



AUXILIARY AIDS PLAN

Revised 2015

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I. AUXILIARY AIDS PLAN—Guidelines

1. **Purpose:** This plan provides HPS Helping People Succeed, Inc. (HPS) with guidelines as follows:
 - a. All qualified applicants for employment with impaired sensory, manual or speaking skills, have equal opportunity to employment in our organization. All participants with impaired sensory, manual or speaking skills have equal opportunity to use and benefit from the programs and services administered by HPS.
 - b. Qualified persons, due to their limited ability to speak, read, write, or otherwise understand English language, are not excluded from or denied equal access to the services and programs administered by the organization. All applicants for employment must meet qualifications of the position to allow for communicating with the participants in the program.
 - c. Reasonable accommodation(s) as needed are made available to the above applicants/employees to ensure they are not denied the opportunity to work at HPS. Reasonable accommodation(s) as needed are made available to the above participants to ensure that they are not denied full participation in the programs and services of the department.
 - d. Services and Accommodation(s) will be provided to our participants at no cost to the participant for auxiliary aids provided.

Single Point of Contact (SPOC): For the purpose of tracking and reporting the use of auxiliary aids to participants, employees, and applicants Health and Human Services (HHS) requires agencies to have a SPOC. Helping People Succeed's Agency designated SPOC is Kelly Cuevas, Human Resources Coordinator. To ensure timely submission of all required HHS reports Janet Cooper, Operations Director/Compliance Officer will track and monitor monthly and a report will be generated and sent to Suzanne Hutcheson, CEO/President on a Quarterly basis. The SPOC for Healthy Families staff is the Healthy Families Program Director. The SPOC for Behavioral Health Services Department is the Clinical Director. The SPOC for the Successful Futures Division is the VP of that division. The SPOC for the agency as well as the SPOC for each program will have their job description reviewed to ensure it includes all SPOC responsibilities and the SPOC's signature to indicate understanding of those responsibilities. The use of auxiliary aids for participants must be reported to the SPOC every month. HPS has many departments serving a diverse population. It is still the responsibility of the individual department's VP and/or program director to coordinate and ensure auxiliary aids are provided to the people we serve, however the SPOC must also be contacted regarding the need for and use of auxiliary aids.

SPOC Contact information:

Kelly Cuevas, Human Resources Coordinator
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Stuart, FL 34994
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2. **Scope:** The policies and procedures described in this plan apply to the entire organization with reference to employees or potential employees of HPS. These policies and procedures apply to all Divisions/departments of HPS who provide direct services to participants or potential participants with impaired sensory (hearing and vision), manual or speaking skills, and those with limited proficiency in English.
3. **References:**
 - a. Title VI of the Civil Rights Act of 1964, as amended, 42 United States Code (USC) 2000d et seq; 45 Code of Federal Regulations (C.F.R.), Part 80.
 - b. Section 504, Title V of the Rehabilitation Act of 1973, as amended, 230 USC 1681 et seq; 45 C.F.R., Part 80, 84 and 28 C.F.R. Part 41 of the Civil Rights Restoration Act of 1987.
 - c. Section 508 of the Rehabilitation Act of 1973, as amended.
 - d. The Omnibus Budget Reconciliation Act of 1981, as amended, 42 USC 9849 and Civil Rights Restoration Act of 1987, Public Law 100-259.
 - e. The Americans with Disabilities Act of 1990, Title I and II as amended.
 - f. CFOP 60-16, Civil Rights, Methods of Administration: Equal Opportunity in Service Delivery.
 - g. CFOP 60-10, Americans with Disabilities Act (ADA) Accommodation Procedures for Applicants/Employees/General Public.
 - h. U.S. Department of Health and Human Services (HHS), Office of Civil Rights, Policy Guidance – Title VI Prohibition Against National Origin Discrimination As It Affects Persons with Limited-English Proficiency, Executive Order 13166.
 - i. Section 110.201(3), Florida Statutes (F.S.), requires each state agency to comply with all federal regulations necessary to receive federal funds.
4. **Policy:** HPS will provide to all applicants for employment and/or employees with impaired sensory, manual or speaking skills and those persons with limited proficiency in English language reasonable accommodation provided the employee/applicant meets all other qualifications of employment to perform the essential functions of a job. HPS and its contracted providers of participant services will provide to all persons with impaired sensory, manual or speaking skills, and those persons with limited proficiency in English language, appropriate assistance that are necessary to afford such persons equal opportunity to access and benefit from the services and programs administered by HPS.
5. **Procedures:** The following procedures are to be followed by HPS employees providing auxiliary aids.
 - a. Qualified applicants for employment are responsible for making needs known to hiring supervisor or HR. The hiring supervisor shall coordinate securing applicable auxiliary aids to allow the qualified applicant equal opportunity to employment at HPS.

Participant needs are assessed through consulting with the participant/potential participant concerning his/her preferred

communication mode, and if applicable, with the assigned caseworker, counselor, parent or other family member, guardian or other representative. (NOTE: Hearing impaired participants or those participants with limited proficiency in English language have a right to a qualified interpreter. The use of family or friends as interpreters is highly discouraged except in an emergency, as it could result in a breach of confidentiality or reluctance on the part of beneficiaries to reveal personal information critical to their situations to family and friends).

- b. It is the responsibility of all Supervisors to coordinate with HR to ensure that appropriate auxiliary aids are provided for applicants/employees if reasonable accommodation is needed. It is the responsibility of supervisors and the VP of each department to secure such aids for the participants in his/her programs. When obtaining auxiliary aids, every effort should be made to utilize the Department's current resources. However, if auxiliary aid need be obtained from outside the department, payment will be made from the appropriate operating budget. HR is the Single Point of Contact (SPOC) regarding the need for and use of auxiliary aids and must be contacted when the need for auxiliary aids has been provided.
- c. It is the responsibility of the VP of each department and the department supervisors to train his/her staff on how auxiliary aids and reasonable accommodation apply to the participants he/she serves and keep contact roster of auxiliary aids providers in our area (i.e. interpreters, deaf & hard of hearing aids providers, blind services) current for his/her department.
- d. Certain auxiliary aids are not always readily available, particularly in rural areas. This problem is compounded when advance notice cannot be anticipated. To help alleviate this problem, HPS will have staff available to provide or coordinate assistance. The staff are either reasonably skilled in the auxiliary assistance needed (i.e. bilingual) or are knowledgeable of the existing resources available in the area, including qualified interpreters from the Deaf Services Centers. Auxiliary aids shall be provided in a time frame that will not unreasonably delay, impede or deny services to applicants or participants.
- e. During initial assessment or interviews, applicants and participants must be informed of the available auxiliary aids, and that the agency will provide these services at no cost to them. The applicant's/participant's wishes and needs for auxiliary aids should be taken into consideration before deciding on the appropriate auxiliary aids.

II. SENSORY IMPAIRMENT AIDS

Auxiliary Aids for participants, employees, and applicants for employment with sensory impairment may include:

- Amplified Telephones and other Assisted Listening Devices and Systems
- TDD/TTY – Text telephone used like a typewriter that can be used by people who are deaf, hard of hearing or speech impaired.

- Florida Relay Service (FRS) – A service offered to all persons in the state which enables a hearing person to communicate with a person who is hearing or speech impaired through a specially trained operator called a communications assistant
- Braille, Large Print, Audio-Tapes and Computer Disks
- Qualified/Certified sign interpreters, Note takers, and Readers

III. LIMITED ENGLISH PROFICIENCY

Assistance for persons with limited proficiency in English may include:

- Hiring bilingual staff
- Hiring staff interpreters
- Using volunteer staff interpreters
- Arranging volunteer community interpreters
- Contracting outside interpreter-services
- Telephone interpreter services such as the AT&T Language Line
 - a. All qualified employee and applicants for employment, are entitled to equal opportunity to apply for a position or promotion at HPS. Qualified participants and potential participants are entitled to equal opportunity to use and benefit from the programs and services of HPS. This includes reasonable accommodations to ensure that programs and service of the organization are equally accessible to and equally effective for otherwise qualified persons who have hearing, vision or mobility impairments, or who are limited in their ability to speak, write, read or otherwise understand English.
 - b. Auxiliary Aids will be available for use by participants, potential participants, employees, and applicants with impaired sensory, manual or speaking skills, or limited English proficiency in each phase of the service delivery or employment process when the lack of such aids may in effect deny or delay service accessibility, hinder service effectiveness or deny persons with disabilities reasonable accommodations to ensure nondiscrimination and equal opportunity. Sufficient time for HPS to secure such aids to be used must be provided.

