



MEMORANDUM

DATE: February 22, 2016

FROM: Annie Urasky
Director of the Division on Deaf, DeafBlind and Hard of Hearing

SUBJECT: Policies and Procedures for Michigan Certified Interpreters

The Division on Deaf, DeafBlind and Hard of Hearing is housed within the Michigan Department of Civil Rights. Our mission is affirming the indisputable right of Deaf, DeafBlind and Hard of Hearing individuals to secure effective communication.

The document defines the internal policies and procedures relating to the Division's enforcement of Michigan's Interpreter Act and Rules. All Sign Language interpreters who provide interpreter services in the state of Michigan must comply with the Deaf Persons' Interpreter Act and the Qualified Interpreter-General Rules.

The Michigan Department of Civil Rights-Division on Deaf, DeafBlind and Hard of Hearing would like to thank all of the individual stakeholders, experts, and community members who provided us with feedback and advice from many different perspectives. Their contributions were extremely valuable and their assistance is greatly appreciated.

POLICIES AND PROCEDURES GUIDE FOR MICHIGAN-CERTIFIED INTERPRETERS

TABLE OF CONTENTS

Chapter 1: Michigan Qualified Interpreters

- 1.1 Qualified Interpreters
- 1.2 Michigan recognized Interpreter Certificates
- 1.3 Michigan Minimum Standard Levels

Chapter 2: Listing Interpreter Credential(s)

- 2.1 Requirements
- 2.2 Michigan Certification Application Review Process
- 2.3 Late Renewals
- 2.4 Fees

Chapter 3: Michigan Certification Renewal and Credential Cycles

- 3.1 Michigan Certification Renewal
- 3.2 Michigan Credential Cycles

Chapter 4: Initial Application and Annual Renewal

- 4.1 Michigan Annual Renewal Requirements
- 4.2 BEI-Based Certifications
- 4.3 National-Based Certification
- 4.4 EIPA Based Certifications
- 4.4(A) Birth to Grade 6: Elementary
- 4.4(B) Grade 7-Age 26 (with IEP/504 plan): Secondary
- 4.5 Out of State Interpreters/Interpreters temporarily working in Michigan

Chapter 5: Continuing Education Units

- 5.1 Introduction
- 5.2 Examples of Acceptable/Unacceptable CEU Activities
- 5.3 Professional Studies CEUs
- 5.4 Ethics CEUs
- 5.5 Endorsement CEUs
- 5.6 General Studies CEUs
- 5.7 Submitting Professional, Ethics, Endorsement, and General Study CEUs
- 5.8 Submitting Independent Study CEUs Requests
- 5.9 Requesting Division CEU Sponsorship
- 5.9 Acceptable/Unacceptable CEU Submissions
- 5.10 Division CEU Sponsorship or Independent Study Determination
- 5.11 Un-sponsored CEUs

Chapter 6: Michigan Endorsements

- 6.1 Introduction
- 6.2 Endorsement Credential Application Review Process
- 6.3 Endorsement CEUs
- 6.4 Endorsement Requirements
 - 6.4(A) DeafBlind Endorsement
 - 6.4(B) Educational Endorsement
 - 6.4(C) Legal Endorsement
 - 6.4(D) Medical Endorsement

Chapter 7: Interpreter Testing Information

Chapter 8: Division Complaint Process

- 8.1 Definition of Grievance
- 8.2 Requests for Investigation
- 8.3 Timeliness
- 8.4 Parties Involved
- 8.5 Request for Investigation Review Process
 - 8.5(A) Grievance Process
 - 8.5(B) Investigation
 - 8.5(C) Investigation Conclusion
- 8.6 Formal Complaint Process
 - 8.6(A) Violations That Can Support a Formal Complaint
- 8.7 Sanctions/Civil Fine
- 8.8 Administrative Hearings



POLICIES AND PROCEDURES GUIDE FOR MICHIGAN-CERTIFIED INTERPRETERS

All Sign Language interpreters who provide interpreter services in the state of Michigan must comply with the Deaf Persons' Interpreter Act and the Qualified Interpreter - General Rules. The Act specifically requires interpreters to file an application for credential listing with the Division on Deaf, DeafBlind and Hard of Hearing (the Division). This applies to both nationally-credentialed interpreters and interpreters credentialed by the state of Michigan.

This document defines internal policies and procedures relating to the Division's enforcement of the Michigan laws and rules, including the processing of applications related to Michigan interpreter Certification, and the investigation of grievances filed against Michigan certified interpreters. Interpreters are responsible for remaining current with relevant Division policies and procedures as well as all state laws and regulations. In the event of any conflict between these policies and procedures and the Michigan Interpreter Act or Rules, the Act and Rules prevail.

Division policies and procedures may be amended, changed or edited by the Division. Proposed changes to these policies will be posted on the Division website at least 30 calendar days before their adoption. Once adopted by the Division, the policies and procedures guide will be posted on the Division website. Policies and procedures, and any proposed changes will be available at www.michigan.gov/doddbhh.

CHAPTER 1. MICHIGAN QUALIFIED INTERPRETERS

Policies in this section explain the Michigan requirements for qualified interpreters.

1.1 Qualified Interpreters

To be considered a qualified interpreter in the state of Michigan, individual interpreters must meet the following requirements:

- Possess a valid state-issued Certification granted by the Division or a valid national Certification granted by the Registry of Interpreters for the Deaf (RID); and
- Be listed on the Michigan Online Interpreter System and possess a valid Michigan Certification card; and
- Comply with Standard Level requirements, Educational, and/or Endorsement requirements when accepting interpreting assignments; and
- Ensure effective communication is achieved.

1.2 Michigan recognized Interpreter Certificates

Recognized Interpreter Certificates in the state of Michigan include:

- Michigan BEI I, Michigan BEI II, Michigan BEI III; and
- Certified Deaf Interpreter (CDI), Deaf Interpreter (DI); and
- EIPA; and
- Any state Certification issued by a state with which Michigan has a reciprocal agreement; and
- National Certifications issued by RID; and
- Equivalent Certifications recognized by RID and/or the Division.

1.3 Michigan Minimum Standard Levels

The Standard Levels recognize four categories of settings and indicate the type of valid Michigan-issued credentials an interpreter must possess to be considered qualified to work. Each Standard Level reflects a given level of expected proficiency for qualified interpreters. Each level establishes the minimum credentials necessary to protect the health, welfare, and safety of the Deaf, DeafBlind, and Hard of Hearing consumer and the interpreters working in specific settings. The Standard Levels Chart is a reference chart that qualified interpreters, Appointing Authorities (persons or entities required to provide an interpreter as an accommodation) and Deaf, DeafBlind, and Hard of Hearing consumers must review during the interactive process when requesting an interpreter.

The levels are based a proceeding's relative complexity (e.g., context of meeting, usage of special vocabulary, number of participants, etc.), and the risk (e.g., the potential harm if information is misinterpreted). An interpreter is qualified to work in the settings described for their Standard Level or any level lower than their own. Specific types of proceedings also require a valid Michigan Endorsement Credential.

In addition to the three general Standard Levels, there is a separate Educational Standard. The requirements in Elementary education settings are slightly more restrictive than in Secondary education settings. This reflects the intention of the Michigan Rules that the need for the highest quality interpreters was greatest at the Elementary level when a student's language acquisition skills are being developed.

An interpreter who processes the necessary credentials for a particular Standard Level is “qualified” to interpret in the corresponding settings/proceedings. However, Michigan law requires an interpreter to be both qualified AND effective. Therefore, an Appointing Authority who provides a properly credentialed interpreter is presumed to have met their legal obligations UNLESS the individual interpreter is shown to be ineffective. On the other hand, an Appointing Authority who provides an interpreter who does not have the appropriate credentials will have failed to meet its legal obligation unless it can establish that it was the most effective communication accommodation available in the particular circumstances.

