

**Minutes from the Arizona Commission for the Deaf and the
Hard of Hearing, Special Board Meeting.
Meeting held April 17th, 2025 at 3:00 pm.
The meeting was held via Zoom Teleconference.**

Call to Order & Roll Call

Commissioner Sienko called the meeting to order at 3:05 PM.

Commissioners present: Catherine Sienko, Randal Kidd, Harvey Goodstein, Diana Herron, Virginia Thompson, Fred Williams, Melanie O'Rourke, Sarah Bolmarcich, Debbie Venkatesh, Jennifer Scarboro, Virginia Thompson,

Commissioners absent: Scott Madsen, Lisa Swensen, Andrew Cohen

AAG: Elise Phalen,

Staff Present: Nikki Soukup, Sue Kay Kneifel, Carmen Green Smith, Ricky Gonsowski, Chyla Dalton-Nava

Approval of Minutes

Commissioner Bolmarcich moved to approve the minutes from the February 20th, 2025 meeting, seconded by Commissioner Herron. The motion passed unanimously.

Public Comments

Public comments on interpreter complaints were given by the following:

Cindy Volk: written comments on the investigation process for interpreter complaints

Allan Craig: pre-recorded video comments on the complaint he filed against April Maldonado

Elizabeth Grigsby: pre-recorded comments on the complaint filed against her.

Interpreter Complaints

Regarding Elizabeth Grigsby: Victoria Vaughn gave a brief summary of the complaint- her license lapsed for four days in January 2024 and she worked for 4 days without a licence. She did not receive the email from ACDHH notifying her of expired license due to travel, however she did address the issue as soon as she returned. Victoria suggested dismissing the complaint against Elizabeth Grigsby. **Commissioner Bolmarcich moves to dismiss the complaint against Ms. Grigsby as this is the first offense; Commissioner Scarboro seconds, the motion carried unanimously.**



Arizona Commission

for the deaf and the hard of hearing

100 N 15th Avenue □ Suite 104 □ Phoenix, AZ 85007
acdhh.org

Regarding Hilary Adair: A community member, Rebecca Stewart, filed a complaint against Hillary, who is not an Arizona licensed interpreter. Rebecca was advocating for her daughter to receive accommodations from a qualified ASL interpreter while her daughter visited Bearizona. Victoria Vaughn did contact Bearizona in an attempt to educate them on the proper procedure for obtaining a qualified, licensed interpreter. The calls and emails were unsuccessful. Attempts were also made to advocate for the use of qualified interpreters in the future. Based on the investigation, the recommendation is to send a letter of concern or letter of demand to Hillary Adair. The letter should inform her that an Arizona license is required to work in any setting where they are compensated for interpreting outside of the K-12 setting. A discussion followed with Commissioner Kidd asking what happens if there is no response to the letters and emails sent. Victoria explained that the agency does not have any other recourse other than to try to provide education, and encourage businesses and people to follow the law. The discussion continued.

Commissioner Kidd moved that a letter of demand be sent to Hilary Adair, informing her that an Arizona license is required to work in any setting where they are compensated for interpreting outside of the K-12 setting; Commissioner Thompson seconds, the motion carried unanimously.

Regarding Sarah Campbell: This complaint was initially on our agenda in August 2024, but due to time constraints, it was repeatedly pushed to the next agenda and has still not been resolved. Sarah Campbell let her license lapse and worked for some time without a license. We only discovered this when she reapplied for her license. Currently, her license is not active. Therefore, my recommendation is to dismiss the complaint since she is not an active Arizona licensed interpreter. **Commissioner Scarborough moves that the complaint against Sarah Campbell be dismissed; Commissioner Herron seconds, the motion carries unanimously.**

Regarding P. Lanette Pinkard: Arizona licensed interpreter P. Lanette Pinkard allegedly abandoned a patient's doctor's appointment at Mayo Clinic on September 12, 2023. The patient reported that Pinkard left without his permission or knowledge, which caused a delay in his appointment and disrupted hospital staff's ability to communicate with him, leaving the Deaf patient unable to communicate with them effectively.