IV. TRAINING: HPS will implement a training program that includes the various communication options available for auxiliary aids; how to access and utilize these aids; and the responsibility of HPS to provide reasonable accommodation to ensure programs and services of HPS are equally accessible to and effective for all applicants and participants. The management staff and HR are responsible for arranging training material for staff.

Required Training will include the following:

- Employees will read this Auxiliary Aids plan, sign & return the acknowledgment to Human Resources at enrollment effective April 1, 2010.
- Department heads will include Auxiliary Aids training in their pre-service training to ensure their staff understands the department specific procedures and contacts.

- All employees will complete the on-line training during the new hire enrollment period and annually thereafter, through the Florida Department of Children & Families (DCF) using the following links: **ACCESS Civil Rights Training:** <https://admin.na6.acrobat.com/a302921195/civilrights08/> and the Service Delivery to the Deaf & Hard of Hearing training. Employee must print certificate as proof training completed and return the certificate to Human Resources for employee's personnel file.

V. ACCESSIBILITY

The following procedures are to be followed by employees and contracted services providers to ensure accessibility of programs and services to Customers or Companions with disabilities or who are Limited English Proficient:

- a. Assess participant needs by consulting with the participant regarding his or her preferred communication method, and if applicable, with assigned caseworkers, counselors, parents, family members, guardians or other representatives.
 - (1) For Customers who are deaf or hard-of-hearing, staff are required to determine, prior to providing services, the method of communication that the participant feels most comfortable with, and record this information in the participant's file, utilizing the Customer/Companion Communication Assessment and Auxiliary Aid/Service Record form
 - (2) For Customers who are Limited English Proficient (LEP), staff shall identify, at first contact, the preferred language including dialect of each participant, and record this information in the participant's file, utilizing the Customer/Companion Communication Assessment and Auxiliary Aid/Service Record form.
- b. The communication options for persons who are deaf or hard-of-hearing may include but not be limited to the Florida Relay Service, TDDs (Telecommunication Devices for the Deaf), FAX (Telephone Facsimile Transmittal), phone amplifiers, qualified/certified sign language interpreters, flash cards, lip-reading, written notes, supplementary hearing devices, charts, signs or a combination of these, as appropriate.
- c. The use of Auxiliary Aids equipment (Pocket Talker) is accessible onsite for those requesting a communication device. The Pocket Talker will be inspected/tested and documented on a monthly basis by the Safety Committee of HPS. The Inspection documentation will be kept in the Safety Binder.
- d. The Department Head with budget approval over the unit or facility has the responsibility for approving the request and obtaining the appropriate auxiliary aid and service.
- e. The use of auxiliary aids, certified sign language interpreters, translators, or foreign-language interpreters will be at no cost to the Participant or Companion.

- f. Documentation of the participant communication assessment shall be recorded in the participant's file, utilizing the Customer/Companion Communication Assessment and Auxiliary Aid/Service Record form.
- g. Each deaf or hard-of-hearing Customer or Companion shall be provided a Customer Feedback form by the Single-Point-of-Contact, or designee, following their visit.

VI. DEFINITIONS

a. ADA/Section 504 Coordinators. Any individual charged with implementing the requirements of Titles I and II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, ensuring the provision of auxiliary aids and services for deaf or hard-of-hearing, Limited English Proficient Customers, and Customers with disabilities requiring aid essentials. Within HPS, Civil Rights Officers are designated ADA/Section 504 Coordinators.

b. Aid Essential Communication Situation. Any circumstance in which the importance, length, and complexity of the information being conveyed is such that the exchange of information between parties should be considered as an aid essential communication situation, meaning that the requested auxiliary aid or service is always provided.

c. Assistive Listening Devices and Systems (ALDS). Amplification systems to improve hearing ability in large areas and in interpersonal communications systems. These systems deliver the desired signal directly to the ears or hearing aids of the listener, thus overcoming the negative effects of noise, distance and echo. Four main types are available: hardwire, loop, infrared, and FM radio.

d. Auxiliary Aids and Services. Includes qualified interpreters or other effective methods of making aurally delivered materials available to individuals who are deaf or hard-of-hearing; qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; acquisition or modification of equipment or devices; and other similar services and actions. These auxiliary aids and services will enable participants to fully benefit from and participate in HPS programs and services. See 45 C.F.R. § 84.52(d) (3); 28 C.F.R. § 35.104; and P.L.110-325, the ADA Amendments Act of 2008.

e. Blind. See Visual Impairment.

f. Captioning (Closed). Refers to converting the spoken word to text displayed in the visual media (video, television, etc.) in a way that it is available only to individuals whose televisions are equipped with captioning decoders.

g. Captioning (Open). Refers to converting the spoken word to text displayed in the visual media (videos, television, etc.) so that it is seen by everyone who watches the film (i.e., it cannot be turned off).

h. Captioning (Real Time). The simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a video screen. This communication service is beneficial to individuals who are deaf or

hard-of-hearing that do not use sign language or for whom assistive listening devices and systems are ineffective.

i. Certified Interpreter. A person who is certified by the National Registry of Interpreters for the Deaf or other national or state interpreter assessment and certification program.

j. Participant, Customer, Participant. As used in this plan, this term includes anyone applying for or participating in the services provided by HPS, its contracted services providers and their subcontractors. It includes persons making general inquiries or in any way seeking access to or receiving information from HPS, its contracted services providers and their subcontractors, either in person, in writing or via telecommunications. May also be referred to as “customer or customers”.

k. Companion or Companions. Any individual who is deaf or hard-of-hearing and is one of the following: (a) a person whom the Customer indicates should communicate with HPS staff about the Customer, such as a person who participates in any treatment decision, a person who plays a role in communicating the Customer’s needs, condition, history, or symptoms to HPS staff, or a person who helps the Customer act on the information, advice, or instructions provided by HPS staff; (b) a person legally authorized to make healthcare or legal decisions on behalf of the Customer; or (c) such other person with whom the HPS staff would ordinarily and regularly communicate about the Customer.

l. Customer or Customers. Any individual who is seeking or receiving services from HPS. May also be referred to as “participant or participants”.

m. Deaf. A term used to describe a person having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

n. Disability. A medically diagnosed condition that substantially limits a major life activity, such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, lifting, sleeping, and working.

o. Discrimination. The failure to treat persons equally because of their race, sex, color, age, religion, national origin, political beliefs, or disability.

p. Dual Sensory Impairment. A term used to describe a person having both a visual impairment and a hearing impairment. The term includes all ranges of loss, which would necessitate the use of auxiliary aids and services for communication.

q. Employee. All persons working for HPS.

r. Florida Relay Service (FRS). A service offered to all persons in the state that enables a hearing person to communicate with a person who is hearing or speech impaired and must use a TDD/TTY, through a specially trained operator called a communications assistant.

s. Hard-of-Hearing. A term used to describe a person having a permanent hearing impairment, which is severe enough to necessitate the use of auxiliary aids or services to discriminate speech sounds in verbal communication.

t. Hearing Impairment. An all inclusive term used to describe any hearing loss. A person with a hearing impairment could be either deaf or hard-of-hearing.

u. Interpreter.

(1) Certified Deaf Interpreter (CDI)/Deaf Interpreter (DI). Individuals who are certified or qualified to interpret as part of a team to facilitate communication.