TYPES OF PROCEEDINGS - MICHIGAN STANDARD LEVELS 1, 2, 3

STANDARD LEVELS	TYPES OF PROCEEDINGS
Standard Level 1	<ul style="list-style-type: none"> • Involves non-complex situations with low risk. • Qualified interpreters cannot interpret when topics relate to health, mental health, legal, employment, finance, or government. • Examples include: <ul style="list-style-type: none"> - Workshops - Meetings - Training - Presentations - Video Relay Services (VRS) - Post-secondary Education, Vocational Training, Assessment - GED (General Educational Development test) - DeafBlind
Standard Level 2	<ul style="list-style-type: none"> • Involves moderately complex situations with medium-high risk. • Qualified interpreters may interpret when topics relate to government, employment, or finance. • Examples include: <ul style="list-style-type: none"> - All of Level 1 settings - IEP (Individualized Education Program) Meetings - Meetings - Interviews - Job Training - Employment Grievances/Discipline - Staff Meetings - Political Events - Finance - Government Meetings - Public Personalities - Plays, Concerts, TV News - Tax Assessment Meetings/Appeals - Applications for State/Federal Services - Video Remote Interpreting (VRI) as appropriate to this level - Addiction Treatment - DeafBlind
Standard Level 3	<ul style="list-style-type: none"> • Involves legal proceedings and high risk situations. • Examples include: <ul style="list-style-type: none"> - All Level 1 settings - All Level 2 settings (with appropriate Endorsement) - Forensic Psychiatric Evaluations - Evaluations of a Legal Nature - Emergency Broadcasts - Legal Workshops or Training - VRI (legal subject matter) - Police/Prison/Prisoners - Attorneys/Courts - Children's Protective Services (CPS) - Probation/Parole - DeafBlind

REQUIRED CREDENTIALS - MICHIGAN STANDARD LEVELS 1, 2, 3

STANDARD LEVEL 1 CERTIFICATION REQUIREMENTS	STANDARD LEVEL 2 CERTIFICATION REQUIREMENTS	STANDARD LEVEL 3 CERTIFICATION REQUIREMENTS
Valid BEI I, DI, NAD III, IC, or TC Certificate.	Valid BEI II, CI, CT, OTC, NAD IV, NIC, NIC Advanced, or NIC Master Certificate.	Valid BEI III*, CDI* DI*, NIC*, NIC Advanced*, NIC Master*, CSC, MCSC, RSC, SC:L , NAD V, CI/CT, OTC, or CLIP-R Certificate. *Qualified interpreters with a valid BEI III, DI, CDI, NIC, NIC Advanced, or NIC Master Certificate must submit proof of four years of experience as a certified interpreter.
ENDORSEMENT REQUIREMENTS	ENDORSEMENT REQUIREMENTS	ENDORSEMENT REQUIREMENTS
<p>1. Effective July 7, 2016, qualified interpreters who interpret in any proceeding for DeafBlind consumers must have a valid DeafBlind Endorsement from the Division.</p>	<p>1. Effective July 7, 2016, qualified interpreters who interpret in any proceeding for DeafBlind consumers must have a valid DeafBlind Endorsement from the Division.</p> <p>2. Effective July 7, 2016, the following Level 2 proceedings also require a Medical Endorsement:</p> <ul style="list-style-type: none"> - Health Care beyond First Aid - Emergency Room - Inpatient Mental Health - Medical Presentations - Counseling - Psychiatric Evaluations 	<p>1. Effective July 7, 2016, qualified interpreters who interpret in any proceeding for DeafBlind consumers must have a valid DeafBlind Endorsement from the Division.</p> <p>2. Effective July 7, 2016, qualified interpreters who desire to work in legal settings must have a valid Legal Endorsement from the Division.</p>

Educational Standards (Non Post-Secondary settings)

Birth to Grade 6: Elementary

DATES	REQUIREMENTS	SETTINGS
<p align="center">Until August 31, 2016</p>	<p>(a) A valid EIPA Performance Score of at least 3.5; or</p> <p>(b) Michigan Certification to work in Standards Level 2 or 3; or</p> <p>(c) Michigan BEI I Certification.</p>	<ul style="list-style-type: none"> • Elementary Classroom • For a student with an IEP/504 Plan, including transition • Disciplinary Actions (not involving police) • Before/After-School Activities • Class Trips • Student Programs/Services listed in IEP • Education Transition Services • Other School-Related Activities • DeafBlind students
<p align="center">Effective September 1, 2016</p>	<p>(a) A valid EIPA Performance score of 4.0 or higher, AND obtain EIPA Elementary Endorsement (Note: If the EIPA 4.0 score is obtained after August 31, 2016, the interpreter must also pass the EIPA written test); or</p> <p>(b) Valid Deaf Interpreter credential and Certification recognized by the Division (CDI/DI); or</p> <p>(c) Valid Division-recognized Certification.</p> <p>*Note: Elementary and/or DeafBlind Endorsements are required.</p>	<ul style="list-style-type: none"> • Elementary Classroom • For a student with an IEP/504 Plan, including transition • Disciplinary Actions (not involving police) • Before/After-School Activities • Class Trips • Student Programs/Services listed in IEP • Ed Transition Services • Other School-Related Activities • DeafBlind students

Grade 7- Age 26 (with IEP or 504 plan): Secondary

DATES	REQUIREMENTS	
Until August 31, 2016	<p>(a) An EIPA Performance score of at least 3.5; or</p> <p>(b) Michigan Certification to work in Standards Level 2 or 3; or</p> <p>(c) A valid Michigan BEI I credential</p>	<ul style="list-style-type: none"> • Secondary Classroom • For a student with an IEP/504 Plan, including transition • Disciplinary Actions (not involving police) • Before/After-School Activities • Class Trips • Student Programs/Services Listed in IEP • Vocational Training • Ed Transition Services • Other School-Related Activities • DeafBlind students
Effective September 1, 2016	<p>(a) A valid EIPA Performance score of 4.0 or higher, AND obtain EIPA Elementary or Secondary Endorsement. (Note: If the EIPA 4.0 score is obtained after August 31, 2018, the interpreter must also pass the EIPA written test); or</p> <p>(b) Valid Michigan BEI II Certification; or</p> <p>(c) Valid Michigan Certification to work in Standards Level 2 or 3; or</p> <p>(d) Deaf Interpreter credential and Certification recognized by the Division (CDI/DI).</p> <p>*Note: Elementary or Secondary and/or DeafBlind Endorsements are required.</p>	<ul style="list-style-type: none"> • Secondary Classroom • For a student with an IEP/504 Plan, including transition • Disciplinary Actions (not involving police) • Before/After-School Activities • Class Trips • Student Programs/Services Listed in IEP • Vocational Training • Ed Transition Services • Other School-Related Activities • DeafBlind students

CHAPTER 2: LISTING INTERPRETER CREDENTIAL(S)

The policies in this section cover the requirements for listing interpreter credentials in Michigan.

2.1 Requirements

All interpreters, whether state- and/or nationally-credentialed, are mandated to be state-certified to work as a sign language interpreter in Michigan. Michigan Certification is **not** automatic, even for interpreters with reciprocally-recognized credentials. Every interpreter must complete and submit a Michigan Certification Application which may be found on the Division website.

An interpreter working in Michigan without a valid Michigan Certification is violating the Deaf Persons' Interpreter Act and the Qualified Interpreter-General Rules.

2.2 Michigan Certification Application Review Process

Upon receipt of a completed Michigan Certification Application, Division staff review the application, ensure all required documentation is submitted, and that proper application fees are included. If submitted applications are missing documentation, fees, or required information, Division staff will contact the applicant using the email address provided to request additional information and/or documentation. A late fee or reinstatement fee will be incurred if the delay results in Michigan Certification expiration. Checks or money orders are to be payable to the "State of Michigan" and will be processed by the State of Michigan Cashiering Office.

Upon determination that an application is complete, the application is approved. The Division will notify the interpreter by email that their name has been listed on the Michigan Online Interpreter System. The Michigan Online Interpreter System includes the interpreter's name, credential, and/or Endorsement. An interpreter may indicate on their application whether they wish to have additional contact information included in the system.

