



## Auxiliary Aids and Services Plan

The Lord's Place 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 The Lord's Place is the Director of Client Health and Care Coordination. The back-up SPOC for the agency is the Chief Program Officer.

The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and companions, as well as consumers with limited English proficiency.

The Lord's Place will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. The Lord's Place 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 Chief Program Officer.

This plan can be made available in alternative formats upon request.

***The Lord's Place Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of The Lord's Place SPOC or backup SPOC at 561-494-0125***

### **Assessing for Communication Needs**

At the initial point of contact, The Lord's Place 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-hearing 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.

The Lord's Place will at all times 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 Lord's Place 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 Lord's Place SPOC at 561-494-0125.**

The Lord's Place 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 Lord's Place SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

## **Auxiliary Aids Documentation**

The Lord's Place 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 Lord's Place SPOC. A copy of the Consumer/Companion Feedback Form **shall not** be kept in the Consumer record/file.

### **Limited English Proficiency Consumers**

The Lord's Place will provide foreign language interpretation for any consumer who requests such assistance. The Lord's Place will maintain a list of bilingual staff available to provide language interpretation to LEP consumers. If necessary, The Lord's Place will also utilize an external service provider from the included list for foreign language interpretation when the agency's bi-lingual staff are not able to accommodate the LEP consumer's language preference.

### **Documentation/Record Retention**

Records relating to auxiliary aids and services provided shall be retained by The Lord's Place 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 Lord's Place 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's website.*

The Lord's Place SPOC shall ensure submission of the monthly Auxiliary Aid Service Record Report, no later than: the 5th of each month, for the previous month. Submission will be made to SEFBHN.

### **Event Accommodations**

The Lord's Place shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and those who are deaf or hard-of-hearing. The Lord's Place will notify the public by placing the following statement on all notices and advertisements prior to the event: ***The Lord's Place will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon request 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 [tpinkney@thelordsplace.org](mailto:tpinkney@thelordsplace.org) and Cc to [mduffus@thelordsplace.org](mailto:mduffus@thelordsplace.org)***

### **Staff Training**

The Lord's Place 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 be provided ongoing training as needed on how to use video relay services. Training documentation shall be maintained in each employee's file.

## **The Lord's Place Auxiliary Aid Services for Deaf and Hard of Hearing Consumers**

**The Lord's Place will utilize an external service provider from the included list to offer the following services at the request of consumers who are Deaf and Hard of Hearing:**

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.

### **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!

<b>TTY</b>	800-955-8771	If you are using TTY equipment.
<b>Voice</b>	800-955-8770	If you are a standard (voice) user, and are trying to connect with a Relay user.
<b>ASCII</b>	800-955-1339	If you are utilizing a computer.
<b>Speech to Speech (STS)</b>	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.
<b>Video Assisted STS</b>	877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. Teh 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.
<b>Spanish to Spanish</b>	877-955-8773	If you prefer to conduct you conversations in Spanish.
<b>Spanish to English Translation</b>	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.
<b>French to French</b>	877-955-8707	If you prefer to conduct your conversation using the French language
<b>900 Pay Per Call</b>	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.language.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 Lord's Place Chief Program Officer (Compliance Officer) or Director of Housing (Single Point of Contact) immediately.

You may submit your complaint/grievance in writing and mail it to:

The Lord's Place, Chief Program Officer, P.O. Box 3265, West Palm Beach, FL 33402

Complaints/grievances can also be sent via email to: [mduffus@thelordsplace.org](mailto:mduffus@thelordsplace.org) or [tpinkney@thelordsplace.org](mailto:tpinkney@thelordsplace.org). Please include the following information in your complaint/grievance:

What service were you denied?

What were you told was the reason you were denied service?

What person denied you services?

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**

## **THE LORD'S PLACE NON-DISCRIMINATION POLICY**

It is the policy of The Lord's Place to assure that all applicants for, or recipients of, services or assistance from programs administered by The Lord's Place shall not be subjected to discrimination or denied the benefit of such services or assistance on the basis of an applicant's or recipient's race, color, religion, natural origin, sex, sexual orientation, political beliefs, age, disability or marital status.