(2) Certified Interpreter. A qualified interpreter who is certified by the National Registry of Interpreters for the Deaf or other national or state interpreter assessment and certification program.

(3) Intermediate Interpreter. A Certified Deaf Interpreter or Deaf Interpreter, also known as a relay or intermediary interpreter, can be used in tandem with an American Sign Language (ASL) interpreter.

(4) Oral Interpreter. Qualified oral translators have knowledge and abilities in the process of speech reading, speech production and the communication needs of speech readers.

(5) Qualified Interpreter. An individual who is able to interpret competently, accurately, impartially and effectively, both receptively and expressively, using any specialized terminology necessary for effective communication with a deaf or hard-of-hearing Customer or Companion.

(6) Sign Language Interpreter. A person who engages in the practice of interpreting using sign language.

(7) Tactile or Close Vision Interpreter (For Deaf-blind Individuals). An individual who accurately facilitates communication between hearing and deaf-blind individuals.

In addition, someone who has rudimentary familiarity with sign language or finger spelling is not a qualified sign language interpreter. Likewise, someone who is fluent in sign language but who does not possess the ability to process spoken communication into proper signs or to observe someone else signing and change their signed or finger-spelled communication into spoken words is not a qualified sign language interpreter.

v. Limited English Proficient (LEP). Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

w. Manual Disability Impairment. A term used to describe a condition, which limits or prevents the use of a person's upper extremities (arms, hands).

x. Mental Disability Impairment. Any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

y. Mobility Impairment. For the purpose of this procedure, this term is used to describe a condition that substantially limits a person's upper or lower body mobility. It includes those persons who have limited use of arms, shoulders; persons who are in wheelchairs

or on crutches; people of short stature; those who cannot perform certain hand movements or have difficulty controlling movement; and people with breathing difficulties or stamina limitations. It also includes person with visual impairments.

z. Non-Aid Essential Communication Situation. Situation where HPS is provided the flexibility in its choice of an appropriate auxiliary/accessibility aid or service for deaf or hard-of-hearing participants or companions.

aa. Physical Disability. A broad term, which includes physiological disorders or conditions, cosmetic disfigurement and anatomical loss. It includes orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction and alcoholism.

bb. Program Accessibility. An American with Disabilities Act standard, which means a public entity's programs, services, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. The concept of program accessibility is intended to make the contents of the program, service or activity equally available and accessible to persons with disabilities without excessive renovations of facilities. (See also: "Undue Burden".)

cc. Sensory Impairment. This is a general term, which is used to describe impairment of vision or hearing. For the purpose of this document, it also includes impairment of speech.

dd. Single-Point-of-Contact. Any individual charged with implementing the terms of the HHS Settlement Agreement within each HPS department and shall also mean any individual within each HPS charged with coordinating services to deaf or hard-of-hearing Customers and Companions according to their obligations under Section 504 and/or the ADA.

ee. Staff. As used in this plan, defines all employees of HPS other than managers.

ff. Translator. Individuals able to interpret the meaning of a text in one language (the "source text") and the production, in another language (the "target language"), of an equivalent text (the "target text," or "translation") that communicates the same message.

gg. TTY/TDD. TTY (Teletypewriter) or TDD (Telecommunications Device for Deaf) are devices that are used with a telephone to communicate with persons who are deaf or hard-of-hearing or who have speech impairments by typing and reading communications.

hh. Undue Burden. This term, used in conjunction with programs and services (ADA Title II), means an unreasonably excessive financial cost or administrative inconvenience in altering building or facilities in which programs, services or activities are conducted, in order to ensure equal benefit to persons with disabilities.

NOTE: Program access requirements of ADA Title II should enable individuals with disabilities to participate in and benefit from the programs, services and activities of public entities in all but the most unusual cases. Determination of undue burden can be made only by the agency head or his/her designee, after considering all resources available for use in the funding and operation of the program.

ii. U.S. Department of Health and Human Services (HHS) – Office for Civil Rights. The federal agency responsible for Departmental compliance with federal regulations including but not limited to Title VI of the Civil Rights Act of 1964, as amended, Title IX, Section 504, the Age Discrimination Act of 1978, and the Omnibus Budget Reconciliation Act of 1981, as amended.

jj. Visual Impairment. A generic term used to describe any loss of vision.

VII. **DISSEMINATION:** A copy of this plan will be submitted to all departments.

VIII. **REVISIONS:** This plan will be updated as needed, at a minimum annually.

IX. **MONITORING:** The management staff of HPS and the EEO coordinator will monitor to ensure HPS' compliance with this plan.

X. HEALTHY FAMILIES & BEHAVIORAL CHILDREN'S MENTAL HEALTH PROGRAM REQUIREMENTS

Subject: Requirements providing Services to the Deaf and Hard of Hearing as it relates to Healthy Families Florida and Children's Mental Health Departments specifically.

Policy: As with all services provided by Helping People Succeed, Healthy Families and Children's Mental Health services will be in accordance with section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA), and the Children and Families Operating Instruction (CFOP) 60-10, Chapter 4, entitled "Auxiliary Aids and Services for the Deaf and Hard-of-Hearing."

Procedures:

1. Services are to be offered to all persons determined eligible for services (according to HFF Policy 1-02) regardless of race, color, religion, national origin, sex, age, or disability. For persons who are deaf or hard of hearing, Helping People Succeed will provide, at no cost to the participant or companion, appropriate auxiliary aids to afford the participant or companion an equal opportunity to participate in and benefit from services. Auxiliary aids will be available in each phase of the service delivery process (e.g., assessment, parent group meetings, home visits, etc.).
2. Helping People Succeed will develop and submit an Auxiliary Aids and Service Plan that addresses each of the required areas listed on the Auxiliary Aids and Service Plan Review (Attachment 52-13A). The Auxiliary Aids and Service Plan will be updated annually according to the timeframe outlined in the contract.

3. Helping People Succeed shall designate a Single-Point-of-Contact to coordinate services and ensure effective communication with deaf or hard-of-hearing participants or companions in accordance with Section 504, the ADA, and CFOP 60-10, Chapter 4. The Single-Point-of-Contact will coordinate activities and reports with the Ounce of Prevention Fund of Florida's Single-Point-of-Contact and the designated contract liaison for DCF for Children's Mental Health Program. (CFOP 60-10, Chapter 4 can be downloaded at <http://www.myflfamilies.com/about-us/services-deaf-and-hard-hearing/policies-and-procedures>.)
4. The Single-Point-of-Contact shall ensure that each staff member is aware of the requirements, roles and responsibilities and contact points associated with Section 504, the ADA, and CFOP 60-10, Chapter 4 compliance. Training must be provided as part of the required orientation training to all new hires prior to serving families and on an annual basis in the month of July. The Single-Point-of-Contact must also ensure that each employee attests in writing that they are familiar with the requirements of Section 504, the ADA, and CFOP 60-10, Chapter 4. Training is provided through the Internet at: <http://www.dcf.state.fl.us/admin/hhstraining.shtml>. Upon receipt of the training, the Attestation of Section 504 and ADA Training must be signed by the employee and maintained in the employee's personnel file.
5. The Single-Point-of-Contact will ensure that the posters provided by DCF that provide information about the availability of appropriate auxiliary aids and services at no cost to the deaf and hard-of-hearing participants or companions are posted where people enter or where people may inquire about services. These posters may be found at <http://www.myflfamilies.com/about-us/services-deaf-and-hard-hearing/dcf-posters>. The Single-Point-of-Contacts name and contact information should also be posted with the posters.
6. All staff should become familiar with auxiliary aids and services available and how to access them. (See Contact Information for Auxiliary Aids and Services)
7. Each program shall assess and document the deaf or hard-of-hearing participant's or companion's preferred method of communication and requested auxiliary aids/services provided on the Customer/Companion Communication Assessment and Auxiliary Aid/Service Record. The participant or companion's preference will be the determining factor in the type of auxiliary aid/service provided. Written documentation, with supporting justification, must also be made if any request for auxiliary aid was not honored. This documentation must be maintained in the participant file.
8. If an interpreter is needed, these services can only be provided by a certified interpreter. Staff shall contact a certified interpreter from their listing of interpreter service. Prior to initiation of interpreter services, staff must verify that the interpreter is certified by seeing interpreters certificate or checking the Registry of Interpreters for the Deaf at Verification of certification must be documented in the participant file.
9. Staff will provide interpreters for participants or companions who are deaf or hard of hearing in a timely manner and in accordance with the following:

- If it is a scheduled appointment and the participant or companion has requested auxiliary aid or services, staff must have a certified interpreter at the time of the scheduled appointment. If the interpreter fails to appear, the staff will take whatever additional actions are necessary to make a certified interpreter available to the customer or companion as soon as possible, but no later than two hours after the scheduled appointment, or as convenient to the participant or companion.
 - If it is a non-scheduled appointment, staff must provide a certified interpreter within two hours of the request, or at least by the next business day. If there is an emergency situation, an interpreter must be made available as soon as possible, but no later than two hours from the time of the request by the participant or companion. If it is a non-emergency situation, staff may offer to re-schedule an appointment (and provide an interpreter where necessary for effective communication) as convenient to the participant or companion.
 - Minor children must never be used as an interpreter.
 - Avoid using family members, neighbors, friends or untrained volunteers as interpreters as the accuracy of interpretation may be compromised or there may be ethical conflicts.
 - In the event that communication is not effective or if the nature of the communication changes significantly after the initial assessment, staff will re-assess which appropriate auxiliary aids and services are necessary for effective communication.
 - Staff who are unfamiliar with the auxiliary aid or service requested should contact the Lead Entity Single-Point-of-Contact or ADA/Section 504 Coordinator for assistance in locating appropriate resources to ensure effective communication with participants and companions.
10. If a participant or companion accepts or refuses the free aid offered, the Customer or Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance form should be completed when offered and any time there is change in the communication preference. This form should be maintained in the participant file with a copy sent to the provider's Single-Point-of-Contact. Should the family refuse to sign the form, "Refused to Sign" should be written on the form and noted in the participant file.
11. If staff determines after conducting the communications assessment that the communication situation is not Aid Essential and does not warrant provision of the auxiliary aid or service requested by the customer or companion, they must immediately contact their agency administrator or CEO to discuss the denial of the aid or services requested. Denial determinations can only be made by the agency administrator/CEO (or designee). If it is determined that the requested aid or services will be denied, the staff must advise the person of the denial of the requested service and shall document the date and time of the denial, the name and title of the staff member who made the determination, and the basis for the

determination. The staff will provide the participant (and companion, if applicable) with a copy of the denial.

Staff will record the denial of the requested auxiliary aid or service on the Customer or Companion Communication Assessment and Auxiliary Aid/Service Record and in the participant file. Notwithstanding the denial, staff shall nonetheless ensure effective communication with the participant and/or companion by providing an alternate aid or service which must be documented on the above form and in the participant file.

Some instances that may lead to denial of the requested aid or service are situations such as a participant or companion requesting an interpreter from a specific agency that costs more than one who can provide the same service from a less expensive agency; a participant or companion that insists on an interpreter of a specific gender that may not be available or a participant or companion that insists their friend or family member serve as the interpreter.

12. For each deaf or hard-of-hearing participant or if the participant's companion is deaf or hard-of-hearing, the communication plan on the second page of the Customer or Companion Assessment and Auxiliary Aid and Service Record must be filled out during the first home visit and any time the plan needs to be updated.
13. The Customer/Companion Communication Assessment and Auxiliary Aid/Service Record must be completed at the time of assessment and **each time a service is provided** for participants and/or companions that are deaf or hard-of-hearing. For families that were assessed, but not enrolled, the original should be kept with the assessment and a copy sent to the provider's Single-Point-of-Contact. For families that enroll, originals must be maintained in the participant file and copies sent to the provider's Single-Point-of-Contact.
14. Even if no services to the deaf or hard-of-hearing were provided, the provider shall submit compliance reports online at https://fs16.formsite.com/DCFuser/form3/secure_index.html by the 5th business day of the following month. The provider will receive a verification email that must be forwarded to hffdeliverables@ounce.org upon receipt. Back-up documentation must also be submitted in the following instances:
 - a. The participant/companion requested auxiliary aid and it was not provided
 - b. The auxiliary aid or service provided did not meet the expectations of the participant/companion or staff
 - c. The communication was not found to be effective
 - d. The requested auxiliary aid or service was denied
 - e. When requested by DCF or Health and Human Services
15. The provider shall distribute the DCF Customer/Companion Feedback Form to deaf and hard-of-hearing participants or companions at the time of the first serviced provided and quarterly thereafter. These forms are submitted by the participant or companion directly to DCF and are not to be maintained in the participant file. However, there must be written documentation in the participant's file that the form was provided to the participant or companion and with documentation of the date the form was provided.

16. The peer review committee will review after initial admission and monitor on a monthly basis thereafter each deaf or hard-of-hearing participant's file to ensure all required services are being provided and documentation is present as follows:
 - Customer/Companion Communication Assessment and Auxiliary Aid Service Record;
 - Customer/Companion Request for free Communication Assistance or Waiver of Free Communication Assistance;
 - Entry in the client file about distribution of Customer/Companion Feedback Form (the actual form is to be mailed by client to Tallahassee);
 - File entry about the auxiliary aid services provided; and,
 - Verification of the interpreter's certification
17. Invoices for auxiliary aids or services must be maintained in either in the participant file or in a separate file that includes all invoices for such services. If the auxiliary aid or service was provided at no cost, there must be an invoice that states services were provided at no cost.
18. If customers or companions are referred to other agencies and the receiving agency has been included on the signed HFF or other Limited Authorization for Exchange of Information form, the provider must ensure that the receiving agency is notified of the customer's or companion's preferred method of communication and any auxiliary aids/services needs. Communication with the referral source should be documented in the participant file with a copy to the Single-Point-of-Contact.
19. Helping People Succeed's website must include language regarding services being accessible to all persons regardless of disability. Any notices regarding meetings (such as parent group meetings) must also include language regarding accessibility.
20. All documentation regarding services to the deaf and hard of hearing, including the Customer or Companion Assessment and Auxiliary Aid and Service Record, the Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance, Monthly Summary Reports, invoices for translator services and notes regarding any special circumstances must be kept until July 2020 or for a period of seven years, whichever occurs last.
21. This policy will be made available to individuals and organizations that serve persons with disabilities upon request.
22. This policy will be made available in alternative formats if requested by staff or participants and companions.

XI. GRIEVANCE PROCEDURE

Purpose: To provide a formal method/procedure of redressing complaints the cannot be redressed through informal communication between participant/families and staff.

Policy: It is the policy of Helping People Succeed to treat each participant and family/guardian fairly and equally. Each customer is given an opportunity to discuss a dispute or difference of opinion

concerning daily activities, wages, responsibilities or work assignment with their direct supervisor. If the dispute cannot be resolved in discussion with the staff member primarily responsible to the participant the following procedure will be followed.

Procedures:

- Discuss complaint with the immediate supervisor of the department in which you work or are currently receiving services. If resolved, stop here; if not resolved move to next step.
- If you feel it necessary consider choosing someone to help with the process. This may be anyone you want i.e., Support Coordinator, family member, friend, other service provider, etc.
- Send written complaint to the SPOC (Agency Single Point of Contact—Kelly Cuevas, Human Resources Coordinator).
- Recipient has five (5) business days to respond. If satisfactory resolution is achieved, stop here; if not, move to next step.
- Send written complaint through the chain of command until resolution of problem has occurred. In all cases, each person receiving the complaint has five (5) business days to resolve the issue.
- If, after following the written complaint through the chain of command a satisfactory resolution has not occurred, then the aggrieved participant/family may petition the Board of Directors for a grievance hearing. Such petition to the Board of Directors must be submitted in writing at the next regular scheduled Board Meeting.
- The board will appoint a Grievance Committee which shall convene within fifteen (15) days after the Board Meeting. The participant may be represented by anyone of his/her choosing.

