Southeast Florida Behavioral Health Network Auxiliary Aids and Services Plan for 2022

SEFBHN shall ensure compliance by their agency staff and subcontractors with the requirements of Title VI of the Civil Rights Act of 1990, as amended, Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 and Limited English Proficiency (LEP). Authority: 45 CFR, Part 80,

**and Florida CFOP 60-16.**

# **Single Point of Contact - SPOC**

The Single Point of Contact (SPOC), for SEFBHN is Lindsay Slattery-Cerny, the Compliance Manager. The back-up SPOC for the agency is the Training and Technical Assistance Manager.

The SPOC will ensure effective communication with deaf or hard- of- hearing consumers and companions, as well as consumers with limited English proficiency. SEFBHN will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. SEFBHN will ensure a yearly refresher training on serving deaf or hard-of-hearing consumers and a civil rights training.

The SPOC will ensure that their auxiliary aids and services plan and auxiliary aids monitoring plan is updated as needed, with any updates communicated to the network management department.

This plan can be made available in alternative formats upon request. This plan is also available on our website: ***sefbhn.org***

***SEFBHN Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of the SEFBHN SPOC or backup SPOC at 561-203- 2485***

# **Assessing for Communication Needs**

At the initial point of contact, the SEFBHN SPOC or SPOC backup will be notified immediately. An assessment of communication needs will be conducted for all individuals or companions who are deaf or hard‐of‐hearing͕ using the required Florida Department of Children and Families documents. The required documents will be completed at each interaction/service to the client or companion. The purpose of these tools is to facilitate the collection and coordination of auxiliary aids and services to meet the needs of Consumers or Companions who are deaf or hard‐of‐hearing.

SEFBHN will always recognize that the Consumer or Companion’s preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific aid or service is deemed to be ineffective, the SEFBHN SPOC will assist the consumer or companion in determining a more effective aid or service for communication. Documentation shall be made in the consumer’s file regarding the attempt to improve the effectiveness of auxiliary aids and services. Once the assessment is completed, the SPOC or assigned agency staff shall obtain auxiliary aids according to the communication and request for services assessment.

# **Provision of Interpreters/Services**

**At no time is it acceptable for staff to deny services to a Consumer without notifying the SPOC.**

**If staff, based on the Communication Assessment results find that auxiliary aids or services are not essential, staff are to contact the SPOC. Additionally, if staff are unsure of how to proceed they are to immediately contact the SEFBHN SPOC at 561-699-9708.**

SEFBHN staff shall provide interpreters for Consumers and Companions who are deaf or hard-of- hearing in a timely manner in accordance with the following standards:

For unscheduled emergency appointments, staff shall make an interpreter available as soon as possible, but in no case later than two (2) hours from the time the customer or companion or staff requests an interpreter, whichever is earlier. If the situation is not an emergency, staff shall offer to schedule an appointment and provide an interpreter for effective communication at the convenience of the Consumer or Companion, or at least by the next business day.

For scheduled events, staff shall make a qualified interpreter available at the time of the scheduled appointment. If an interpreter fails to appear for the scheduled appointment, staff shall take whatever additional actions are necessary to make a qualified interpreter available to the Consumer or Companion who is deaf or hard-of-hearing as soon as possible, but in no case later than two (2) hours after the scheduled appointment. The SEFBHN SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

Verification of certification must be obtained from all providers of Interpretation Services.

# **Auxiliary Aids Documentation**

SEFBHN staff shall document the Consumer or Companion’s preferred method of communication and any requested services provided in the Consumer’s record. Documents and forms evidencing when and how the staff provided aids and services to Consumers or Companions shall be retained in the Consumer’s record for seven years. Forms included but are not limited:

* Consumer or Companion Assessment and Assessment Aid and Service Record
* Consumer or Companion Request for Free Communication Assistance or Waiver
* Consumer or Companion Feedback Form
* Consumer Plan (for providing auxiliary aids or services on an ongoing/continuous basis) Documentation will be kept for record keeping with the SPOC, and in the Consumer’s record.

# **Referrals**

If Consumers or Companions are referred to other agencies, the attending staff and/or SPOC must ensure that the receiving agency is notified of the Consumer or Companion’s preferred method of communication and any auxiliary aid for service needs. In order to accommodate this effectively, the attending staff and/or SPOC will ensure that the referral is approved by the participant and that he or she signs a Release of Information for each referral being made. These actions will be recorded and maintained in the Consumer’s record.

