new systems and standards for American Sign Language (ASL) interpreting which define, describe, and incentivize new expectations for and oversight of the quality of ASL interpreters, including those in educational settings.

November  
2021

## Current/Future Timeline- 3 years



1



Develop statewide public facing registry of interpreters

2



Establish professional development and educational opportunities for interpreters

3



Complete research and identify appropriate state standards for workforce

\*Establish/revise statutes, rules, and policies to support all initiatives-Leg session: Spring 2022

# Priorities up until this report

1. **Revision of LCD Statute**
  - Finalized and passed July 2022
2. **Development of professional collaborative partnerships**
  - LCTCS, LAD, LRID, NODBA, LDOE, La Supreme Court
3. **Develop Interpreter Registry**
  - Released March 2023
4. **Revise LCD's Admin Code**
  - In progress; Notice of Intent goal April 2023
5. **Conduct a statewide assessment to better understand the current state of the State**
  - Report released March 2023



# Revision of LCD Statute

Finalized and passed July 2022



# LCD Statute RS 46: 2353

LCD is mandated to do the following:

- Establish, administer, and promote a statewide program to standardize interpreting services for those who are d/Deaf, DeafBlind, or hard of hearing.
- Establish the process and set the criteria for the professional credentialing of interpreters.
- Develop and maintain a registry of credentialed interpreters, including administrative guidelines for the registration process.

# LCD Statute RS 46: 2353

LCD is mandated to do the following:

- Work with LDOE to set minimum qualifications and registration for interpreters working in educational settings.
  - LCD will take over the approval process for applications and renewal of state certificates
- Work with the Louisiana Supreme Court to set the minimum qualifications and registration of interpreters working in the courts of Louisiana.

# Development of Professional Collaborative Partnerships

## Severe Weather Preparedness Webinar

**Presented by:**  
National Weather Service New Orleans  
Louisiana Commission for the Deaf



**Date:** Thu, Feb 23 2023

**Time:** 6PM – 8PM CST

**Format:** Zoom Meeting

[https://us06web.zoom.us/join/register/WN\\_3xqnJQSPQCGVqL6dOH6Mw](https://us06web.zoom.us/join/register/WN_3xqnJQSPQCGVqL6dOH6Mw)

**Live sign language interpretation will be provided!**

### Topics will include:

- Severe weather safety and preparedness
- Severe weather forecast graphics
- Available resources

## Onsite and Virtual Training

# TAX CUTS AND JOB ACTS UPDATES FOR INTERPRETERS

**PRESENTED BY:**

**FRANK HURSTELL**

**FEBRUARY 9, 2023**

**6:00PM-8:00PM CST**



## Virtual Training

# ENHANCING RESILIENCE

**PRESENTED BY: CHARLOTTE  
TOOTHMAN**



## DEAF, DEAF BLIND, HARD OF HEARING & INTERPRETERS COMMUNITY DISASTER PREPAREDNESS TRAINING

LOCATION: TREME REC CENTER, 900 N VILLERE ST, NEW ORLEANS, LA 70116

DATES: SATURDAY, JANUARY 28 & SATURDAY, FEBRUARY 4, 2023

TIME: 9:00 AM TO 4:30 PM

# LRID'S 2022 FALL CONFERENCE

Covington, LA (In person and virtual)

&

Mandeville, LA (In person ONLY)

**52nd Biennial Conference**  
June 1st - 3rd, 2023  
New Orleans, LA

Embracing the Challenges of Change  
Celebrating 115 Years


FOR MORE INFO  
LAD1908.ORG

Quinn Forevers  
(Sheena Lyles)



# Develop Interpreter Registry

Released March 2023

 **LOUISIANA DEPARTMENT OF HEALTH** LDH.LA.Gov 

## Louisiana Interpreter Registry

Welcome to the Louisiana Commission for the Deaf (LCD), Interpreter Registry. LCD maintains the Louisiana Interpreter Registry, in pursuant of RS 46:2353. The LCD administers the statewide registration of all interpreters listed on the Interpreter Registry. Search through the list of interpreters using the optional filters to identify and locate interpreters in your area. Click the "View Interpreter Profile" icon to view details about the selected Interpreter.