The Division will also mail the applicant a Michigan Certification card. This card verifies the individual interpreter's ability to legally work in Michigan. The card should be used to provide verification to both the consumer and Appointing Authority that the interpreter is qualified to interpret in Michigan.

The standard Michigan Certification card does not include a photo and must be presented with photo identification whenever an interpreter provides his or her Michigan Certification. The Division may also provide an alternate photo identification Certification card for an additional charge.

2.3 Late Renewals

The Michigan Interpreter Online System will automatically remove the names of interpreters who fail to timely renew their Michigan Certification application and the interpreter will be "unqualified" and in violation of the Michigan Deaf Persons' Interpreter Act and/or Qualified Interpreter-General Rules if working without Michigan Certification. The interpreter cannot legally work in Michigan until their name reappears in the system. Interpreters should submit

their renewal application at least a month prior to the expiration date listed on their Michigan Certification card.

A \$45 late fee and \$125 reinstatement fee will be incurred if the renewal application deadline has passed and the Michigan Certification has expired.

2.4 Fees

All fees received by the Division are non-refundable.

The following fees apply:

- \$30 Michigan Certification annual listing fee
- \$125 (in-state resident) or \$175 (out-of-state resident) Michigan BEI Examination fee
- \$10 Duplicate/Name Change/Replacement of Michigan Certification card
- \$10 for written verification that an individual is or is not certified with the Division at the date/time of the verification request
- \$35 for detailed information about an individual, including information about initial Certification, testing, earned CEUs, or any other information requiring a review of the individual's file
- \$20 for an English skills assessment
- \$25 Division CEU Sponsorship fee
- \$20 one Endorsement Application Fee, and/or renewal fee
- \$10 per additional Endorsement Application Fee, and/or renewal fee
- \$45 late Michigan Certification Renewal fee
 - Applies if individual interpreters fail to renew credentials on or before credential expiration date
- \$125 reinstatement fee for previously Michigan-certified interpreters who fail to submit renewal applications within 45 calendar days of the Michigan Certification expiration date (in addition to the standard \$45 late fee)
- Other testing fees, as determined.

CHAPTER 3. MICHIGAN CERTIFICATION RENEWAL AND CREDENTIAL CYCLES

The policies in this section outline the requirements for Michigan Certification renewal and credential cycles.

3.1 Michigan Certification Renewal

Michigan Certifications must be renewed annually.

An interpreter's Certification renewal date is the anniversary of the interpreter's initial Michigan Certification, unless that Michigan Certification is based on a national Certification, then the annual renewal date will be June 30.

Michigan Certification reflects the interpreter's Standard Level and Endorsements (Credentials) which the interpreter currently holds as recognized in Michigan.

Changes in an interpreter's credentials can be made at any time during their one-year Michigan Certification cycle. This will not change the interpreter's annual renewal date or credential cycle. Renewal requires submission of the appropriate form(s), including CEU information if required, and all required payment(s).

3.2 Michigan Credential Cycles

A Michigan credential cycle is a period of four years. The credential cycle begins at the time of an interpreter's initial Michigan Certification. At the beginning of each credential cycle, interpreters must also submit documentation establishing satisfaction of all Continuing Education Units (CEUs) requirements for maintaining Michigan Certification for each of their current credential(s).

Standard Levels: An interpreter may change his or her credentials to reflect a change in Standard Levels whenever qualified to do so, but doing so does not change the interpreter's current four-year credential cycle. CEUs used to qualify for the new Standard Level may also be used as CEUs for other credential purposes provided they were earned in the appropriate cycle.

Endorsements: A Michigan Endorsement may be added to an interpreter's credentials whenever he or she becomes qualified, but doing so does not change the interpreter's current four-year credential cycle. CEU requirements used to obtain the Endorsement may also be used to satisfy the interpreter's ongoing CEU requirements, provided they were earned in the appropriate cycle.

CHAPTER 4: INITIAL APPLICATION AND ANNUAL RENEWAL

The policies in this section outline the requirements for initial applications and annual renewals for interpreters based on the type of interpreter credential they have.

4.1 Michigan Annual Renewal Requirements

Every year, any interpreter who desires to work in Michigan must comply with the following:

- Renew Michigan Certification by submitting a completed Michigan Certification Application and paying \$30 fee to be listed on the Michigan Online Interpreter System
- Submit required documentation for CEUs or additional requirements based on applicable credential(s)
- Beginning July 7, 2018, an interpreter who received his or her Michigan Certification after July 7, 2014, or whose Certification lapsed for more than 30 calendar days, will be required to provide proof of postsecondary education experience for renewal. All applicants for Michigan Certification must possess at least an Associate's Degree in any field from an accredited institution.

4.2 BEI-Based Certifications

Michigan BEI (MI-BEI)-based Certification refers to interpreter Certification granted based on Michigan Board for Evaluation of Interpreters Testing.

Michigan BEI-I Certified interpreters are required to test for a higher level prior to expiration of their current four-year BEI credential cycle.

Michigan BEI-I Certified Interpreters only: In addition to the annual CEU requirements, an interpreter whose initial Michigan Certification was obtained based upon BEI-I results must also present documentation verifying that he or she took a BEI-II exam prior to the end of their current four-year testing cycle. No extensions for retesting will be granted for any failure to complete testing before the end of the interpreter's current credential cycle.

Michigan BEI-II and -III Certified interpreters have two options for submitting CEUs to the Division. Once they choose an option, they cannot switch back to the other option. During their four-year BEI credential cycle, they may choose to either:

- Submit 2.0 CEUs annually; or
- Submit 4.0 CEUs every other year

FIRST TIME APPLICATION	ANNUAL RENEWAL	CREDENTIAL CYCLES
Must submit copy of their pass notification letter with initial application for Michigan Certification.	Following the date from their initial application, Michigan BEI interpreters must annually submit 20 Professional Development CEUs with Michigan Certification Application Form and \$30 renewal fee.	A BEI credential cycle is a period of four years.

4.3 National-Based Certification

National-based Certification refers to interpreter Certification based on one or more of the following Certificates recognized by the Registry of Interpreters for the Deaf. The Division does not recognize the RID-issued Ed: K-12 credential.

RECOGNIZED CREDENTIALS	ANNUAL RENEWAL REQUIREMENTS/ CREDENTIAL CYCLES
<ul style="list-style-type: none"> • CDI* • NIC* • NIC Advanced* • NIC Master* • CI • CLIP-R • CSC • CT • IC • MCSC • NAD III • NAD IV • NAD V • OTC • RSC • SC:L • TC 	<p>(a) Prior to annual June 30th deadline and to avoid late fee and/or reinstatement fee, submit copy of valid renewed NAD/RID Credential card or receipt of payment for NAD/RID certified dues showing the valid NAD and/or RID credential renewal for the next renewal year.</p> <p>(b) RID Transcripts are an accepted form for CEU submission. Additional documentation may be required.</p> <p>(c) One year cycle, no additional retesting required.</p> <p>*Effective July 7, 2018, Michigan rules require interpreters who are qualified to work in Standard Level III settings with valid DI/CDI, NIC, NIC Advanced, or NIC Master credentials to submit proof of 4 years of post-initial Certification experience.</p>

4.4 EIPA-Based Certifications

EIPA- (Educational Interpreter Performance Assessment) based Certification refers to interpreter Certification based on Certificates awarded by the EIPA interpreter testing system. The test assesses the proficiency of interpreters in elementary and secondary educational settings. The state of Michigan only allows EIPA-based Certification to be used in Elementary and Secondary educational settings. It is not an acceptable Certification for any other type of setting.

Effective September 1, 2016, EIPA-based Certification for Elementary and Secondary educational settings does not require retesting. However, if an individual interpreter has an EIPA Performance Score of 4.0, and their EIPA Certification is expired or has lapsed more than 90 days past the credential expiration date listed on their Michigan Certification card, retesting will be required.