# **FL DCF Customer Feedback Form**

The attending staff shall distribute the required Florida DCF Consumer/Companion Feedback form to Consumers or Companions that are deaf or hard- of- hearing and provide assistance in completing the forms if requested by the Consumer or Companion. Consumers and Companions shall be instructed to mail the original feedback form to DCF, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, FL 32399-0700, or if requested by the Consumer or Companion; by the SEFBHN SPOC. A copy of the Consumer/Companion Feedback Form **shall not** be kept in the Consumer record/file.

# **Limited English Proficiency Consumers**

SEFBHN will provide foreign language interpretation for any Consumer who requests such assistance. SEFBHN also has an account with LanguageLine.com <http://www.languageline.com/solutions/interpretation/>for foreign language interpretation.

SEFBHN also utilizes Global Translations and Interpretations of West Palm Beach for translation of foreign languages: 800-352-0717, 561-641-3973.

# **Documentation/Record Retention**

Records relating to auxiliary aids and services provided shall be retained by the SEFBHN SPOC for at least 7 years.

# **Signage**

The SPOC will ensure that conspicuous notices which provide information about the availability of appropriate auxiliary aids and services at no-cost to the deaf or hard-of-hearing Consumers or Companions are posted near Consumer/Companion entrances, and locations where Consumers and Companions receive services. The SEFBHN SPOC’s name and contact information will be available on the Deaf and Hard of Hearing Poster as well the name and contact information for the FL DCF Regional Civil Rights Officer/ ADA 504 Coordinator.

*Approved Notices can be downloaded from The Department of Children and Families website*.

The SEFBHN SPOC shall ensure submission of the monthly HHS Report, no later than: The 5the of each month, for the previous month. Submission will be made to SEFBHN’s Contract Manager and to the Regional Civil Rights Officer/ADA 504 Coordinator.

# **Event Accommodations**

SEFBHN shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and those who are deaf or hard- of- hearing. SEFBHN will notify the public by placing the following statement on all notices and advertisements prior to the event:

***SEFBHN will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon requests for persons who are deaf, hard of hearing or are living with disabilities. To ensure accommodations, please make your request within 7 days prior to the event to to*** [***info@sefbhn.com***](mailto:info@sefbhn.com%20) ***or call the office directly and ask to speak with the Single Point of Contact (SPOC)***

## **Staff Training**

SEFBHN staff members shall receive the Florida DCF approved training Service Delivery for the Deaf or Hard-of-Hearing, and a general Civil Rights Training within 60 days of commencing employment. Staff members shall receive an annual refresher training on both, and refresher training as needed on how to use video relay services and other Auxiliary Aids equipment that is available at SEFBHN. Staff will sign Support to the Deaf and Hard of Hearing Attestation Form upon completion of their annual training each year. Training documentation and the Attestation Form shall be maintained in each employee’s file.

# **SEFBHN Auxiliary Aid Services for Deaf and** **HOH Consumers**

SEFBHN has a Memorandum of Agreement with **Deaf Services Unlimited, Diana Kautzky, President, 515/243-4455 to provide the following services:**

On-site certified sign language interpreting, video remote interpreting (VRI), on-site captioning services, and remote captioning services, between persons who are hearing and persons who are Deaf or Hard of Hearing and use sign language (American Sign Language, Pidgin Sign Language, Signing Exact English), manually coded English, tactile interpreting, and oral/speech reading English, between persons who are deaf or hard of hearing and individuals who do not sign or other modes of communication (i.e. captioned English), and foreign language interpreting services. SEFBHN also has a “Pocket Talker” assistive listening device available on site. The above deaf and hard or hearing auxiliary aid services can be obtained by calling the above telephone number 24/7.