The decision of the Grievance committee appointed by the Board of Directors shall be final and binding.

*Healthy Families Florida must be notified of any participant grievances that stem from Health Families Florida program participants, but is not responsible for resolving participant grievances.

1. Each HFF project must have a policy on addressing participant grievances that includes the following:
 - How participants/families are informed of the policy.
 - The project's process for notifying Healthy Families Florida when a participant grievance is received and when the grievance has been resolved.
 - The project's process for reviewing grievances.
 - The project's follow-up mechanism used to address identified areas of improvement.
 - That participants/families may file a grievance or complaint regarding services for persons with disabilities directly with Department of Children and Families' Office of Civil Rights or with the US Department of Health and Human Services Office for Civil Rights.

XII. CONTACTS & INSTRUCTIONAL ATTACHMENTS

Interpreter Services:

Deaf communication Specialists, Inc., 1-888-332-3266

Website: www.deafcom.us Deafcom will provide an interpreter for sign-language on the Treasure Coast within 30 minutes—however they prefer arrangements be made in advance. They are available 24 hours per day/7 days per week.

The following information is taken from the Department of Children and Families Statewide Auxiliary Aids and Service Plan for Persons with Disabilities and Persons with Limited English Proficiency. For the most current version of the plan, please refer to the following link:

<http://www.dcf.state.fl.us/admin/servicedelivery/docs/HeadquarterstAuxiliaryAidServicePlan.pdf>

FLORIDA RELAY 711 TELEPHONE SERVICES:

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Limited. Through the Florida Relay, people who use specialized telephone equipment or Speech Limited. Through the Florida Relay, people who use specialized telephone equipment can communicate with people who use standard telephone equipment.

To call Florida Relay, dial 7-1-1, or use the following toll free numbers:

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-3771 (ASCII)
- 1-877-955-8260 (VCO-Direct)
- 1-800-955-5334 (STS)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Cr)

ATTACHMENT(S): All referenced forms (English, Spanish and Creole) may be found on the DCF Web-site:

<http://www.dcf.state.fl.us/admin/servicedelivery/publications.shtml>

Please refer to the referenced attachments for instructions and assistance serving participants.

- Florida Relay 711...Discover Communication Freedom-“How the Relay Works”
- “Types of Florida Relay Calls”
- “Assistive Listening Devices”
- “Directories of Agencies & Organizations” these agencies or organizations may be able to assist in ensuring accessibility for individuals with disabilities or Limited English Proficiency

Effective Date: November 1, 2002

Revised: April 1, 2013

Revised: November 24, 2015

Kelly Cuevas
Human Resources Coordinator
HPS Helping People Succeed, Inc.
EEO/ADA/504 Coordinator
Single Point of Contact (SPOC)
1100 S. Federal Hwy.
Stuart, FL 34994
kcuevas@hpsfl.org
772-320-0880

HOW THE RELAY WORKS



How the Relay Works

Text Telephone (TTY)



The user types messages and reads replies on the display screen and/or paper printout.



The Operator (OPR) voices typewritten messages to the hearing person and types replies to the TTY user.

Voice carry-over (VCO)



A VCO user speaks directly to a hearing person and reads replies on the VCO screen.



The OPR types the response to the VCO user.

Two-Line VCO



A person with two phone lines and a computer can use one line for speaking and the other line for receiving typed messages.



The OPR accommodates VCO user by typing responses from the standard telephone user.

Hearing carry-over (HCO)



Speech-impaired users listen to the person they called and then type their messages using the HCO telephone.



The OPR voices the typed messages to the standard telephone user.

Speech to Speech (STS)



Speech-impaired users speak through the OPR.



An OPR familiar with speech patterns voices the message to the person being called.

For outreach presentations or printed materials, call FTRI at 1-888-292-1950, ext. 232.

REV. 5/03

Remember, it's YOUR call!
 Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through Florida Relay, people who use specialized telephones can communicate with people who use standard telephones and vice versa.

Relay Access Numbers

Dial 711 to use the relay anywhere or continue using

- 1-800-955-8770 (Voice)
- 1-800-955-8260 (VCO)*
- 1-800-955-1330 (ASCII)
- 1-800-955-8707 (French Creole) 8 a.m. to 2 a.m. daily
- 1-800-955-8771 (TTY)
- 1-877-955-5334 (STS)*
- 1-877-955-8773 (Spanish)

*Recommend direct-dial.
 Relay Customer Service
 1-800-676-3777 (English)
 1-800-676-4280 (Spanish)

Remember
 711—Relay Service
 411—Directory Assistance
 911—Local Emergency Assistance



User Friendly Features

- Toll-free access calling.
- Available 24 hours a day, 365 days a year.
- No restrictions on the number or length of calls.
- No charge for local calls.



Do you know someone who can use Florida Relay? Share this with them.

Florida Telecommunications FTRI Relay, Inc.

Equipment Distribution Program
 Customer Service
 1-800-222-3448 (Voice)
 1-888-447-5620 (TTY)
 Monday-Friday, 8:30 a.m.-5:00 p.m.
www.ftri.org

TYPES OF FLORIDA RELAY CALLS

Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Here are examples of how the specialized telephone equipment and services work.

Voice (for a hearing caller)

Standard telephone users can easily initiate calls to TTY users. The Relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

1. Dial 7-1-1 for the Florida Relay Service.
2. You will hear, "Florida Relay operator (number), May I have the number you are calling please?"
3. Give the Relay operator the area code and telephone number you wish to call and any further instructions.
4. The Relay operator will process your call, relaying exactly what the TTY user is typing. The Relay operator will relay what you say back to the TTY user.
5. When you finish the conversation and are ready to hang up, don't forget to say "SK" which stands for "stop keying" (which alerts both the Relay operator and the other party that you are ready to end the conversation) then hangs up.



TIPS FOR HEARING CALLERS:

- Be sure to talk **directly** to your caller.
- **Avoid** saying "tell him" or "tell her".
- **Say** "GA" or "Go Ahead" at the end of your response.
- **Say** "Signing Off" before you hang up.

Text Telephone (TTY)

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay operator, who then reads the typed conversation to a hearing person. The Relay operator relays the hearing person's spoken words by typing them back to the TTY user.

1. Dial 7-1-1 for the Florida Relay Service.
2. The Relay operator will answer with "FL Relay OPR 8234" (for Relay operator identification), "F" or "M" (for Relay operator gender) and "GA." ("GA" denotes "go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The Relay operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.
5. When you are finished with the conversation, type "SK" for "Stop Keying" then hang up



Voice Carry-Over (VCO)

Voice Carry-Over is an ideal service that enables a hard-of-hearing or deaf user to use his/her voice to speak directly to hearing person. When the hearing person speaks to back, the Relay operator serves as the "ears" and types everything that is said on a TTY or text display.