4.4(A) Birth to Grade 6: Elementary

To work in elementary settings (Birth to Grade 6), qualified interpreters must meet specific requirements depending on the effective date.

DATES	ELEMENTARY REQUIREMENTS:
Until August 31, 2016	<ul style="list-style-type: none"> (a) A valid EIPA Performance Score of at least 3.5; or (b) Michigan Certification to work in Standards Level 2 or 3; or (c) Michigan BEI-I Certification.
Effective September 1, 2016	<ul style="list-style-type: none"> (a) A valid EIPA Performance score of 4.0, or higher, AND an EIPA Elementary Endorsement. (Note: If the EIPA 4.0 score is obtained after August 31, 2016, the interpreter must also pass the EIPA written test); or (b) Valid Deaf Interpreter credential and Certification recognized by the Division (CDI/DI); or (c) Valid Division recognized Certification. <p>*Note: Elementary and/or DeafBlind Endorsements are required.</p>

4.4(B) Grade 7-Age 26 (with IEP or 504 plan): Secondary

To work in secondary settings (Grade 7-Age 26 with IEP or 504 plan), qualified interpreters must meet the following certain requirements.

DATES	SECONDARY REQUIREMENTS:
Until August 31, 2016	<ul style="list-style-type: none"> (a) A valid EIPA Performance Score of at least 3.5; or (b) Valid Michigan Certification to work in Standards Level 2 or 3; or (c) Valid Michigan BEI-I Certification.
Effective September 1, 2016	<ul style="list-style-type: none"> (a) A valid EIPA Performance score of 4.0, or higher, AND obtain EIPA Elementary or Secondary Endorsement. (Note: If the EIPA 4.0 score is obtained after August 31, 2018, the interpreter must also pass the EIPA written test.); or (b) Valid Michigan BEI-II Certification; or (c) Valid Michigan Certification to work in Standards Level 2 or 3; or (d) Deaf Interpreter credential and Certification recognized by the Division (CDI/DI). <p>*Note: Elementary or Secondary and/or DeafBlind Endorsements are required.</p>

4.5 Out-of-State Interpreters/Interpreters temporarily working in Michigan

All interpreters working in Michigan, including those working temporarily, those working in state court, out-of-state interpreters working in video remote interpreting (VRI) settings, or for other purposes, must obtain Michigan Certification from the Division.

This requires submitting a Michigan Certification Application to the Division.

Interpreters working in VRI settings must indicate on the Michigan Certification Application Form that they work in VRI settings, list the company for which they work, and verify that their company complies with the Michigan rules for VRI standards.

Any credentialed interpreter who travels to Michigan to work in legal or medical settings must also comply with the Michigan Legal and Medical Endorsement requirements effective July 7, 2016. Please refer to Chapter 6 (*Michigan Endorsements*) for full details.

CHAPTER 5. CONTINUING EDUCATION UNITS

The policies in this section outline all requirements for Continuing Education Units (CEUs).

5.1 Introduction

An interpreter's primary responsibility is to establish effective communication. Continuing Education Units (CEUs) are required to ensure interpreters continue to improve their knowledge and skills. CEUs will only be awarded for programs and workshops that are designed to improve an attendee's effectiveness as an interpreter. Required CEUs for all interpreters fall into four categories: Professional (5 CEUs), Ethics (2 CEUs), Endorsements (varies), and General (1 CEU). 1.0 CEU is equivalent to 10 hours of study.

CEUs may not be carried over from one four-year credential cycle to the next four-year credential cycle.

5.2 Examples of Acceptable/Unacceptable CEU Activities

Acceptable Activities	Unacceptable Activities
<ul style="list-style-type: none">• Division-approved workshops advertised with Division sponsorship language• RID-approved workshops or any other CEU-granting body must be verified by Certificate of Attendance or signed Letter of Attendance• Audited continuing education classes at a college or university must be verified by transcript or letter from an accredited educational program	<ul style="list-style-type: none">• Volunteering to interpret• Observing another interpreter• Social activities that do not include active participation• Teaching a class on the BEI Examination• Social events, lunch/dinner events• Watching videos or book reports

5.3 Professional Studies CEUs

Professional Studies CEUs are those which directly relate to improving an individual interpreter's interpreting proficiency, skill level, and effectiveness. This includes ASL-related courses and workshops, but it also includes education directly related to understanding and communicating with persons who are deaf, deafblind and hard of hearing. A better understanding of deafness and Deaf culture can improve an interpreter's ability to effectively communicate, and when the substance of a program is directly tied to this goal, the program is considered eligible for professional study. Professional study programs are designed with interpreters in mind and are specifically intended to make them more effective interpreters.

Professional Studies units include topics of interpreting or skill development, deafness, deaf culture, or active involvement (presenting, teaching, and planning). At least 2.0 Professional Development CEUs must include Ethics CEUs. Activities involving interpreter expressive and receptive signing skills development, linguistics, and Deaf culture would fall within the Professional Studies category.

Interpreters must earn at least 5.0 CEUs (50 hours) of Professional Studies during each four-year credential cycle.

5.4 Ethics CEUs

Ethics CEUs are Professional Studies CEUs that directly relate to an interpreter's knowledge and understanding of the NAD-RID Code of Professional Conduct (CPC), as adopted by the Michigan Rules.

Ethics CEUs can be earned in courses and workshops specifically devoted to teaching the CPC, as well as in facilitated academic discussions about the meaning, intent and/or implementation of the CPC. Ethics CEUs will not be awarded for discussion about the CPC between interpreters, but require facilitation by a recognized authority. Additionally, if a portion of a Professional Studies program is devoted to Ethics (e.g., the last 2 hours of an 8 hour program on courtroom interpreting might specifically cover a legal interpreter's ethical obligations during trials), that portion (and only that portion) of the program could be approved for Ethics CEUs.

Ethics CEUs are a specific form of, and also count as, Professional Studies CEUs. They may also be counted towards Endorsement requirements when appropriate. Ethics CEUs may not be carried over from one four-year credential cycle to the next four-year credential cycle.

Interpreters must earn at least 2.0 CEUs (20 hours) focused on ethics during each four-year credential cycle.

5.5 Endorsement CEUs

Endorsement CEUs may be Professional Studies or General Studies CEUs, but they must be tailored to a specific area of study.

Endorsement CEUs must result in improving an interpreter's ability to establish effective communication in the specific area of the Endorsement requirement. For example, classes on medical terminology or legal procedures may improve an interpreter's ability to be effective when interpreting in medical/legal settings even if the class is intended for medical/legal secretaries.

Endorsement CEUs are a specific form of Professional Studies or General Studies, and may also be counted for annual renewal CEU requirements as appropriate. CEU requirements vary based on the Endorsement.

Endorsement applicants may combine earned CEUs for multiple Endorsements if earned within the applicable four-year credential cycle.

5.6 General Studies CEUs

General Studies CEUs are **indirectly** related to improving an interpreter's effectiveness. This primarily involves programs, which may not be designed with interpreters in mind, but will still have the result of improving an attendee's effectiveness when interpreting. This can include programs that are directly related to interpreting, but which are not designed with the purpose of increasing an attendee's interpreting skills. It also includes programs that are substantively unrelated to interpreting, but which focus on Deaf culture or relating to individuals whose primary language is ASL.

General Studies units involve general topics of interest and passive involvement related to D/deaf persons and culture, as well as topics that involve interpreting but are not directly skills-related. Activities involving non-interpreter-related coursework and events fall in the General Studies category.

Interpreters must earn at least 1.0 CEU (10 hours) of General Studies during each four- year credential cycle.

5.7 Submitting Professional, Ethics, Endorsement, and General Study CEUs

Applicants must **retain original documentation** and **submit copies of CEU activity**. Documentation submitted with applications will not be returned.

CEU hours may be tracked in (1/4) quarter-hour increments, but the workshop/activity must have a minimum of one hour of study.

Interpreters are responsible for ensuring that CEUs are properly documented with a Certificate or letter of attendance and must also monitor the number of CEUs earned.