**SEFBHN Subcontractor Monitoring** See the SEFBHN Auxiliary Aids and Services Monitoring Plan

# **Auxiliary Aid Resources**

**Florida Relay – 7-1-1**

Through the Florida Relay Service, 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 appropriate toll free numbers below:

1. Dial 7-1-1 (or the Florida Relay toll-free number appropriate for you specific call listed below)
2. A specially trained Florida Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll-free numbers for each call-type that you can utilize for the same great service!

|  |  |  |
| --- | --- | --- |
| **TTY** | 800-955-8771 | If you are using TTY equipment. |
| **Voice** | 800-955-8770 | If you are a standard (voice) user, and are trying to connect with a Relay user. |
| **ASCII** | 800-955-1339 | If you are utilizing a computer. |
| **Speech to Speech (STS)** | 877-955-5334 | If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party. |
| **Video Assisted STS** | 877-955-5334 | Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time.  In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that you would like to utilize Video-Assisted STS. You can make this request before or during the call.  You may also add this to your customer profile if you would prefer Video-Assisted STS on all calls. |
| **Spanish to Spanish** | 877-955-8773 | If you prefer to conduct you conversations in Spanish. |
| **Spanish to English Translation** | 844-463-9710 | If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English. |
| **French to French** | 877-955-8707 | If you prefer to conduct your conversation using the French language |
| **900 Pay Per Call** | 900-230-6868 | With Pay per calls the Relay user is responsible for direct billing. Rates vary |

# **Language Line**

800-752-6096 or to set up a pay as you need service go to: <http://www.languageline.com/solutions/interpretation/personal-interpreter/>

# **CART-Captioning Real Time Resources**

Captioning (Real Time). This is the simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a view 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.

Caption Crew

Florida Realtime Reporting Services 954-767-0450

110 E Broward Blvd # 1850, Fort Lauderdale, FL 33301

Glenda M. Powers, CRR, RPR, FPR Powers Certified Realtime Reporting, Inc. 13050 S.W. 6th Court

Davie, Florida 33325 954.829.1758

# **Consumer Complaints**

If you believe you were wrongfully denied access to services or discriminated against: Ask to speak to the SEFBHN Compliance Officer or Single Point of Contact immediately. You may submit your complaint/grievance in writing and mail it to:

Southeast Florida Behavioral Health Network, Compliance Officer, 140 Intracoastal Pointe Drive Suite 211 Jupiter, FL 33477

Complaints/grievances can also be sent via email to: [lindsay.slattery-cerny@sefbhn.org](mailto:lindsay.slattery-cerny@sefbhn.org) include the following information in your complaint/grievance:

1. What service were you denied?
2. What were you told was the reason you were denied service?
3. What person denied you services?
4. What was the date and time you were denied service?

**Discrimination complaints may also be filed externally with the state and federal government:**

**Assistant Staff Director for Civil Rights**

1317 Winewood Boulevard Building 1, Room 110

Tallahassee, FL 32399-0700

850-487-1901

**Executive Director**

Florida Commission on Human Relations 2009 Apalachee Parkway, Suite 100 Tallahassee, FL 32301-4857

850-488-7082

**Disability Rights Florida**

2473 Care Drive #200, Tallahassee, FL 32308

(800) 342-0823

**US Department of Health & Human Services Office for Civil** Rights Atlanta Federal Center, Suite 3B70 61 Forsyth Street, SW

Atlanta, GA 30303-8909

404-562-7881

**SEFBHN NON-DISCRIMINATION POLICY**

No person shall, on the basis of race, color, religion, national origin, sex, age, disability, sexual orientation, or gender identity, be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance and administered by SEFBHN.