Ms. Pinkard asked the nurse for permission to get food and drink while waiting outside the patient's room for the staff to return. The nurse agreed, but the patient and family were not informed that Ms. Pinkard would be stepping away briefly. The medical staff entered the room while the interpreter was absent, leaving the Deaf patient unable to communicate with them effectively. Ideally, the patient, his wife, and others involved should have been notified. Ms. Pinkard stated that she was instructed to not enter the room unless the



Arizona Commission

for the deaf and the hard of hearing

100 N 15th Avenue □ Suite 104 □ Phoenix, AZ 85007
acdhh.org

medical staff was coming in and she waited outside the patient's room per their request to only enter when staff entered the room. According to the Deaf patient, due to ineffective communication during the interaction, the relationship with the medical staff was further strained. In this case, Victoria's recommendation is mandating five clock hours of ethics training or a workshop focused on the subject of ethics. A discussion followed.

Commissioner Bolmarcich moves that Ms Pinkard complete five hours of ethics training within 60 days. Commissioner O'Rourke seconds the motion, the motion carries unanimously.

Regarding Thea Tynes: Deb Stone filed a complaint against Thea Tynes on January 2nd, 2024 for allegedly refusing to show her Arizona interpreting license during Ms Stone's VRI medical appointment. Upon investigation, it was found that Cyacom, the interpreting agency which provided the interpreters policy was found to be in conflict with state licensing regulations, requiring that employees display their badges upon consumer request. Subsequent meetings and investigation confirmed this discrepancy. Cyacom has agreed to revise its policy to align with Arizona's requirements, ensuring that employees show their license badges when asked by Arizona consumers. This change has been communicated to all employees, and the issue should be resolved going forward. Victoria's recommendation in this case is to dismiss this complaint as the issue has been resolved. A discussion followed, Commissioner Bolmarcich requested that the next complaint be decided at the same time as the current one to save time, as they appeared to share the same issue. The commissioners discussed this, and determined that there were differences between the complaints and they would need to be resolved separately.

Commissioner Herron moved to dismiss both cases; Commissioner Kidd seconds the motion, a discussion followed. Commissioner Herron moves to dismiss the complaint against Thea Tynes; Commissioner Kidd seconds, the motion carried unanimously.

Regarding Erica Wade: Deb Stone filed a complaint against Erica Wade on January 2nd, 2024 for allegedly refusing to show her Arizona interpreting license during Ms Stone's VRI medical appointment. Upon investigation, it was found that Erica Wade was not licensed in the state of Arizona during the time of that interaction. She is now currently licensed.

Commissioner Scarboro moves to dismiss the complaint against Erica Wade; Commissioner Kidd seconds, the motion carried unanimously.

Regarding Ezra Moore: When Mr. Moore reapplied for his license, it was revealed that he had worked for 87 days without a license due to a missed renewal period. His employer, who monitors licenses, acknowledged the mistake. Additionally, their system prevents call routing if a license is inactive. The interpreter likely didn't work with any Arizona consumers during this time. Therefore, dismissal is recommended. A discussion followed.

Katie Hobbs
Governor



Nikki Soukup
Interim Director

Arizona Commission

for the deaf and the hard of hearing

100 N 15th Avenue □ Suite 104 □ Phoenix, AZ 85007
acdhh.org

Commissioner Scarboro moves to dismiss the complaint against Ezra Moore; Commissioner Kidd seconds, the motion carried unanimously.

Regarding April Maldonado:Mr. Craig and Ms. Maldonado are both employed at UPS. Ms. Maldonado happens to be a licensed Arizona interpreter, however she is not employed by UPS in this capacity. Mr. Craig has requested that UPS procure external interpreters rather than relying on Ms. Maldonado, who holds an Arizona interpreter's license. He believes that Ms. Maldonado interpreting for him creates a conflict of interest and hinders his ability to advocate for himself and obtain neutral interpreters. Despite Mr. Craig's efforts to advocate for himself with UPS staff and Ms. Maldonado, UPS continues to use Ms. Maldonado as an interpreter. Victoria's recommendation is that Ms. Maldonado complete five clock hours of workshop training related to ethics within the next 60 days. A discussion followed. **Commissioner Bolmarcich moves to require April Maldonado to complete five hours of workshop training in ethics within 60 days; Commissioner O'Rourke seconds. Commissioner Herron moves to table the discussion:Commissioner Scarboro seconds.** A discussion followed. **Commissioner Bomarcich withdraws her motion. Commissioner Herron amends her motion to tabling this discussion until the May 15th board meeting.**

Adjournment

Commissioner Goodstein moved to adjourn the meeting at 4:47PM;Commissioner Kidd seconds, the meeting was adjourned at 4:47 PM.

23rd day of April, 2025 at 5:00 pm by Chyla Dalton-Nava, Assistant to the Executive Director.