Sign up to join the growing roster of registered Interpreters in Louisiana!

[Sign Up](#) [Login](#)

 [Interpreter Registry](#) [Glossary](#)

# Revise LCD's Admin Code

Administrative Code interprets LCD law or policy

LCD must update its Admin Code to include details of the following:

- Charge reasonable fees to cover the administrative costs of applications, examination of applications, and renewal of registration.
- Accept registration for applicants with valid credentialing from another state, based on the board's recommendation for reciprocity.
- Adopt conditions under which registration will expire.
- Specify procedures outlining grounds for denying, suspending, or revoking an interpreter's registration with the state.

# Revise LCD's Admin Code

LCD must update its Admin Code to include details of the following:

- Adopt and specify grievance policy and procedures and the process for disciplining interpreters.
- Provide for a deaf or hard of hearing person's right to choose his interpreter to the extent possible and appropriate.
- Exempt interpreters of religious services or those interpreting on a voluntary basis without compensation from the requirement of registration.

# Statewide Interpreter Needs Assessment





# Report Findings and Recommendations

## The Process

### 1. ANALYZE CURRENT MARKET

The current market and constituent expectations of the interpreting profession in Louisiana is analyzed and evaluated to best determine the needs assessment framework

### 2. DETERMINE OVERSIGHT AUTHORITY

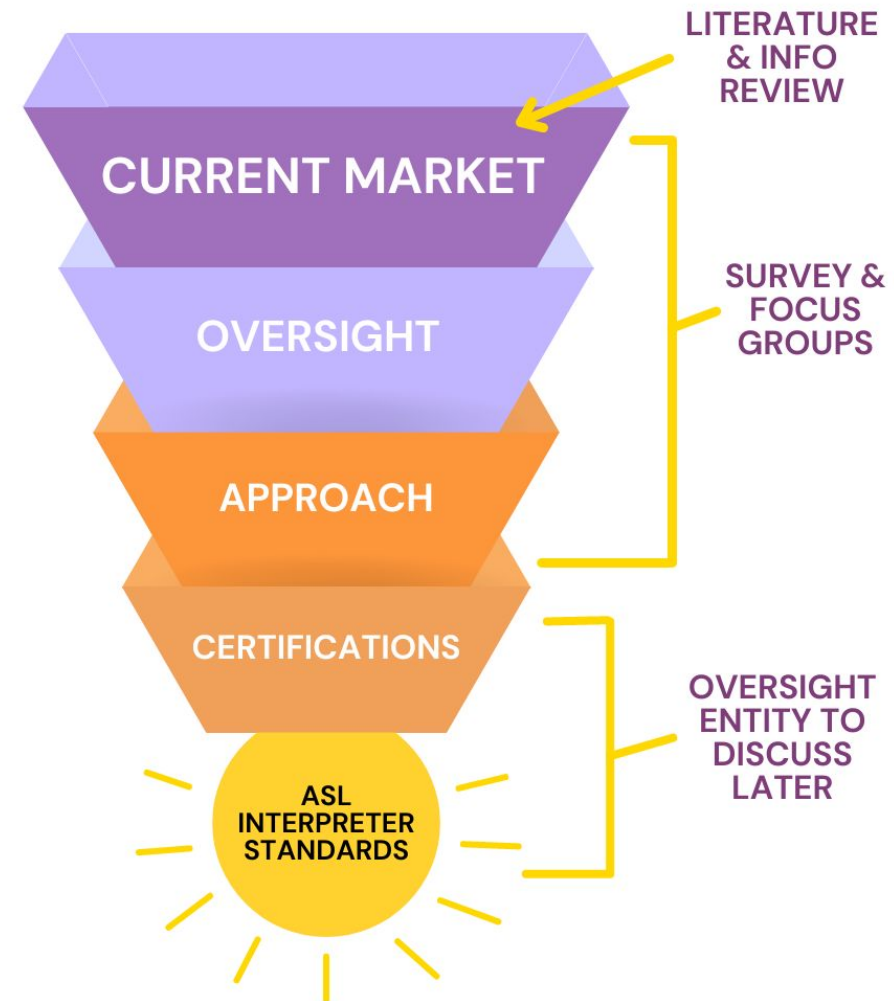
Louisiana deaf/interpreting community to assess options for the agency (LCD, licensing agency, etc.) that makes decisions and establishes minimum interpreter standards