Documentation of activity participation for earning CEUs must include all of the following on a Certificate of attendance, or letter of participation, or on a professional development transcript:

- Course Approval Number provided to the event sponsor by the Division;
- Name of sponsoring organization;
- Program date;
- Title of program;
- Start/stop time;
- Typed in name of participant;
- Official signature of event sponsor verifying participant was present and stayed for the entire training;
- Number of CEUs earned (or hours attended); and
- Indication of CEU type.

Identical events may only be credited once during a four-year credential cycle.

Division-approved workshops, as advertised with the Division sponsorship language, must be verified by the Certificates of attendance at annual renewal time and pre-approved by the Division.

Workshops approved by RID or any other CEU-granting body must be verified by either a Certificate of attendance or a signed letter of attendance. A RID sponsor is not required to seek Division approval and is not required to use the cited Division sponsorship language.

The Division will accept RID determination of CEUs earned without requiring independent verification by the Division. The Division will accept RID transcripts as presumptive proof of having earned corresponding CEUs. The Division will also accept proof of current membership and Certification by RID as presumptive proof of meeting Michigan practice level CEU requirements.

Audited continuing education classes at a college or university must be verified by transcript or letter from an accredited educational program. The information must include the date the course began and ended, and the number of hours attended. The course must be completed.

Accredited college, university, or other educational institution credit courses completed with a GPA of 2.0 or higher must be verified by a transcript. The transcript does not need to be notarized.

5.8 Submitting Independent Study CEUs Requests

Interpreters who want to participate in workshops, study groups, professional conferences, or other mentoring activities which are self-directed, and desire to use the earned CEUs for Professional Study or Endorsement CEUs, must submit a Division Independent Study CEU Form for pre-approval. Pre-approval is required for independent study mentoring or events hosted by a non-CEU granting entity. The form must be submitted at least 60 business days before the scheduled event.

The form must be accompanied by information about the event which includes the following:

- A timed detailed agenda or advertisement;
- A Certificate of attendance obtained after participation or a verification letter on official letterhead from the event sponsor confirming the participant name, time attended, and the topic.

5.9 Requesting Division CEU Sponsorship

Event sponsors requesting Division sponsorship for a professional development event must complete and submit the Division Sponsorship CEU Request Form at least 60 business days before the event. All events must be pre-approved prior to advertisement of Division sponsorship.

The form must also be accompanied by information about the event including all of the following:

- Type of Sponsorship Request (Professional Studies/Ethics/General Studies Endorsement CEUs);
- A detailed and timed training outline, description of course materials, presenter biographies;
- Copies of advertisements, flyers, or registration forms;
- Measurable objectives for the program;
- Agreement to display Division sponsorship language and logo;
- Assurance event sponsor has verification of presenter/trainer expertise; and
- Number of hours for each program, date and place of the workshop/event.

The event sponsor must verify program attendance with a sign-in sheet and provide signed Certificates of attendance to those interpreters who completed the activity.

The Division sponsorship language reads: "Michigan MDCR-DODDBHH has approved MI BEI/EIPA/Endorsement Unit Sponsorship for this (Activity/Workshop/Class/Training) with (Entity Name) for (#) (Professional Studies/Ethics/General Studies/Endorsement) MI CEU units. Partial MI BEI/EIPA Endorsement Sponsorship CEUs (will/will not) be awarded for this event and participants will receive a (Certificate of Attendance) as documentation. This program MI-CEU number is (#)(mo)-(yr)-(xxxx)-(end)-(creds)." The statement must also be accompanied by the MDCR logo.

If an event sponsor uses Division sponsorship language without first seeking approval from the Division, subsequent requests for CEU sponsorship from that event sponsor will not be accepted by the Division for one year.

5.10 Division CEU Sponsorship Determination

The Division may grant or deny a request for sponsorship or a request for CEUs for programs without sponsorship. The Division may also grant part of a request and deny the remainder (e.g., approve a Professional Studies request as only General Studies, or grant CEUs, but deny their use for Endorsement CEUs). The determination will be communicated to the requester within one business day of the determination.

Any assigned Division staff member may approve a course based upon policies provided by the Division. Denial of sponsorship shall be accompanied by a brief explanation, and requires the Division Director's review.

A request for reconsideration of a denial must be provided to the Division Director not more than seven days after it was received. The request must include the reasons why the initial decision was in error, and an explanation of how the program will benefit the interpreters who attend.

If the Division Director is persuaded, he or she may reverse the denial and approve the request. If not persuaded, the Division Director shall provide a copy of the request, denial, and any other information deemed relevant to at least three individuals not employed by the Division (including an interpreter recommended by MI-RID, a Deaf or DeafBlind person recommended by a recognized association, and a member of the Division Advisory Council). The individuals consulted shall each independently review the materials and provide a written recommendation to the Division Director. If all recommendations are the same, the Division Director shall approve or deny the request as recommended. If there is disagreement, the Division Director shall add his or her written final recommendation and all the recommendations shall be provided to the Michigan Department of Civil Rights Director or his/her designee for final determination.

5.11 Un-sponsored CEUs

If an interpreter wishes to receive CEUs for a course that was not pre-approved for sponsorship by the Division (or RID), the interpreter will be required to submit a completed Division Sponsorship Request Form and pay the \$25 Division Sponsorship Fee. This ensures that the Division can conduct a proper review of the submitted CEUs using the same process that would have been used had preapproval been sought (see 5.10).

CHAPTER 6. MICHIGAN ENDORSEMENTS

The policies in this section explain the requirements for Michigan Endorsements.

6.1 Introduction

Effective July 7, 2016, Division-granted Endorsements are required for qualified interpreters eligible to work in proceedings involving DeafBlind persons, and in educational, medical/mental health, and legal settings.

Interpreters may submit a Michigan Endorsement Application starting April 4, 2016. To ensure applications will be processed prior to July 7, 2016, they must be submitted on or before June 3, 2016.

Event sponsors seeking pre-approval from the Division for Endorsement CEUs may submit the Division Sponsorship CEU Request Form at least 60 business days before the event. The request must also specifically identify what Endorsement CEUs it seeks to offer, and whether the CEUs are Professional or General Studies.

Sponsorship pre-approvals and interpreter submissions for CEUs that were not preapproved will be processed as described for CEUs generally in sections 5.10 and 5.11.

6.2 Endorsement Credential Application Review Process

Upon receipt of the Michigan Endorsement Credential Application Form, Division staff will review the application, and ensure all required documentation and proper fees are included. Submitted documentation will not be returned.

Endorsement Applications must be submitted with the required amount of CEUs and documentation for the type of Endorsement the interpreter is seeking.

During the application review process, Division staff may contact applicants for additional information.

Upon determination that an application is complete and approved, Division staff will email applicants a receipt notification that their Endorsement application has been approved for listing on the Michigan Online Interpreter System, and applicants will receive a new Michigan Certified Interpreter Identification Card reflecting the additional credential. The new credential does not change either the annual Michigan Certification renewal process or the four-year credential cycle. (If the new Endorsement becomes effective less than 90 days before a required Michigan Certification renewal, no fees will be charged for renewing that Endorsement credential.) Upon receipt of notification, interpreters who receive valid Division Endorsements may work in the determined settings which require the applicable Endorsement.

The four-year CEU cycle for an Endorsement Credential will be the same as an interpreter's cycle for all other valid credentials. Endorsement CEUs used to obtain the initial Endorsement may also be used as CEUs required for other purposes during the cycle in which they were earned.

If an application for approval is denied, the denial shall be accompanied by a brief explanation of the denial, and requires the Division Director's review.

If the denial is due to insufficient documentation, the applicant must submit the required missing documentation within 35 calendar days. After 35 days, a new Michigan Endorsement Credential Application and \$20 fee will be required.

A request for reconsideration of a denial due to other reasons must be provided to the Division Director not more than seven business days after the denial was received. The request must include the reasons why the initial decision was in error, and an explanation of the error.

