



June 2011 e-NEWS President's Report Cheryl Moose, CI and CT

Greetings Members:

By now you have received the special message dated June 21, 2011, from Executive Director Clay Nettles explaining the fraudulent activities committed by a former RID employee, Guy Motley, that affected the scores of 34 individuals whose National Interpreter Certification (NIC) Interview and Performance Examinations were scored between January and September 2010. If you have not yet seen this special e-mail message, it is also posted on the RID Web site (including a summary in ASL) at <http://www.rid.org/aboutRID/media/index.cfm>. A special message from Executive Director Nettles, press release and frequently asked questions are also available on the Web site.

The 11 individuals who serve on the board of directors with great fervor and dedication to RID and the interpreting profession are members of RID just like you, and news of this incident disturbed all of us deeply, just as it has each of you. Because of our commitment to a resolution that would be fair to the affected candidates as well as to the consumers of interpreting services, we ensured that Executive Director Nettles kept us apprised of all of the investigative matters and processes from the onset of the discovery last September.

Testing experts from The Caviart Group reviewed the NIC scoring process and developed procedures to address the fraudulent scoring which are based on widely accepted practices with considerable precedence. These procedures were presented to the RID Board of Directors and approved for implementation.

Executive Director Nettles managed the investigation and staff response, including the announcement to the RID membership, because it specifically and solely involved the operations and management of staff and procedures at the RID national office. It is imperative to understand that this incident involved Mr. Motley alone and does not compromise the validity of the NIC Interview and Performance Examination format or the integrity of the testing methodology in any way. The national office immediately brought in psychometric experts to work with the Certification and Education department to confirm that our partnership with NAD and joint investment in the NIC had not been compromised.

In addition to the invalid rater scores, the fraud has also had a profound effect on the current schedule for scoring exams, and thus the results notification timeframe. As noted by Executive Director Nettles, "Once RID discovered the fraudulent activities, we immediately stopped rating exams. Upon completion of the preliminary investigation, RID screened each rater and a new rater qualification process was developed and implemented. As a result, test results have fallen behind the ideal 90-day notification timeframe, and we temporarily have a smaller pool of eligible raters. We apologize for the delays and difficulties test candidates have experienced during this time as we work to alleviate the backlog of exams awaiting results." While we have determined that the impact on RID and its members is very limited, we take this fraud extremely seriously and are working diligently to resolve the issues this incident has raised.

-more-

Along with the RID staff, the board members are committed to open and transparent communication about this matter. While the board struggled with the need to keep this important information confidential during the investigation, it was necessary to do so while the national office examined the situation fully and determined exactly which individuals were affected by the invalid rater scores. In addition, confidentiality was necessary because this was a sensitive criminal and legal matter involving both internal and external investigations, including a law enforcement investigation and court proceedings. As mentioned previously, the board was kept informed and up-to-date throughout the process.

We will continue to provide additional information regarding this matter, while prioritizing service to those directly affected by the criminal actions of Mr. Motley and maintaining the confidentiality required by the sensitive nature of the incident.

While the board and national office staff deeply regret that someone was able to cause so much inconvenience and anxiety, we are extremely proud of the response and resolution. The national office staff quickly took steps to prevent similar incidents from taking place, including implementation of new systems and processes in our Certification and Finance departments, and plans for additional steps in the future.

RID's Certification Department has:

- Reviewed rater training records
- Implemented a new rater qualification process
- Created a new rater invoicing system

RID's Finance Department has:

- Retrained staff to emphasize specific controls regarding check writing, processing and distribution
- Adopted new procedures for approving, issuing, distributing and tracking vendor checks
- Identified future steps, such as establishing scheduled reconciliations of exams and expenses

RID plans to adopt a new database that will:

- Enhance the checks and balances that will be built into any changes to exam policies, procedures and electronic processing
- Allow for an enhanced rater payment process

I look forward to addressing the members of RID on a personal level during the opening ceremonies of the 2011 National Conference. The entire board and national office staff are ready and willing to meet individually with members whose exam results have been affected. My remarks will also be printed in the July *e-NEWS* for members who are unable to attend the conference.

Finally, I want to close with some very good news. This past year, the NIC Review Task Force has worked diligently with The Caviart Group, our psychometric consultants, and they have excellent recommendations to enhance the NIC program and make it even stronger. We will unveil these recommendations during the NIC Forum at the 2011 RID National Conference, and I look forward to sharing details about these enhancements with you very soon.