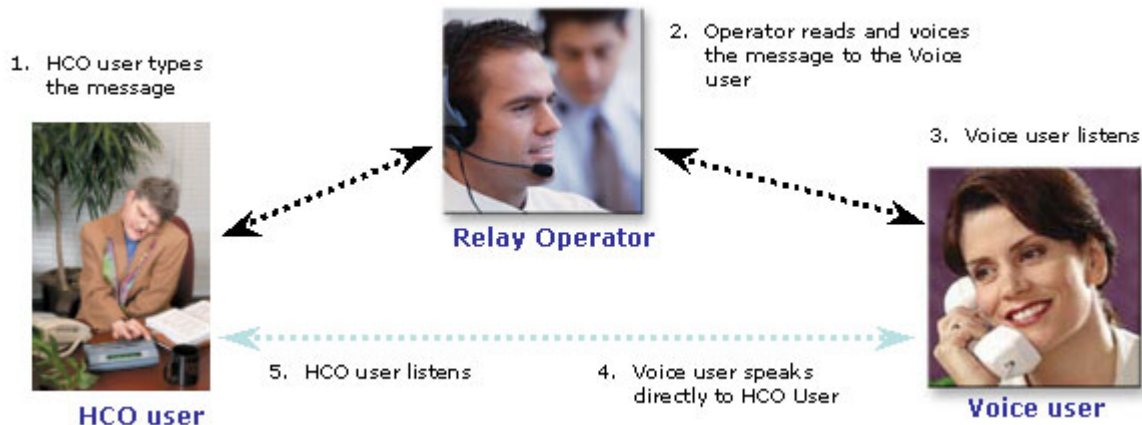
1. Dial the Florida Relay Service VCO number 1-800-955-8771.
2. The Florida Relay operator will answer "FL OPR 8234M (For relay operator identification) "F" or "M" (for Relay operator gender) GA".
3. Voice the area code and telephone number of the party you want to call.
4. The Relay operator will type the message "Voice Now" to you as your cue to start speaking. You speak directly to the hearing person. The Relay operator will not repeat what you say, but only type to you what the hearing person says. You both need to say "GA" at the end of your response.



Hearing Carry-Over (HCO)

Hearing Carry-Over (HCO) allows speech-disabled users with hearing, to listen to the person they are calling. The HCO user then types his/her conversation for the Relay operator to read to the standard telephone user.

- Dial Florida Relay 7-1-1.
- A Florida Relay operator will answer "Fl Relay OPR 8234M GA", where "8234" for relay operator identification, "F" or "M" for operator gender and "GA" denotes "go ahead."
- Type in the area code and telephone number you wish to call and then type "HCO PLEASE GA."
- The Relay operator will make the connections and voice the typed conversation to the called party.



Speech-to-Speech (STS)

Speech-to-Speech (STS) allows speech-disabled persons to voice their conversation. A specially trained Florida Relay Operator will listen and repeat the speech-disabled user's dialogue to the called party. No special telephone equipment is needed to use this service. A STS call can be made from any standard telephone.

- Dial Florida Relay STS number 1-877-955-5334.
- You will hear "Florida Relay Speech-to-Speech operator (number). May I have the number you are calling to please?"
- Voice the area code and telephone number of the party you want to call.
- The Relay operator will say "Voice Now" to you as your cue to speak directly to your party. The Relay operator will then re-voice what you have said if the called party does not understand you. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly.
- Remember to say "Go Ahead" when you are ready for the other person to respond.



CapTel

The CapTel phone is ideal for a hard-of-hearing individual to use his/her own voice to speak directly to hearing person. When the hearing person speaks back, the CapTel user can read the response on a text display. CapTel allows users to place a call in the same way they would when using a traditional phone - by dialing the number directly. The CapTel™ phone automatically connects to the Captioning Relay Service when the number is dialed. When the person answers, you hear everything that he/she says, just like a traditional phone call.

Here's how to **make a CapTel call**:

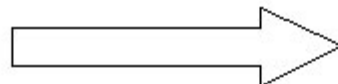
1. Get a special CapTel phone at no-cost from FTRI.
2. When dialing out, simply dial the number of the person you want to call.
3. Your CapTel phone will automatically connect to both the captioning service and the party you wish to reach.
4. A captionist transcribes everything the party says to you into written text (captions) using the very latest in voice-recognition technology.

Here's how to **receive a call** using a CapTel:

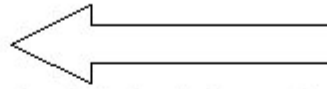
1. The voice user calling you should first dial 1-877-243-2823 (toll free).
2. Once connected, the voice user then enters your area code and phone number followed by the # symbol.
3. Whether it's an incoming or outgoing call, everything the voice user says to you is transcribed into captions that display in an easy-to-read window on your CapTel phone



CapTel User



1. You talk to the other party...

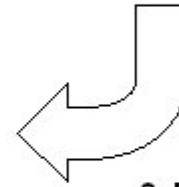


2. ...who talks back to you to hear.



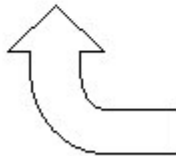
Voice User

Captioning Service



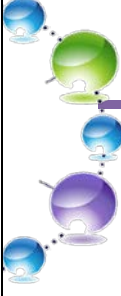
3. Everything they say also goes through a Captioning Service...

5. ...for you to read on the CapTel display.



4. ...who re-voices what is said to a powerful voice recognition system which transcribes the words into captions...

ASSISTIVE LISTENING DEVICES



What is an Assistive Listening Device (ALD)?

- Use with or without hearing aids
- Can improve hearing in the presence of background noise, listening on the phone or to television and improve hearing at a distance
- Less stress and fatigue
- Improved hearing

Any type of amplification device that can communicate more effectively


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An assistive listening device (ALD) is any type of amplification device that can help you and your customer communicate more effectively. ALDs can be used with or without hearing aids and can improve hearing in the presence of background noise, listening on the phone or to television, as well as improve hearing at a distance. The individual using one of these devices may even notice less stress and fatigue in addition to improved hearing.

The Department of Children and Families has two types of assistive listening devices available for times when they interact with customers and companions who are hard of hearing. Local community agencies may also have assistive listening devices available.

The Pocketalker is used for one-on-one communications, and the Motiva Personal FM Listening Device for group and/or large room meetings.



Instructions: Pocketalker

- Best for one-to-one
- Ear buds or headphones
- Amplify sound 10 feet or less
- Check and demonstrate
- Test for improvement
- Return for next use



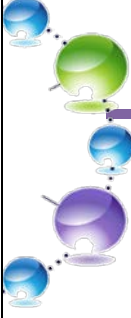
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The Pocketalker works best for one-to-one conversation and is completely portable (about the size of a cell phone). The Pocketalker comes with an ear bud or headphones (with ear covers that are disposable). It is best used to amplify sound 10 feet or less from the listener.


How to use the Pocketalker:


- Check the Pocketalker before you meet a customer to see that it is working properly
- Insert the batteries
- Connect the ear buds or headset cord to the Pocketalker
- Once your customer has agreed to use the Pocketalker, show them how to use it .
- Turn it on
- Adjust the volume to the lowest setting
- Have your customer insert the ear buds or headphones
- Have the customer slowly adjust the volume
- Test to see if this improves their hearing
- Continue with your discussion, checking now and then to see if they can hear properly.
- Once you have completed your meeting, remove the batteries, dispose of the used ear buds or headphone covers
- Be sure to have all parts together and ready to return to the appropriate place when finished



Instructions: Motiva Personal FM Listening System

- Large groups/meetings
- Amplifies sound
- Transmitter, microphone, receivers, ear buds/headphone
- 10 feet or more
- Works properly
- Test for improvement
- Return for next use




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The Motiva Personal FM Listening System is for large groups and meetings. Like the Pocketalker, the Motiva Personal FM Listening System amplifies sound. It comes with a transmitter, microphone and two receivers with ear buds or a headphone. Use this device to communicate with customers who are Hard-of-Hearing at a table or in a meeting at a distance from 10 feet or more. The Motiva Personal FM Listening System has a built in microphone.

How to use the Motiva Personal FM Listening System: A detailed and illustrated instruction card is attached to the inside of the Motiva zippered case to guide you through the setup process.

Check the Motiva Personal FM Listening System **before** you meet a customer to see that it has all the parts and is working correctly. Follow the instructions inside the case for proper functionality. Turn it on, have your customer insert ear buds or headphones. Test and adjust the volume as necessary. Ask if this improves their hearing. Continue with your discussion, checking now and then to see if they can hear properly.