If the Division Director is persuaded, he or she may reverse the denial and approve the request. If not persuaded, the Division Director shall provide a copy of the request, denial, and any other information deemed relevant to the Michigan Department of Civil Rights Director or their designee for final determination.

6.3 Endorsement CEUs

CEUs for an initial Endorsement must have been earned within four years before the initial application submission. CEUs required for renewing credentials must be earned during the applicable four-year credential cycle.

Applicants may use Professional or General Study CEUs for Endorsement CEUs provided that they meet the Endorsement CEU requirements and are earned within the applicable four-year credential cycle.

Applicants may combine earned CEUs for multiple Endorsements if earned within the applicable four-year credential cycle.

The Division will accept RID-approved Endorsement CEUs without requiring the program attended being separately approved by the Division, provided that RID specifically approved the CEUs as being within the scope of the specific Endorsement.

The Division will accept RID transcripts specifically indicating CEUs earned were within the scope of a particular Endorsement as presumptive proof of having earned the corresponding CEUs.

6.4 Endorsement Requirements

This section outlines the requirements for the four Michigan Endorsement Credentials.

6.4(A) DeafBlind Endorsement

A DeafBlind Endorsement is required to interpret in any Standard Level or setting for a person who is DeafBlind.

DeafBlind Endorsement CEUs must focus on topics related to deafblindness, deaf persons with low vision, and interpreting as it relates to the needs of this population.

DeafBlind Endorsement: Initial Requirements

Applicants must be Michigan Certified interpreters and submit a Michigan Endorsement Application Form with:

- .8 CEUs (8 hours) related to deafblindness, deaf persons with low vision, and interpreting as it relates to the needs of this population. CEUs must be earned within four years preceding the initial Endorsement application date.
- \$20 Endorsement Application fee

DeafBlind Endorsement: Continuing Requirements

- .8 CEUs (8 hours) related to deafblindness, deaf persons with low vision, and interpreting as it relates to the needs of this population in every applicable four- year credential cycle
- Applicable \$20/10 Michigan Endorsement Credential renewal fee

6.4(B) Educational Endorsement

There are two types of Educational Endorsements; the following applies to both. Interpreters who have a valid EIPA Elementary Endorsement may work in either Elementary or Secondary educational settings. However, interpreters who have a valid EIPA Secondary Endorsement cannot work in Elementary education settings.

Educational Endorsement: Initial Requirements

Applicants must submit a Michigan Endorsement Application Form with:

- Elementary or Secondary Endorsement issued by EIPA/BoysTown;
- EIPA Performance Score of 4.0 or higher;
- Completion of EIPA written test, if applicable;
- .8 CEUs (8 hours) related to educational interpreting in the initial four-year timeframe depending on date of submitted Endorsement application form;
- Valid Michigan Certification credential; and
- \$20 Endorsement Application fee

Educational Endorsement: Continuing Requirements

- Must complete at least .8 CEUs (8 hours) during each four-year cycle in addition to submitting 20 CEUs for annual EIPA credential renewal. CEUs must include topics related to educational interpreting.
- Effective September 1, 2016, educational interpreters must meet specific requirements to be eligible to interpret in educational settings. They may submit a Michigan Endorsement Credential Application Form to the Division requesting approval to work in Elementary or Secondary educational settings.

6.4(C) Legal Endorsement Requirements

A Legal Endorsement is required to interpret in legal settings. **Only Michigan-certified interpreters qualified to work in Standard Level 3** settings are eligible to seek Legal Endorsements. Initial eligibility requirements vary based on credential and educational experience.

Legal Endorsement: Initial Requirements

There are FIVE different ways a Standard Level 3 interpreter can qualify for a Legal Endorsement:	
If you have:	REQUIREMENTS
SC:L or CLIP-R	(a) 2.0 Legal CEUs in preceding four years.
Bachelor's Degree	(a) Successfully complete Court Orientation Training. (b) 2.0 Legal CEUs in preceding four years. (c) Successfully complete a Skills Development Course that focuses on sign language concepts and interpretation of legal vocabulary. (d) Documentation of 50 hours of legal interpreting or mentoring experience. (e) Documentation of 30 hours of formal legal interpreter training. (f) Documentation of 4 years of post-Certification interpreting experience.
Associate's Degree in Interpreting from an accredited institution	(a) Pass an English Competency Test. (b) Successfully complete Court Orientation Training. (c) 2.0 Legal CEUs in preceding four years. (d) Successfully complete a Skills Development Course that focuses on sign language concepts and interpretation of legal vocabulary. (e) Documentation of 50 hours of legal interpreting or mentoring experience. (f) Documentation of 30 hours of formal legal interpreter training (g) Documentation of 4 years of post-initial Certification interpreting experience.
Associate's Degree in any field from an accredited institution	(a) Pass an English Competency Test. (b) Successfully complete Court Orientation Training. (c) 2.0 Legal CEUs in preceding four years. (d) Successfully complete Skills Development Course that focuses on sign language concepts and interpretation of legal vocabulary. (e) Documentation of 75 hours of legal interpreting or mentoring experience. (f) Documentation of 50 hours of formal legal interpreter training. (g) Documentation of 4 years of post-initial Certification interpreting experience.
High School Diploma	(a) Pass an English Competency Test. (b) Successfully complete Court Orientation Training. (c) 2.0 Legal CEUs in preceding four years. (d) Successfully complete Skills Development Course that focuses on sign language concepts and interpretation of legal vocabulary. (e) Documentation of 100 hours of legal interpreting or mentoring experience. (f) Documentation of 70 hours of formal legal interpreter training. (g) Documentation of 4 years of post-Certification interpreting experience.

Legal Endorsement: Continuing Requirements

Applicants must submit the following:

- Proof of 2.0 Legal CEUs (20 hours) in every applicable four-year credential cycle
- Applicable \$20/10 Michigan Endorsement Credential renewal fee

Legal Endorsement Submittal Requirements

Applicants must submit a Michigan Endorsement Credential Application with:

- Valid Michigan Certification showing qualified to work in Standard Level 3 settings;
- 2.0 CEUs (20 hours) related to legal interpreting in the previous four years
- \$20 Endorsement Application fee;
- A copy of applicant's Bachelor's Degree, Associate's Degree in Interpreting, or High School Diploma;
- All of the following, as applicable:
 - Proof of completion of Skills Development Course;
 - Proof of completion of Court Orientation Training;
 - Proof of passage of English Competency Test;
 - Proof of required number of hours of formal legal interpreting training;
 - Proof of required number of hours of legal interpreting and/or mentoring experience; and
 - Proof of four years post-initial Certification interpreter experience.

Legal Endorsement Documentation Requirements

Educational Experience

Unofficial copies of High School Diploma, Associate's Degree in Interpreting, or Bachelor's Degree in any field from accredited institutions are sufficient.

Valid Michigan Certification

Applicants must include a copy of their valid Michigan Certification showing ability to interpret in Standard Level 3 proceedings.

English Competency Test

An English Competency Test is an assessment of an interpreter's English proficiency skills. The requirement for an English Competency Test is the same whenever one is required, and an interpreter who can establish having passed one for another purpose will not be required to retest.

This requirement is met by:

- An interpreter who has passed the written test on the legal process offered by the State Court Administrative Office (SCAO).
- An interpreter who has passed the written test required to take the BEI Performance test.
- An interpreter who has passed a written English Competency Test offered by the Division.
- An interpreter who has passed a Texas "DARS BEI Written Court Interpreter Test".

- An interpreter who has passed another written English Competency Test approved by the Division as indicated on the current *List of DODDBHH Approved English Competency Tests*.
- An interpreter may also request the Division to approve a different proposed test for this purpose.

Court Orientation Training

Court Orientation Training is focused on ensuring that an interpreter gains the necessary knowledge to effectively communicate and interact in courtroom settings.

This requirement is met by:

- Completing Court Orientation Training offered by the Division (beginning May 2016).
- Until December 31, 2016, letters on official court letterhead from a trial court judge indicating that the applicant has demonstrated sufficient knowledge of court practice and procedure as to render an orientation unnecessary.
- An interpreter who has passed another Court Orientation Training approved by the Division as indicated on the current *List of DODDBHH Approved Court Orientation Trainings*.
- An interpreter may also request the Division's approval of a proposed Court Orientation Training for this purpose.