# **ADDITIONAL RESOURCES**

**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/Provider** | **Telephone** | **TDD/TTY/ 800** | **URL/Email/Address** |
| Ability1st Interpreter Listing Services | (850) 575-9621  ext.120  (850) 298-8793 video  phone or voice calls) | TDD/TTY (850) 576-  5245 | <http://www.ability1st.info/> |
| AbleData Assistive Technology | Phone - 1-800-227-  0216  Fax - 703-356-  8314 | 703-992-8313 | [www.abledata.com](http://www.abledata.com/) |
| Absolute Quality Interpreting (AQI)7  Contact: Lisa Schaefermeyer Certified; Suncoast Region | (813) 785-1214  voice/text  (813) 200-3469 fax  \*Provides video remote interpreting  services. |  | <http://www.aqiservices.com/> [infor@AQIservices.com](mailto:infor@AQIservices.com) |
| Accessible Communication for the Deaf; Lisa Gauntlett | Sunrise: 954-578-  3081  Tampa: 813-926-0008  Video Ph: 954-519-  2975 | (954) 347-  5749 | <http://www.acdasl.com/> |
| Access On Time [Language & Logistics] | 888-748-7575  (407) 330-9113 |  | [www.accessontime.com](http://www.accessontime.com/) 3210 Lake Emma Road, Suite 3090  Lake Mary, Florida 32746 |
| ADA Help (Broward) | 954-357-6500 |  | [http://www.broward.org/Inte](http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx) [rgovernmental/ADA/Pages/](http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx) [Default.aspx](http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx)  115 South Andrews Ave., Room 426/427  Ft. Lauderdale, Florida 33301 |
| Advocacy Center for Persons with Disabilities | (850) 488-9071  (800) 342-0823 | (800) 346-  4127 | [http://www.disabilityrightsflo](http://www.disabilityrightsflorida.org/) [rida.org/](http://www.disabilityrightsflorida.org/) |
| Agape Interpreting Services, Inc. 5319 Cypress Links Blvd.  Elkton, FL 32033 | 904-588-5583 |  | [http://www.agapeinterpretin](http://www.agapeinterpreting.com/) [g.com/](http://www.agapeinterpreting.com/) [diandria@agapeinterpreting](mailto:diandria@agapeinterpreting.com)  [.com](mailto:diandria@agapeinterpreting.com) |
| A La CARTe Connection  Gina P. Garcia, RPR, CRR, CCP | 1-888-900-3239 |  | [http://alacarteconnection.co](http://alacarteconnection.com/remote-services/) [m/remote-services/](http://alacarteconnection.com/remote-services/) [office@alacarteconnection.](mailto:office@alacarteconnection.com)  [com](mailto:office@alacarteconnection.com) |
| Albors and Associates Language (Face to Face)  Interpretation (LEP) & Translation | (800) 785-8634 |  | [http://www.alborslanguages](http://www.alborslanguages.com/index.html)  [.com/index.html](http://www.alborslanguages.com/index.html)  5971 Brick Ct. Suite 200 Winter Park, Fl 32792 |
| American Foundation for the Blind | (212) 620-2000 | (800) 232-  5463 | [http://www.afb.org/default.a](http://www.afb.org/default.aspx)  [spx](http://www.afb.org/default.aspx) |
| Audiology – Easter Seals | (386) 255-4568 |  | [http://www.easterseals.com](http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html)  [/fl-vf/our-](http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html) [programs/childrens-](http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html) [services/audiology.html](http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html) 1219 Dunn Ave, Daytona Beach, FL 32114 |
| Birnbaum Interpreting Services (BIS)8 | (301) 587-8885  (301) 565-0366 fax | (800) 471-  6441 | <http://www.bisworld.com/> 8555 16th Street, Suite 400  Silver Springs, MD 20910 [www.bisscheduling.com](http://www.bisscheduling.com/) |
| Bureau of Braille and Talking Book Library | (800) 226-6075 |  | <http://dbs.myflorida.com/> |
| Canine Companions for Independence | (407) 834-2555 | (800) 572-  2275 | [http://www.cci.org/site/c.cd](http://www.cci.org/site/c.cdKGIRNqEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html) [KGIRNqEmG/b.3978475/k.](http://www.cci.org/site/c.cdKGIRNqEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html)  [3F1C/Canine\_Companions](http://www.cci.org/site/c.cdKGIRNqEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html)  [\_for\_Independence.html](http://www.cci.org/site/c.cdKGIRNqEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html) |
| Center for Hearing & Communication, Kim Schur | (954) 601-1930 | (954) 601-  1938 | <http://chchearing.org/>  2900 W Cypress Creek Rd. Fort Lauderdale, FL 33309 |
