

**Minutes from the Arizona Commission for the Deaf and the
Hard of Hearing, Special Board Meeting.
Meeting held June 19th, 2025 at 4:30 pm.
The meeting was held via Zoom Teleconference.**

Call to Order & Roll Call

Commissioner Sienko called the meeting to order at 4:34 PM.

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

Commissioners absent: Scott Madsen, Andrew Cohen

AAG: Elise Phalen,

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

Public Comments

Public comments on interpreter complaints were given by the following:

Alvina Malcom: written comments on the complaint filed against her.

Delynn Saunders: live comments on the complaint filed against her.

Hannah Hatcher: live comments on the complaint filed against her.

Marie Tavormina: written comments on the complaint filed against her.

Casey Kasperson, an interpreter who had a complaint filed against him wished to give a comment, but had not completed a digital blue card prior to the meeting to allow him to give comments during today's meeting.

Interpreter Complaints

Regarding Casey Kasperson: Commissioner Herron moved that Casey Kasperson's complaint be moved to the next meeting to allow him time to complete a comment card; Commissioner Kidd seconds the motion, the motion carried unanimously.

Regarding Delynn Saunders: Victoria Vaughn gave a brief summary of the complaint- Ms Saunders has held an Arizona Legal D license since July 17th, 2008. During her 2025 renewal, the Commission requested documentation of 20 hours of legal-themed continuing education workshops. She confirmed she had not completed these within the past four years, stating she was unaware of this requirement for maintaining her Legal D license and



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had not previously been asked for this information. Her current renewal is pending until July 4th, 2025, to allow her time to complete the necessary legal workshops. As the requirements for Legal D renewal were not met, she must reapply as an initial applicant.

We are unable to reinstate or renew Delynn's license at this time because she has not met the renewal requirements for her category. However, she may submit an initial application. This application requires 50 hours of legal-themed continuing education workshops. Currently, this matter must be brought to the Board as a complaint process under Article Three proceedings. The board needs to consider whether to dismiss this complaint due to the circumstances, or if the Board wishes to impose a penalty for the missing continuing education hours. A discussion followed.

Commissioner Swenson moves to dismiss the complaint against Ms. Saunders, Commissioner Thompson seconds, the motion carried with Commissioner Bolmarcich abstaining.

Regarding Hannah Hatcher: A community member, Kayla Raquel, filed a complaint against Hannah Hatcher. Victoria Vaughn provided a summary of the complaint: From October 2023 to March 2024, Hannah Hatcher served as the staff interpreter for the Arizona Center for the Blind and Visually Impaired. During this time, multiple allegations arose concerning Hannah Hatcher's performance as an interpreter. These allegations suggest her work was inconsistent with the expected standards for ASL interpreters, particularly regarding consumer respect. The reported issues included Ms. Hatcher interjecting her opinions during interpreted meetings and failing to interpret effectively. While some incidents predated the 90-day complaint reporting timeframe, the underlying concerns about boundary transgressions and unprofessional interactions are consistently evident across all allegations. Victoria suggested a civil penalty of five hours of ethics training, focusing on ethical decision-making, to be completed within 60 days as a resolution for this complaint. A discussion followed. **Commissioner Herron moved that Hannah Hatcher complete the civil penalty of five hours of workshop time on ethics training within 60 days.** Commissioner Bolmarcich expressed concern with the motion, and asked if both complaints against Hannah be reviewed at the same time as they are of a similar nature. After a discussion, AAG Elise Phalen advised the board that as these are separate violations, they should be reviewed individually. **Commissioner Bolmarcich offered an amendment to Commissioner Herron's motion for there to be eight hours of ethics training, but Commissioner Herron did not accept the amendment. Commissioner Bolmarcich withdrew her amendment. Commissioner Goodstein seconded Commissioner Herron's motion, the motion carried with Commissioner Thompson abstaining.**

Regarding Hannah Hatcher: A community member, Danielle Gutierrez, filed a complaint against Hannah Hatcher. Victoria Vaughn provided a summary of the complaint: Between October 2023 and March 2024, Hannah Hatcher served as a staff interpreter at ACBVI. During this time, Danielle lodged multiple allegations suggesting Ms. Hatcher's performance fell short of the professional conduct and consumer respect expected of an ASL interpreter. The allegations included interjecting personal opinions during interpreted meetings and failing to facilitate effective communication for consumers. These concerns consistently point to boundary transgressions and unprofessional interactions. This marks the second complaint, indicating a recurring pattern of behavior perceived by staff as unprofessional and detrimental to their work environment. Danielle meticulously recounted every negative interaction with Hannah Hatcher and her attempts to communicate concerns about Hannah's interpreting choices and ethical conduct. A mediation was attempted, but shortly thereafter, Danielle had to contact Hannah again to reiterate the agreed-upon terms, which she felt were not being adhered to. It is noteworthy that these complaints were submitted after Hannah was no longer employed, meaning Danielle was no longer required to interact with or address Hannah Hatcher's alleged unethical behavior. Despite this, Danielle invested time in detailing and recounting all interactions she deemed unethical and in violation of the CPC, in an effort to safeguard community members from these alleged behaviors. Regarding recommendations, some allegations in this complaint relate to employment issues rather than ethics. However, based on the ethics-focused information provided by the complainant, the investigator recommends a mandatory five-hour continuing education workshop specifically on ethics, to be completed within 60 days. A discussion followed. **Commissioner Bolmarcich moves that Hannah Hatcher complete the civil penalty of five hours of workshop time on ethics training within 120 days, and that a letter of concern be placed in her file; Commissioner Kidd seconds, the motion carried with Commissioner Thompson abstaining.**

Commissioner Sienko moved to table the last two complaints to the next meeting due to the amount of time left in today's meeting. The meeting lost quorum at 6:02 PM and was ended.

Dated this 23rd day of June, 2025, Randal Kidd, Secretary

The undersigned certifies that a copy of the attached notice was duly posted this 23rd day of June, 2025 at 5:00 pm by Chyla Dalton-Nava, Assistant to the Executive Director.