Once you have completed your meeting, remove the batteries from the transmitter and receiver, dispose of the used ear buds or headphone covers, gather all the components of the Motiva and return them to the zipper case. Return the set to the appropriate place when finished.

The instructional guides and job aids for operating the assistive listening devices may also be found on the DCF Internet Website under Administration/Service Delivery for the Deaf or Hard of Hearing section.

DIRECTORY OF AGENCIES AND ORGANIZATIONS

The following agencies or organizations may be able to assist in ensuring accessibility for individuals with disabilities or Limited English Proficiency:

AGENCY	TELEPHONE	TDD/TTY/ 800	URL/Email/Address
Ability1st Interpreter Listing Services¹	(850) 575-9621 ext.120 (850) 298-8793 video phone or voice calls)	(850) 576-5245 (TDD/TTY)	http://www.ability1st.info/splash
Absolute Quality Interpreting (AQI)² Contact: Lisa Schaefermeyer Certified; Suncoast Region	(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.	Contracted ASL provider	infor@AQIservices.com
Accessible Communication for the Deaf; Lisa Gauntlett	(854) 347-5749 (954) 578-3081	(954) 347-5749	
Access Transport Service	(407) 330-9113		
ADA Help (Broward)	(954) 484-3539		
Advocacy Center for Persons with Disabilities	(850) 488-9071 (800) 342-0826	(800) 346-4127	www.advocacycenter.org
A La CART Services Gina P. Garcia, RPR, CRR, CCP	(305) 484-4862		ginarpr@bellsouth.net
Albors and Associates Language (face to face) Interpretation (LEP) & Translation	(800) 785-8634		5971 Brick Ct. Suite 200 Winter Park, FL 32792
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	
Audiology – Easter Seals	(386) 255-4568		
Birnbaum Interpreting Services (BIS) ³	(301) 587-8885 (301) 565-0366 fax	(800) 471-6441	8555 16 th Street, Suite 400 Silver Springs, MD 20910 www.bisscheduling.com
Bureau of Braille and Talking Book Library	(800) 226-6075		
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	
Center for Assistive Technology Services (CATS)	(386) 255-4568 (386) 736-9849		

¹ Ability1st keeps an up-to-date listing of interpreters available in our area. The list is available to the community upon request and to all deaf and hard of hearing people in our community. It is meant to be used as a resource to doctor's offices, social security office, etc. when an appointment is being made.

² “Absolute Quality Interpreting Services, LLC is an agency that provides exceptional and professional sign language interpreting services in all settings while focusing on outstanding practices with our participants, participants and independent contractors.” Provides services statewide 24 hours a day, 7 days a week.

³ Southeast Region and Southern Region has a contract with this agency.

Center for Hearing & Communication, Kim Schur	(954) 731-7200	(954) 731-7208	
Center for Independent Living of Broward	(954) 722-6400		
Center for Independent Living of North Central Florida	(352) 378-7474	(800) 265-5724	www.cilncf.org
Center for Independent Living of Northwest Florida	(850) 595-5566	(877) 245-2457	www.cilncf.org
Center for Independent Living of South Florida (Auxiliary Aids and Services for persons with disabilities)	(305) 751-8025		http://www.soflaciil.org/
Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties	(941) 366-0260		dcarlton@ccdhh.org
Center for the Visually Impaired	(386) 253-8879	(800) 227-1284	
Center on Deaf Awareness of Jacksonville	(904) 779-0957		
Coda Link Sign Language for Deaf/Hard of Hearing	(954) 423-6893 (954) 423-2315		Fort Lauderdale
Collier County Foundation for the Hearing Impaired, Inc.	(239) 793-3613		
Conklin Center for the Blind	(386) 258-3441		
Command Technologies, Inc. ⁴ 1535 Killearn Center Boulevard, Suite A-5 Tallahassee, Florida 32309	(850) 894-5023		
Deaf and Hearing Connection for Tampa Bay (Seminole) covering Pinellas and Hillsborough County	(727) 399-9983 (866) 282-5375 Fax	TTY: (727) 399-9422	hlisowski@dhctb.org
Deaf and Hard of Hearing Services of Florida (Port Richey) Covers Pasco and Hernando County	(727) 853-1010 (727) 853-1015 Fax	TTY: (727) 853-1014 Toll Free: (866) 685-9477	jthomas@deafhhsfla.org

⁴ Telephone interpretation, document translation, and interpreter training for refugee customers.

Deaf and Hard of Hearing Interpreter Services of Jacksonville	(904) 797-2020 (904) 377-2020		
Deaf and Hard of Hearing Services of Northwest Florida	(850) 433-7128		www.dhhsnwfl.org
Deaf and Hard of Hearing Services of Volusia County	(386) 257-1700	TDD: (386) 257-3600 (800) 643-2447	Dbdeafhh@aol.com
Deaf Communications Specialists Center	(850) 433-1130		www.edcsc.com
Deaf Service Bureau of West Central Florida, Inc. (New Port Richey)	(727) 861-7015 Fax	Voice or TDD: (727) 861-7074	
Deaf Service Bureau of West Central Florida, Inc. (Tampa)	(813) 930-7682	(813) 930-7586 (813) 930-7678	www.deafservicebureau.org/
Deaf Service Center of Florida (Venice)	(941) 758-2539 (941) 758-3565 Fax	941-758-3057	
Deaf Service Center of Manatee (Bradenton)	(941) 758-2539	(941) 758-3057	
Deaf Svcs Ctr of PBC Delray Beach	(561) 278-1444 TDD	TDD: (561) 278-1444	
Deaf Svcs Ctr of PBC West Palm Beach	(561) 802-3353	TDD: (561) 802-3351	
Deaf Service Center of Pinellas (Pinellas Park)	(727) 541-4488		
Deaf Service Center of SW Florida Fort Myers	(239) 461-0334	TTY: (239) 461-0438	www.dsc.us
Division of Blind Services	(850) 488-1330 (386) 254-3800	(800) 342-1828	www.state.fl.us/dbs
Division of Vocational Rehab.	(850) 488-6210	(800) 451-4327 Voice or TDD	www.rehabworks.org
Family Center on Deafness (Pinellas Park) Covering families in Pinellas County	(727) 549-6664 (727) 547-7837 Fax	TTY: (727) 549-6664	caurand@familycenterondeafness.org
Florida Alliance for Assistive Services and Technology	(850) 487-3278	TDD: (850) 487-2805	http://faast.org
Florida Clearing House on Disability Information	(850) 414-8908 Fax	TDD: (877) 232-4968	Simcokp@dms.state.fl.us
Florida Division of Blind Services (Visual Impaired)	(305) 377-5339		http://www.soflafil.org/

Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	(888) 838-2253 Voice or TDD	www.abletrust.org
Florida Keys, Center for Independent Living	(305) 453-3491		http://www.soflaciil.org/
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		tanya@floridarealtime.com
Florida Registry for Interpreters for the Deaf	(813) 996-9644		www.fridcentral.com
Florida Relay Services 7-1-1	(800) 955-8770	TDD: (800) 995-8771	www.ftri.org
Florida School for The Deaf & The Blind	(904) 827-2200		www.fsd.k12.fl.us
Florida Vocational Rehabilitation	(850) 245-3399	(800) 451-4327	
Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		
Hearing Impaired Persons Center of Charlotte County	(941) 743-8347	TTY: (941) 743-9286	
Independence for the Blind of West Florida, Inc.	(850) 477-2663		www.ibwest.org
International Institute of Northeast Florida	(904) 993-1885		
Institute For Cultural Competency	(800) 654-7064		
Institute For Cultural Competency	(800) 654-7064	Language Only	*Call Center Use Assigned Code
Interpreters Network (American Sign Language, Translation and Interpretation)	(305) 381-9555		
Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals	(305) 355-8059	TDD: (305) 355-8066	
Language Line, Inc.	(866) 874-3972		www.languageline.com
Language Speak Inc. (Translation, Interpreters, C.A.R.T, and ASL)	(305) 668-9797		www.languagespeak.com