| Center for Independent Living of Broward | (954) 722-6400 |  | <http://www.cilbroward.org/> |
| Center for Independent Living of North Central Florida | (352) 378-7474 | (800) 265-  5724 | [www.cilncf.org](http://www.cilncf.org/) |
| Center for Independent Living of Northwest Florida | (850) 595-5566 | (877) 245-  2457 | <http://www.cil-drc.org/> |
| Center for Independent Living of South Florida (Auxiliary Aids and Services for persons with disabilities) | (305) 751-8025 Voice (305) 751-8891 TDD (305) 751-8944 Fax |  | <http://www.soflacil.org/> Email [info@soflacil.org](mailto:info@soflacil.org)  6660 Biscayne Blvd.  Miami FL 33138 |
| Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties | (941) 366-0260 |  | <http://www.ccdhh.org/> [dcarlton@ccdhh.org](mailto:dcarlton@ccdhh.org) |
| Center for the Visually Impaired | (386) 253-8879 | (800) 227-  1284 | [http://www.cvicentralflorida.](http://www.cvicentralflorida.org/) [org/](http://www.cvicentralflorida.org/) |
| Coalition for Independent Living Options, Inc | (772) 485-2488  (866) 506-4510 Fax |  | <http://www.cilo.org/> Martin County |
| Coalition for Independent Living Options, Inc | (772) 878-3500  (772) 878-3344 Fax |  | <http://www.cilo.org/>  Saint Lucie / Okeechobee Counties |
| Coalition for Independent Living Options, Inc | (561) 966-4288  (561) 641-6619 Fax |  | <http://www.cilo.org/> West Palm Beach |
| Coda Link  Sign Language for Deaf/Hard of Hearing | (954) 423-6893  (954) 423-2315 |  | [www.codalinkinc.com](http://www.codalinkinc.com/) [staff@codalinkinc.com](mailto:staff@codalinkinc.com) 8963 Stirling Road, Suite 6  Cooper City, FL 33328 |
| Conklin Center for the Blind | (386) 258-3441 |  | [http://www.conklincenter.or](http://www.conklincenter.org/) [g/](http://www.conklincenter.org/)  405 White St.  Daytona Beach, FL 32114 |
| Community Center for the Deaf and Hard of Hearing (Venice) | 941-488-5709 | 941-244-5029  Videophone | <http://www.ccdhh.org/> 623 Cypress Ave.  Venice, FL 34285 |
| Deaf and Hard of Hearing Services of Volusia County | (386) 257-1700 | TDD (386)  257-  3600  (800) 643-  2447 | [http://www.easterseals.com](http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html)  [/fl-vf/our-programs/adult-](http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html) [services/deaf-and-hearing-](http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html) [services.html](http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html) [Dbdeafhh@aol.com](mailto:Dbdeafhh@aol.com) |
| Deaf Communications Specialist/ David Bragg | 888-332-3266 |  | <http://www.deafcom.us/> 5955 SE Federal Hwy, PMB 351  Stuart, FL 34997 |
| Deaf and Hard of Hearing Services of Florida, Inc. (Port Richey) | 727-853-1010 | 727-853-1014  (fax)  866-685-9477  (toll free) | <http://deafhhsfla.org/> 8610 Galen Wilson Blvd Building B, Suite 100  Port Richey, FL 34668 |
| Deaf Service Center of SW Florida Fort Myers | (239) 461-0334 | TTY (239)  461-0438 | [www.dsc.us](http://www.dsc.us/)  1860 Boy Scout Dr #B208 Fort Myers,FL |
|  |  |  |  |
| Deaf Talk, LLC [Nationally Certified  Interpreter/Trilingual Interpreters and Interpreters] | (321) 352-7778 Voice  (407) 233-0889 Video (888) 315-3181 Fax |  | [www.deaftalkllc.com](http://www.deaftalkllc.com/) Winter Garden, Florida Serving Central Florida |
| Division of Blind Services | (850) 245-0300  (800) 342-1828 |  | <http://dbs.myflorida.com/> |
| Division of Vocational Rehab. | (800) 451-4327  (850) 245-3399 |  | [www.rehabworks.org](http://www.rehabworks.org/) |
| Eterpreting Solutions (24 hour Language interpreting service) | (855) 910-3600 |  | <http://www.eterpreting.com/> |
| Family Center on Deafness | (727) 549-6664 | TTY | [Julie@fcdpinellas.org](mailto:Julie@fcdpinellas.org) |
| Pinellas Park) Covering families in Pinellas County | (727) 547-7837 Fax | (727) 549-  6664 | 6883 102nd Ave N.  Pinellas Park, FL 33782 |
| Florida Alliance for Assistive Services and Technology | (850) 487-3278  (850) 575-4216 Fax | TDD**:** (877)  506-2723 | [http://faast.org](http://faast.org/) |
| Florida Clearing House on Disability Information | (850) 922-4103  (850) 414-8908 Fax | TDD (877)  232-  4968 | [http://www.myfloridalegal.c](http://www.myfloridalegal.com/vicdirect.nsf/Ninth%2BJudicial%2BCircuit/78FBB7781F0298DD85256ADB004507E1) [om/vicdirect.nsf/Ninth+Judi](http://www.myfloridalegal.com/vicdirect.nsf/Ninth%2BJudicial%2BCircuit/78FBB7781F0298DD85256ADB004507E1) [cial+Circuit/78FBB7781F02](http://www.myfloridalegal.com/vicdirect.nsf/Ninth%2BJudicial%2BCircuit/78FBB7781F0298DD85256ADB004507E1) [98DD85256ADB004507E1](http://www.myfloridalegal.com/vicdirect.nsf/Ninth%2BJudicial%2BCircuit/78FBB7781F0298DD85256ADB004507E1) |