### 3. ESTABLISH APPROACH

Constituents to evaluate expectations on how interpreter quality should be enforced and managed (public list, enforcement, professional development)

### 4. CREATE REGULATIONS

The chosen oversight authority (after legislative efforts) will make decisions on issues such as the certification to recognize (RID, BEI, QAS, etc.) and other regulatory details



# Tseng - Professionalization of Interpreters

## PHASE 1

- Identify barriers of becoming an interpreter
- Discuss how the profession is understood
- Evaluate how interpreters are trained

## PHASE 2

- Developing consensus on protecting clients & maintaining quality
- Forming strong professional groups
- Working collaboratively

## PHASE 3

- Establish code of ethics
- Build trust
- Interpreters become widely accepted

## PHASE 4

- Establish minimum standards of qualifications to work
- Reduce number of unqualified interpreters in the workforce

# Prioritization of Challenges

## **ASL INTERPRETERS**

1. Insufficient interpreting training/mentorship
2. Insufficient salary for interpreters
3. Enforcement of interpreting quality
4. Supply and retention of interpreters

## **DEAF, DEAFBLIND, HARD OF HEARING**

1. Insufficient interpreting training/mentorship
2. Supply and retention of interpreters
3. Enforcement of interpreting quality

## **HIRING ENTITIES**

1. Insufficient interpreting training/mentorship
2. Supply and retention of interpreters
3. Enforcement of interpreting quality

## **INTERPRETING AGENCIES**

1. Supply and retention of interpreters
2. Insufficient interpreting training/mentorship
3. Enforcement of interpreting quality
4. Insufficient salary for interpreters

# Recommended steps



# Phase 1: Barriers & Opportunities

- Pay/compensation
- Deaf, DeafBlind, Hard of Hearing Competency w/ ASL Interpreters
- Training & Education - ASL Programs / IEPs

# Phase 2: Barriers & Opportunities

- Defining quality of ASL interpreters
- Forming strong professional groups
- Building collaboration

# Phase 3 & 4:

- Minimum standards
- Specialized standards
- Legislative mandates & government systems

A decorative graphic on the left side of the slide consists of a grid of hexagons in various colors including purple, green, cyan, orange, yellow, and red, arranged in a pattern that tapers to the right.

# Oversight Authority: Purpose


- Short-term

- Provide guidance for entities that develop & maintain IEPs
- Professional development/mentorship; evaluation
- Work with school districts to create an uniform process

- Long-term

- Establish interpreting standards
- Oversee ethics and violations
- Enforcement and regulatory authority