LeChateau (Court Translation)	(239) 274-5700		
Lew Balaban (CART)	(954) 767-0361 Phone & Fax		ibalaban@bellsouth.net
Light House of the Big Bend (formerly FIRE) ⁵ 3071 Highland Oaks Terrace Tallahassee, Florida 32301 Contact: Wayne Warner	(850) 942-3658 ext. 210	Toll Free: (888) 827-6033	www.firesight.org Email: Info@lighthousebigbend.org
Lighthouse for the Blind	(954) 463-4217		vision@lhob.org
Lighthouse for the Blind of Miami-Dade	(305) 856-2288		
Lighthouse for the Blind of Palm Beach	(561) 586-5600		
Link Translations and Interpretation, Inc. (Translation & Interpretation Services)	(305) 790-9071		
MacDonald Training Center (Tampa)	(813) 870-1300		http://www.trac_tampa.homestead.com/macdonald.html
McNeil Technologies/Telelanguage, Inc.	(800) 514-9237		www.telelanguage.com
Miami Dade City Disability Svc. & Independent Living	(305) 547-5444 (305) 547-7355 Fax		
Miami Lighthouse for the Blind Visually Impaired, Inc.	(305) 856-2288		www.miamilighthouse.com
Nationwide Interpreter ATTN: June Backer Sign Language for Deaf/Hard of Hearing	(888) 647-9788 (561) 715-2346 C		PO Box 272142 Boca Raton, FL 33427-2142
Pacific Interpreters	(503) 445-5500		www.pacificinterpreters.com
Pacific Interpreter Service (Refugees)	(800) 311-1232		
Partners In Communications Post Office Box 15454 Tallahassee, Florida 32317-5454	(850) 942-6882 or after hours (850) 531-7452		
Professional Interpreting Consultants (PIC) Hillsborough,	(813) 948-9225		

⁵ This is a nonprofit agency dedicated to guiding people through vision loss. This organization's primary benefit to DCF is translating documents to Braille.

Pinellas, Pasco & Hernando Counties			
Professional Interpreting Services for the Deaf, Inc.	(850) 477-2876	72.215.139.66 Video phone/VP	
Purple Language – (Hearing Impaired) (Tampa) Contact: Kimberly Shank	(813) 793-4034		
RID Registry of Interpreters for the Deaf	(703) 838-0030 (703) 838-0454 Fax	(703) 838-0459 TTY	http://www.rid.org (Search for a list of all Certified Interpreters in Florida) 333 Commerce Street Alexandria, VA 22314
Russ Tech Language Services. ⁶ 1338 Vickers Drive Tallahassee, Florida 32303	(850) 562-9811 (850) 562-9815 Fax		www.russtechinc.com
Seven Languages Translating (Translation, Interpreters and audio equipment)	(305) 374-6761		
Signs of Interpreting, LLC	(904) 207-0290		www.signsofinterpreting.com
Sign Language Associates (Brandon)	(800) 752-5777	301-946-9710 TTY	SLATampaBay@ signlanguage.com
SignOnVRI – Video Remote Interpreting	(206) 632-7100 Voice (206) 632-0405 Fax (206) 445-7434 VP	(866) 688-7100	130 Nickerson Street Suite 107 Seattle, WA 98109 info@signonasl.com www.signonasl.com
Sorenson Communications (Video Relay)	(801) 287-9400	Sorenson Communications (Video Relay)	801-287-9400
Speech Therapy – Easter Seals	(386) 255-4568		
Tavi Mays Nationally Certified Sign Language	(772) 240-8655 (772) 240-8665		Fort Lauderdale
Tico Translating (conference call)	(866) 876-7025		
Visually Impaired Persons of SW FL	(941) 997-7797		

CART PROVIDER LIST

⁶ This agency translates forms to other languages, as well as provides interpreter services for meetings, training, and during telephone/video conference calls.



<http://www.ncra.org/Membership/content.cfm?ItemNumber=9039&navItemNumber=11459>

CART Provider Directory – Florida

AREA	PROVIDER	PRIMARY AREA
Fort Lauderdale	Tanya Ward English, CRR, CCP, CBC Florida Realtime/Caption Crew 5571 SW 94th Avenue Ft. Lauderdale, FL 33328 954-684-1259 Tanya@floridarealtime.com www.captioncrew.com	Miami, Florida West Palm Beach, Florida Statewide Florida
	Lew Balaban Lew Balaban 621 S.W. 14th Court Ft. Lauderdale, FL 33315 954-767-0361 954-767-0381(fax) lbalaban@bellsouth.net	New York
Hollywood	Gina P. Garcia, RPR, CRR, CCP A La CART Services 6420 Thomas St. Hollywood, FL 33024 305-484-4862 ginarpr@bellsouth.net	Miami, Florida Fort Lauderdale, Florida West Palm Beach, Florida
Lithia	Phyllis DeFonzo, RPR 6028 Sandhill Ridge Drive Lithia, FL 33547 732-547-5592 813-662-3842(fAX) clarke.csr@verizon.net	
Odessa	Mike J. Cano, RMR, CRR, CBC, CCP Alternative Communication Services 9236 Brindlewood Dr. Odessa, FL 33556 800-335-0911 813-926-7855 info@acscaptions.com	International
Oldsmar	Tammy Milcowitz, RMR, CRR, CCP SignWrite Reporting Services, Inc. 4958 Turtle Creek Trail Oldsmar, FL 34677 727-422-6758	

	727-781-7141(fax) tmilcowitz@yahoo.com	
Orlando	Rita G. Meyer, RDR, CRR, CBC, CCP All Good Reporters, LLC P.O. Box 536084 Orlando, FL 32853-6084 800-208-6291 Toll Free/Fax 407-325-0281 Mobile rgm@allgoodreporters.com	
Oviedo	Katy J. Hanbury, RMR, CRR, CCP 1030 Catfish Creek Court Oviedo, Florida 32765 407-359-9143 407-359-1580 (fax) cfcaption@bellsouth.net	Orlando, Florida Central Florida
Palm Bay	Lisa B. Johnston, RMR, CRR, CCP 1070 Hoyt Court NE Palm Bay, FL 32907 321-698-9050 Cell 321-951-7722 Home 321-951-7723(fax) LJohnston27@cfl.rr.com	Orlando, Florida Melbourne, Florida Vero Beach, Florida
Pinellas Park	Gayl Hardeman RDR, CRR, CCP, FAPR Hardeman Realtime, Inc. (HRI) CART and Video Services 7901 42nd Street Pinellas Park, FL 33781 727-547-9409 813-404-2488 (cell) 727-547-0896 (fax) TampaGayl@aol.com	
Plantation	Lynn D. McCulloch, RPR 251 SW 62 nd Terrace Plantation, FL 33317 954-830-4935 954-585-8345 LynnDMcCulloch@aol.com	College Classes

Rockledge	Debra M. Arter, RDR, CRR Arter Reporting Services P.O. Box 560368 Rockledge, FL 32956-0368 321-632-5806 321-632-0386(fax) arterreporting@cfl.rr.com	Orlando, Florida
Sarasota	Deanna C. Boenau, RDR, CRR, CBC, CCP AmeriCaption, Inc. P.O. Box 50653 Sarasota, FL 34232 941-359-8100 americaption@comcast.net	
Tampa	Theresa Marie Crowder, RPR, CRR, CCP TMT Reporting, Inc. 7809 Bay Drive Tampa, FL 33635 813-814-7736 813-814-7746(fax) TMT.Tess@Verizon.net	

ACKNOWLEDGEMENT
ADA Section 504

By signing this form I acknowledge I understand Helping People Succeed's Auxiliary Aids Plan and that I am familiar with the requirements of the Americans with Disabilities Act (ADA) Section 504 of the Rehabilitation Act.

Employee Signature

Date

Employee Print Name