| Florida Governors’ Alliance for the Employment of Disabled Individuals | (850) 224-4493 | Voice or TDD (888) 838-  2253 | [www.abletrust.org](http://www.abletrust.org/) |
| Florida Keys, Center for Independent Living | (305) 453-3491  (305) 453-3488 Fax  (877) 335-0187 Toll  Free |  | [www.soflacil.org/](http://www.soflacil.org/) |
| Florida Real-time/Caption ERR, CCP, CBC  Tanya Ward English (CART) | (954) 767-6363  (954) 680-776(FAX) |  | [http://www.stenosearch.co](http://www.stenosearch.com/_connect/cart_reporters.htm#Florida_CART_Providers) [m/\_connect/cart\_reporters.](http://www.stenosearch.com/_connect/cart_reporters.htm#Florida_CART_Providers) [htm#Florida\_CART\_Provid](http://www.stenosearch.com/_connect/cart_reporters.htm#Florida_CART_Providers) [ers](http://www.stenosearch.com/_connect/cart_reporters.htm#Florida_CART_Providers)  [tanya@floridarealtime.com](mailto:tanya@floridarealtime.com) |
| Florida Relay Services 7-1-1 | Voice: 1-800-222-  3448  Customer Care: 1-  888-554-1151  VP: 1-850-270-6016 | TTY: 1-888-  447-5620 | [www.ftri.org](http://www.ftri.org/) |
| Florida School for the Deaf & the Blind | 904-827-2200 Voice &  text  904-245-1022  Videophone |  | [www.fsdb.k12.fl.us](http://www.fsdb.k12.fl.us/) |
| Florida Vocational Rehabilitation | (850) 245-3399 | (800) 451-  4327 | <http://www.rehabworks.org/> |
| Glades Initiative  Julio Mariaca, Sign Language & Language Interpreter | (561) 996-3310 |  | [http://www.gladesinitiative.o](http://www.gladesinitiative.org/) [rg/](http://www.gladesinitiative.org/) |
| 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](http://www.ibwest.org/) |
| Institute For Cultural Competency (Language Line Solutions) Language only | (800) 654-7064 |  | \*Call Center use assigned code |
| Interpreters Network Inc. (ASL, Translation and Language Interpretation) | (305) 381-9555 |  | [jsbdomino@aol.com](mailto:jsbdomino@aol.com) |
| Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals | (305) 355-8059 | TDD (305)  355-  8066 | [http://research.gallaudet.ed](http://research.gallaudet.edu/resources/mhd/details/114/) [u/resources/mhd/details/11](http://research.gallaudet.edu/resources/mhd/details/114/) [4/](http://research.gallaudet.edu/resources/mhd/details/114/) |
| Language Line, Inc. | (866) 874-3972 |  | [www.languageline.com](http://www.languageline.com/) |
| Language Speak Inc. (Translation, Interpreters, C.A.R.T, and ASL) | (305) 668-9797 |  | [www.languagespeak.com](http://www.languagespeak.com/) |
| LeChateau (Court Translation) | (239) 274-5700 |  | <http://www.letspeak.com/> |
| Lew Balaban (CART) | (954) 767-0361  Phone & Fax |  | [ibalaban@bellsouth.net](mailto:ibalaban@bellsouth.net) |
| Light House of the Big Bend (formerly FIRE)9  Contact: Wayne Warner | (850) 942-3658 ext.  210 | (888) 827-  6033 | [www.firesight.org](http://www.firesight.org/) [Info@lighthousebigbend.or](mailto:Info@lighthousebigbend.or) g  3071 Highland Oaks Terrace  Tallahassee, Florida 32301 |
| Lighthouse for the Blind | Phone: 561-586-5600  Fax: 561- 845-8022 |  | [http://www.lighthousepalmb](http://www.lighthousepalmbeaches.org/) [eaches.org/](http://www.lighthousepalmbeaches.org/) [info@lighthousepalmbeach](mailto:info@lighthousepalmbeaches.org) [es.org](mailto:info@lighthousepalmbeaches.org) |
| Lighthouse for the Blind of Miami- Dade | (305) 856-2288 |  | [http://miamilighthouse.org/F](http://miamilighthouse.org/Florida_Heiken_Program.asp) [lorida\_Heiken\_Program.asp](http://miamilighthouse.org/Florida_Heiken_Program.asp) |
| Link Translations and Interpretation, Inc. **(**Translation & Interpretation Services) | (305) 790-9071  877-272-5465  Fax: 954-433-5994 |  | [www.linktranslations.com](http://www.linktranslations.com/) [ltranslate@aol.com](mailto:ltranslate@aol.com) 16560 NW 1st St.  Pembroke Pines, FL 33028 |
| MacDonald Training Center (Tampa) | (813) 870-1300 |  | [http://www.macdonaldcente](http://www.macdonaldcenter.org/) [r.org/](http://www.macdonaldcenter.org/) |
| MB Interpreting – National ASL [Molly Bartholomew] | (239) 980-1192 |  | molly.bartholomew.nic @gmail.com  Lake county |