Skills Development Courses

Applicable Skills Development courses must focus on **sign language concepts and interpretation of legal vocabulary**. Unlike Legal Endorsement CEUs, this required course must include both sign language **and** legal content. Courses must have been completed within the four-year cycle. Documentation must verify Certification of completion.

This requirement is met by:

- Documentation showing completion of appropriate course/workshop training provided by legal or interpreting institutions.

Formal Legal Interpreter Training and Legal Interpreting or Mentoring Experience Requirements

Applicants may submit any of the following to meet these requirements:

- Letters verifying hours of legal interpreter training or mentoring experience from Department chair or Director of interpreter training program;
- Letters verifying hours of formal legal interpreter training from Event Sponsor/Instructor of formal legal interpreting training program;
- Letters of verification on official letterhead from a Judge or Court Clerk stating applicant completed required number of hours of legal interpreting;
- Letters verifying hours of mentoring experience from mentor interpreter with valid Michigan Certification;
- Until December 31, 2016, notarized affidavit from applicant swearing they meet all required hours of legal interpreting or mentoring experience;
- Documentation showing completion of workshops and/or courses focused on legal training; and/or
- Documentation showing completion of formal legal training provided by accredited legal or interpreting institutions.

6.4(D) Medical Endorsement Requirements

A Medical Endorsement is required to interpret in **either medical or mental health settings**. Qualified interpreters eligible to work in Standard Level 2 or 3 settings must seek a Medical/Mental Health Endorsement Credential from the Division to work in medical or mental health settings. Initial eligibility requirements vary based on credential and educational experience.

Medical Endorsement: Initial Requirements

There are TWO different ways a Standard Level II or III interpreter can qualify for a Medical Endorsement:

IF YOU HAVE:	REQUIREMENTS
A Bachelor's Degree in any field	<ul style="list-style-type: none"> (a) Must be qualified to work in Standards Level 2 or 3. (b) Must complete 2.0 (20 hours) Medical/Mental Health CEUs in preceding four years. (c) Must complete Skills Development Course focusing on sign language concepts and interpretation of medical vocabulary.
Do not have Bachelor's Degree	<ul style="list-style-type: none"> (a) Pass English Competency Test. (b) Must be qualified to work in Standard Levels 2 or 3. (c) Must complete 2.0 (20 hours) Medical/Mental Health CEUs in preceding four years. (d) Must complete Skills Development Course focusing on sign language concepts and interpretation of medical vocabulary.

Medical Endorsement: Continuing Requirements

Applicants must submit the following:

- Proof of 2.0 Medical/Mental Health CEUs (20 hours) in every applicable four-year credential cycle; and
- Applicable \$20/10 Michigan Endorsement Credential renewal fee

Medical Endorsement Submittal Requirements

Applicants must submit a Michigan Endorsement Credential Application Form with:

- 2.0 Medical/Mental Health CEUs (20 hours) in the initial four-year timeframe depending on date of submitted Endorsement application form;
- Valid Michigan Certification credential and annual renewal with 2.0 CEUs;
- \$20 Endorsement Application fee;
- If applicable, copy of Bachelor's Degree in any field;
- If applicable, copy of passage of English Competency Test; and
- If applicable, copy of completion of Skills Development Course.

Medical Endorsement Documentation Requirements

Educational Experience

An unofficial copy of a Bachelor's Degree in any field from an accredited institution is sufficient.

Valid Michigan Certification

Applicants may include copies of their valid Michigan Certification showing ability to interpret in Standard Level 2 or 3 proceedings.

English Competency Test

An English Competency Test is an assessment of an interpreter's English proficiency skills. The requirement for an English Competency Test is the same whenever one is required, and an interpreter who can establish having passed one for another purpose will not be required to retest.

This requirement is met by:

- An interpreter who has passed the written test required to take the BEI Performance test.
- An interpreter who has passed a written English Competency Test offered by the Division.
- An interpreter who has passed another written English Competency Test approved by the Division as indicated on the *List of DODDBHH Approved English Competency Tests*.
- An interpreter may also request that the Division approve a proposed test for this purpose.

Skills Development Courses

Applicable Skills Development courses must focus on **sign language concepts and interpretation of medical vocabulary**. Unlike Medical Endorsement CEUs, this required course must include both sign language **and** medical/mental health content. Courses must have been completed within the four-year cycle. Documentation must verify Certification of completion.

CHAPTER 7. INTERPRETER TESTING INFORMATION

This section outlines the options for interpreter testing in Michigan.

Michigan BEI	EIPA	RID
The Division is the Michigan BEI test proctor. The Michigan BEI Study Guide, the Michigan BEI Examination Application Form, and the Michigan BEI Test dates is available on the Division website. www.michigan.gov/doddbbh	The Division is not a test proctor for the EIPA. MDE-LIO is the Michigan test proctor for the EIPA. Information is available on the Michigan Department of Education-Low Incidence Outreach (MDE-LIO) website at https://mdelio.org/deaf-hard-of-hearing/eipa or through BoysTown at http://www.classroominterpreting.org	The Division is not a test proctor for any national exams conducted through RID. Visit the RID website at http://www.rid.org to locate proctors.

CHAPTER 8. DIVISION GRIEVANCE PROCESS

The policies in this section outline the grievance process for alleged violations of the Deaf Persons' Interpreter Act and/or the Qualified Interpreter-General Rules.

8.1 Definition of Grievance

- A Grievance is a Request for Investigation alleging a violation of the Michigan Deaf Persons' Interpreter Act and/or the Michigan Qualified Interpreter-General Rules. Nothing in these Division Policies and Procedures shall in any way limit any other entity's enforcement of the Michigan Persons with Disabilities Civil Rights Act, the Americans with Disabilities Act, Michigan Criminal Law or any other federal/state statute or rule.

8.2 Requests for Investigation

An individual with first-hand knowledge may submit a Request for Investigation Form (or equivalent ASL video) alleging one or more of the following:

- A Michigan-certified interpreter improperly provided interpreting services in a setting for which he or she was not properly qualified.
- A Michigan-certified interpreter violated one or more provisions of the Deaf Persons' Interpreters Act, and/or the Michigan Qualified Interpreter General Rules.
- A Michigan-certified interpreter violated one or more provisions of the Code of Professional Conduct adopted by the Michigan Rules.
- A non-Michigan-certified interpreter provided interpreting services as a legally required accommodation, and/or falsely represented that he or she was certified in Michigan.
- An Appointing Authority provided either an unqualified or an underqualified interpreter.

A Request for Investigation Form regarding a grievance must be filed in writing and signed. An individual who is deaf, deafblind, or hard of hearing may submit an ASL video request which will be translated into English by the Division. Upon receipt of an ASL video, Division staff will complete the Request for Investigation form and send it through US mail to the individual for his/her signature and return to the Division.

8.3 Timeliness

A Request for Investigation alleging a violation of the Deaf Persons' Interpreter Act and/or the Qualified Interpreter-General Rules must be submitted to the Division not more than 90 calendar days after the alleged violation. This time limit applies only to grievances. Time limits for Michigan Department of Civil Rights complaints alleging a failure to accommodate and/or criminal complaints alleging a person misrepresented himself or herself as a qualified interpreter are not affected by this 90-day filing requirement.

8.4 Parties Involved

A deaf, deafblind, hard of hearing person, an appointing authority, an interpreter, or any other person with first-hand knowledge may file a grievance with the Division alleging a violation of the Deaf Persons' Interpreter Act and/or the Qualified Interpreter-General Rules.

A team interpreter who files a grievance is not in breach of confidentiality. The Division will thereafter identify the person making the Request for Investigation as the Claimant, and the person or entity against whom the allegation is made as the Respondent.