**Break**

**5**

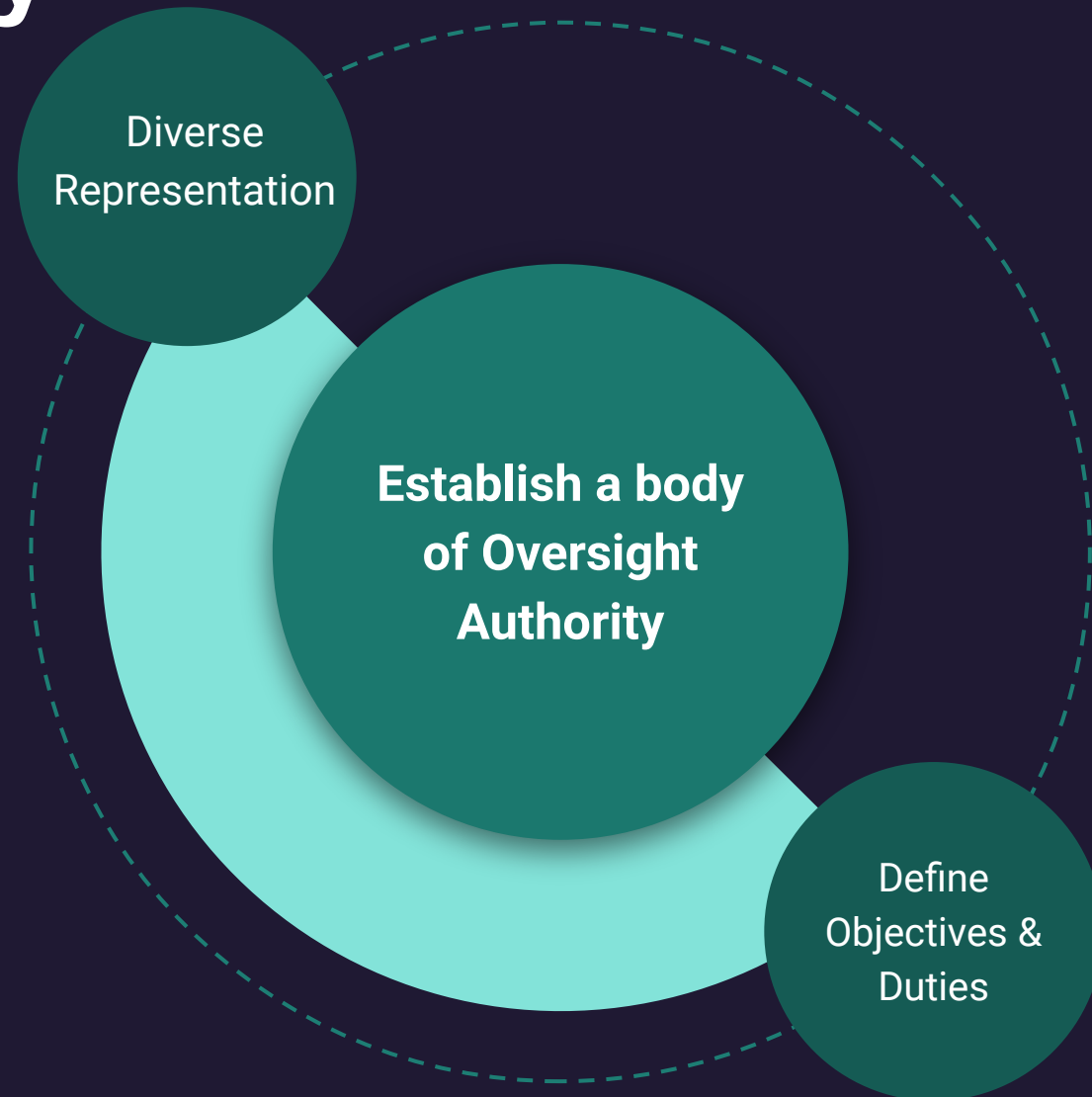
**minutes**



***Next Steps:***

***Top Priority***  
***Phase 2: To be in***  
***a Consensus***  
***and function as***  
***a Committed***  
***Community***

# Priority 1: Establish a body of Oversight Authority



# Priority 2: Establish formal Partnerships with Key Constituents to Collaborate on Initiatives

## Identify Key Constituents

LAD, LRID, NOBDA, LDOE, La. Supreme Court, and others.



## Working Collaboratively

Building a working collaborative partnership with entities.



## Bridging Missing Gaps

I.e Invest in training and other needs.

# Priority 3: Establish Professional Development and Education Opportunities for Interpreters

## Mentorship

Explore avenues by establishing formal partnerships and identify resources and funding to fill this gap.

## IEP Programs

Recommended to establish a 4 year Interpreter Education Program (IEP).

## Partnerships

Explore opportunities for partnerships with current educational programs ( I.e. La. Community and Technical Colleges, Delgado Community College).

# Key Takeaways of the Next Steps



To be in a Consensus and function  
as a Committed community



Q&A



# Thank you!

Stay Connected with Louisiana Commission for the Deaf



Website: <https://ldh.la.gov/page/LCD>

Email: [LCD@la.gov](mailto:LCD@la.gov)