| McNeil Technologies/Telelanguage, Inc. | (888) 983-5352  (800) 514-9237 |  | [www.telelanguage.com](http://www.telelanguage.com/) |
| Miami Dade City Disability Svc. & Independent Living | (305) 547-5444  (305) 547-7355 Fax |  | [http://www.miamidade.gov/](http://www.miamidade.gov/socialservices/disability-services-elderly.asp) [socialservices/disability-](http://www.miamidade.gov/socialservices/disability-services-elderly.asp) [services-elderly.asp](http://www.miamidade.gov/socialservices/disability-services-elderly.asp) |
| Miami Lighthouse for the Blind Visually Impaired, Inc. | (305) 856-2288 |  | <http://miamilighthouse.org/> |
| Nationwide Interpreter June Backer  Sign Language for Deaf/Hard of Hearing | (888) 647-9788  (561) 363-0594  (561) 635-4737 (after  hours) |  | [http://nationwideinterpreterr](http://nationwideinterpreterresource.com/) [esource.com/](http://nationwideinterpreterresource.com/)  PO Box 272142  Boca Raton, FL 33427-2142 |
| Pacific Interpreters | (503) 445-5500  (800) 311-1232 |  | [http://www.pacificinterpreter](http://www.pacificinterpreters.com/) [s.com/](http://www.pacificinterpreters.com/) |
| Partners In Communications Post Office Box 15454 Tallahassee, Florida 32317-5454 | (850) 942-6882  or after hours (850) 531-7452 |  |  |
| Professional Interpreting Services for the Deaf, Inc. | ph: 850-791-0840  voice/text  alt: 850-512-1540  Video Phone |  | [http://www.professionalinter](http://www.professionalinterpreting.biz/home) [preting.biz/home](http://www.professionalinterpreting.biz/home) |
| Purple Language (Tampa) Contact: Kimberly Shank | (813) 793-4034  (813) 931-6753 |  | <http://www.purple.us/tampa> |
| Registry of Interpreters for the Deaf [RID] | (703) 838-0030  (703) 838-0454 Fax | TTY  (703) 838-  0459 | [http://www.rid.org](http://www.rid.org/) (Search for a list of all Certified Interpreters in Florida)  333 Commerce Street  Alexandria, VA 22314 |
| Russ Tech Language Services.10 1338 Vickers Drive  Tallahassee, Florida 32303 | (850) 562-9811  (850) 562-9815 Fax |  | [www.russtechinc.com](http://www.russtechinc.com/) |
| Seven Languages Translating (Translation, Interpreters, and audio equipment) | (305) 374-6761 |  | [http://www.sevenlanguages](http://www.sevenlanguages.com/)  [.com/](http://www.sevenlanguages.com/)  19 W. Flagler St. Suite 806  Miami, FL 33130 |
| Sign Language Interpreter Services Line  (North Central Florida) | (877) 629-8840  (352) 378-7474 |  | <http://cilncf.org/> |
| Sign Language Services, Inc | (850) 912-6811 Main  Office  (850) 232-3538 (24  hour On-call Cell) |  | [Request\_SLS@yahoo.com](mailto:Request_SLS@yahoo.com) |
| Signs of Interpreting, LLC | (904) 207-0290 |  | [www.signsofinterpreting.com](http://www.signsofinterpreting.com/) |
| Sign Language Associates (Brandon) | (800) 752-5777 | TTY  (301) 946-  9710 | <http://www.purple.us/>  SLATampaBay@ signlanguage.com |
| Sign Language Interpreters Jacksonville | (904) 502-6593 |  | [http://www.sliagency.com/r](http://www.sliagency.com/request.htm) [equest.htm](http://www.sliagency.com/request.htm) |
| 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](mailto:info@signonasl.com)  [www.signonasl.com](http://www.signonasl.com/) |
| Sorenson Communications (Video Relay) | (801) 287-9400 |  | <http://www.sorenson.com/> |
| Speech Therapy – Easter Seals | (386) 255-4568 |  | [http://www.easterseals.com](http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html)  [/our-programs/medical-](http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html) [rehabilitation/speech-and-](http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html) [hearing-therapy.html](http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html) |
| Tavia Mays Nationally Certified Sign Language | (772) 240-8655 |  | [taviamays@gmail.com](mailto:taviamays@gmail.com)  Fort Lauderdale/West Palm Beach/Port Saint Lucie |
| The Center for Independent Living | Voice: (850) 575-9621  VP: (850) 298-8793  Fax: (850) 575-5740 |  | <http://www.ability1st.info/> 1823 Buford Court  Tallahassee, Florida 32308 |
| Translators & Interpreters of the Treasure Coast (formerly known as Translations USA) | HQ: 772-223-2101 or  772-344-5930  Rose Rosario: 772-  418-2828 |  | [www.trans-usa.org](http://www.trans-usa.org/) 1025 SW Martin Downs Blvd. Suite 202  Palm City, FL 34990 |