8.5 Request for Investigation Initial Review Process

Upon receipt of the Request for Investigation form the Division will assign the case to a Rights Representative for investigation, and the grievance will be entered into the Division's tracking database.

The assigned Rights Representative shall immediately review the file to determine if the Division has jurisdiction (e.g., alleged violation meets timeline requirement). If the Rights Representative believes the Division lacks jurisdiction, the Rights Representative will prepare a draft letter explaining the recommended decision. If the Division Director agrees with the recommendation, the letter will be sent to the Claimant and the case will be closed without further action.

If the Division determines that a Request for Investigation also involves the violation of the law besides these Act/Rules, it may be referred to the appropriate enforcement agency. A complaint against an Appointing Authority may be investigated by the Division as a possible rules violation if no damages are being sought, or as a "failure to accommodate" complaint to be investigated by the Michigan Department of Civil Rights.

8.5.(A)Grievance Process

If the Rights Representative determines the Division has cause to investigate, the assigned Rights Representative will, no later than 21 calendar days after the Division received the Request for Investigation, send written notification of the grievance to the named parties. This notification will identify the Claimant(s) and Respondent(s), describe the nature of the allegation(s) being investigated, and include a Division assigned case number. The case number should be included in the caption of all subsequent documents and communications to, from, or between the parties.

The notification will also include notice that the Respondent must reply to the grievance within 35 calendar days.

8.5.(B) Investigation

Upon receipt of the Respondent's reply, the Rights Representative shall conduct an appropriate investigation to determine whether there is evidence that either supports or refutes the allegations made. In addition to contacting the parties, the Rights Representative will contact witnesses identified by either party or identified during the investigation. Relevant physical evidence related to the alleged violation (including, but not limited to, written and/or email correspondence, paperwork, business records, other documentation, photographs, and audio/video recordings), shall also be requested and reviewed.

If the Respondent has not replied to the notice of grievance at the conclusion of the 35 calendar days provided for responding, the Rights Representative may begin further investigation by interviewing or requesting documents from others. At any time thereafter, the Rights Representative may provide written notice to Respondent that the investigation is ongoing, and if no response is provided by a specified date (but not less than 21 calendar days after mailing), the Division will complete the investigation and make its determination with the understanding that Respondent does not contest the allegations.

A Rights Representative will prepare an investigation report which documents the investigation and decision making process. The report must separately analyze each alleged violation, explain whether the evidence supported it, and include the Rights Representative's recommendation on whether the evidence supports the Division filing a Formal Complaint and proceeding to an administrative hearing. The report shall include a separate attachment describing each interview conducted, and copies of any documents or other evidence factored into the decision.

During the investigation, the Division may consult with experts in the field of interpreting, and the substance of any such consultations will be included in the investigation report.

At any time after Respondent's receipt of the grievance, if all parties and the Division agree, the matter may be submitted for mediation or other alternative dispute resolution processes. A dispute resolution process shall toll (pause) all time periods provided by these policies or the rules for not more than 60 calendar days. A settlement agreement including the Division and of all the parties may also be entered into at any time.

8.5.(C) Investigation Conclusion

Once an investigation is opened, absent an agreement involving all parties, there are only two possible outcomes:

- If the Division determines the evidence is insufficient to substantiate a violation, the Division shall close the grievance. The reasons for closing the grievance shall be forwarded to the Respondent and Claimant.
- If the Division determines there is sufficient evidence to substantiate a violation, the Division Director shall file a Formal Complaint recommending appropriate sanctions and a contested case hearing (*MCL 24.271*) with the Michigan Administrative Hearing System (MAHS).

8.6 Formal Complaint Process

After a Formal Complaint has been prepared against a Respondent, the Division shall serve the Respondent with a Formal Complaint through US Certified Mail with a return receipt requested. The Claimant will also receive a copy of the Formal Complaint. A copy of the Complaint, including proof of service shall be filed with the Michigan Administrative Hearing System (MAHS).

A Formal Complaint must specify the violation(s) alleged and provide sufficient detail from the investigation to permit the Respondent to respond. It must also include the disciplinary action that the Division determines to be appropriate if the violation(s) in the Complaint are substantiated.

The Respondent has 28 calendar days after receiving a Formal Complaint in which to respond in writing. The response must include proof of service to the Division and MAHS.

If the Respondent fails to file an answer to the Formal Complaint within 28 calendar days after receipt, the Division will send a second notice that a default judgment will be filed with MAHS in 21 calendar days. Default shall be as recommended in the Formal Complaint and may result in reprimand, suspension, revocation, or limitation of Michigan Certification.

After issuing a Formal Complaint, the Division may bring both parties together for an informal conference/mediation. The Division may try to resolve issues cited in the Formal Complaint and can help the parties agree on a settlement or stipulation. An informal conference may result in settlement, consent order, waiver, default or other type of settlement as agreed by both parties and the Division.

If no resolution is agreed upon during the informal conference, the Division will notify the MAHS that the matter was a contested case, and requires a hearing. MAHS will then issue a scheduling order and the matter will proceed to an administrative hearing at a time and place to be determined by MAHS.

An authorized representative/agent of the Michigan Department of Civil Rights or the Office of the Michigan Attorney General may represent the Division in a contested case.

The Respondent may be represented at the administrative hearing by legal counsel and/or an authorized representative at their own expense.

After a Formal Complaint is filed, if it involves issues of public health, safety, or welfare requiring emergency action, a petition may be filed in Circuit Court for the county where the Formal Complaint occurred or the county where the Respondent lives or does business, requesting temporary relief against the Respondent, and pending final determination of proceedings.

8.6.(A) Violations That Can Support a Formal Complaint

The Division may deny, revoke, suspend, or place limitations on Michigan Certification for one or more of the following:

- Discrimination, harassment, retaliation towards individual for filing complaint
- Fraud, deceit, cheating, misrepresentation when applying for/renewing Michigan Certification
- Violation of any provision of Deaf Persons' Interpreter Act and/or Qualified Interpreter-General Rules
- Failure of Michigan-certified interpreter to submit renewal application while continuing to work
- Incompetent practice/negligence
- Knowingly aiding another individual in violating any provision of these Act/Rules
- Fraud, deceit, cheating, or misrepresentation while interpreting
- Not reporting to the Division about adverse final action taken against them by another licensing jurisdiction, peer review body, professional deaf or hard of hearing interpreting association, government commission, law enforcement commission, or any court for deaf or hard of hearing interpreting liability claim similar to acts and/or conduct punishable by this Act/Rules. A final determination of another licensing jurisdiction will be considered as a complaint against the interpreter and investigated as such.
- Not reporting to the Division surrender of a Certification, license, registration, or authorization to practice interpreting in another state or jurisdiction or of a surrender while under disciplinary investigation

- Failing to decline or withdrawing from an interpreting/transliterating proceeding when effective communication is not substantially achieved or when notified by the deaf, deafblind, hard of hearing person, or hearing person of the inability to consistently understand the interpreter
- Failing to decline later proceedings with the deaf, deafblind, or hard of hearing person after being informed by that deaf, deafblind, hard of hearing person, appointing authority, or other agency acting on behalf of the appointing authority of the inability to achieve effective communication during previous encounter with that deaf, deafblind, or hard of hearing person
- Offenses showing lack of good moral character

8.7 Sanctions/Civil Fine

Sanctions may include Michigan Certification limitations, suspension, or revocation. These sanctions shall continue until expiration of the suspension period and reinstatement.

- Reinstatement after suspension/revocation is not automatic; a petition must be filed as described in the Act/Rules.
- A Certification may be suspended for (depending on the severity and/or frequency of violations) up to 10 days, 30 days, 60 days, 90 days, 6 months, 1 year, 2 years, or a complete revocation.
- Willful violations under the Deaf Interpreter's Act for Appointing Authorities may include a civil fine of \$1,000 up to \$10,000.

8.8 Administrative Hearings

- Administrative hearings will follow MAHS rules and procedures.
- Administrative hearing results may be appealed only as provided in the Michigan Administrative Procedures Act (*MCL 24.201 to 24.328*).