# **LANGUAGE LINE SERVICES**

Language Line, Inc. provides interpreter services to clients with Limited English Proficiency (LEP) as mandated by federal and state civil rights regulations.

There is a fee for services provided through Language Line, Inc. Each program will be charged for their use of the telephone interpreter services. Telephone interpreter services can be accessed 24 hours a day by following these instructions (unless alternative contracts are in place) when placing a call to a non-English speaker, begin at step 2:

When receiving a call:

* 1. Place the non-English speaker on hold.
  2. Dial: 866-874-3972

1. This is an automated answering system. Please have your 6-digit client ID available as well as the language needed, and your name.
2. Once an interpreter has been added to your call, provide your information in three to four sentences in a logical order so the interpreter can retain the information and interpret it accurately to your LEP client.
3. Please inform the interpreter if you are using a hand held phone, versus a speakerphone, so they will allow time for the phone to be passed back and forth, before relaying the information.

Note: To access the Language Line Tutorial: <http://www.languageline.com/training>.

# If you are not a language line Customer, you can contact them at:

* **Call them** at 1-800-752-6096 option 4
* 1-831-648-7548 (International)
* See their [Frequently Asked Questions](http://www.languageline.com/page/qanda/)
* [Open an Account](http://www.languageline.com/page/open_account/)

# **CART PROVIDER LIST**

[http://www.ncra.org/Membership/content.cfm?ItemNumber=9039&navItemNumber=11459](http://www.ncra.org/Membership/content.cfm?ItemNumber=9039&amp%3BnavItemNumber=11459)

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| --- | --- | --- |
| **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](mailto:tanya@floridarealtime.com) [www.captioncrew.com](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:TampaGayl@aol.com) |  |
| **Plantation** | **Lynn D. McCulloch, RPR** 251 SW 62nd Terrace Plantation, FL 33317  954-830-4935  954-585-8345  [LynnDMcCulloch@aol.com](mailto: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](mailto: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](mailto: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](mailto:TMT.Tess@Verizon.net) |  |