## 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 <sup>6</sup>	(850) 575-9621 ext. 120 (850) 298-8793 video phone or voice calls)	TDD/TTY (850) 576-5245	<a href="http://www.ability1st.info/">http://www.ability1st.info/</a>
AbleData Assistive Technology	Phone - 1-800-227-0216 Fax - 703-356-8314	703-992-8313	www.abledata.com
Absolute Quality Interpreting (AQI) <sup>7</sup> Contact: Lisa Schaefermeyer Certified; Suncoast Region	(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.		<a href="http://www.aqiservices.com/infor@AQIservices.com">http://www.aqiservices.com/infor@AQIservices.com</a>
Accessible Communication for the Deaf; Lisa Gauntlett	Sunrise: 954-578-3081 Tampa: 813-926-0008 Video Ph: 954-519-2975	(954) 347-5749	<a href="http://www.acdasl.com/">http://www.acdasl.com/</a>
Access On Time [Language & Logistics]	888-748-7575 (407) 330-9113		www.accessontime.com 3210 Lake Emma Road, Suite 3090 Lake Mary, Florida 32746
ADA Help (Broward)	954-357-6500		<a href="http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx">http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx</a> 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	<a href="http://www.disabilityrightsflorida.org/">http://www.disabilityrightsflorida.org/</a>
Agape Interpreting Services, Inc. 5319 Cypress Links Blvd. Elkton, FL 32033	904-588-5583		<a href="http://www.agapeinterpreting.com/">http://www.agapeinterpreting.com/</a> <a href="mailto:diandria@agapeinterpreting.com">diandria@agapeinterpreting.com</a>

<sup>6</sup> Ability1st keeps an up-to-date listing of interpreters available in the Panhandle 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.

<sup>7</sup> "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 clients, consumers and independent contractors.” Provides services statewide 24 hours a day, 7 days a week.

A La CARTe Connection Gina P. Garcia, RPR, CRR, CCP	1-888-900-3239		<a href="http://alacarteconnection.com/remote-services/office@alacarteconnection.com">http://alacarteconnection.com/remote-services/office@alacarteconnection.com</a>
Albors and Associates Language (Face to Face) Interpretation (LEP) & Translation	(800) 785-8634		<a href="http://www.alborslanguages.com/index.html">http://www.alborslanguages.com/index.html</a> 5971 Brick Ct. Suite 200 Winter Park, FL 32792
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	<a href="http://www.afb.org/default.aspx">http://www.afb.org/default.aspx</a>
Audiology – Easter Seals	(386) 255-4568		<a href="http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html">http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html</a> 1219 Dunn Ave, Daytona Beach, FL 32114
Birnbaum Interpreting Services (BIS)	(301) 587-8885 (301) 565-0366 fax	(800) 471-6441	<a href="http://www.bisworld.com/">http://www.bisworld.com/</a> 8555 16 <sup>th</sup> Street, Suite 400 Silver Springs, MD 20910 www.bisscheduling.com
Bureau of Braille and Talking Book Library	(800) 226-6075		<a href="http://dbs.myflorida.com/">http://dbs.myflorida.com/</a>
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	<a href="http://www.cci.org/site/c.cdKGIRNgEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html">http://www.cci.org/site/c.cdKGIRNgEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html</a>
Center for Hearing & Communication, Kim Schur	(954) 601-1930	(954) 601-1938	<a href="http://chchearing.org/">http://chchearing.org/</a> 2900 W Cypress Creek Rd. Fort Lauderdale, FL 33309
Center for Independent Living of Broward	(954) 722-6400		<a href="http://www.cilbroward.org/">http://www.cilbroward.org/</a>
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	<a href="http://www.cil-drc.org/">http://www.cil-drc.org/</a>
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		<a href="http://www.softlacil.org/">http://www.softlacil.org/</a> Email <a href="mailto:info@softlacil.org">info@softlacil.org</a>  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		<a href="http://www.ccdhh.org/">http://www.ccdhh.org/</a> dcarlton@ccdhh.org
Center for the Visually Impaired	(386) 253-8879	(800) 227-1284	<a href="http://www.cvicentralflorida.org/">http://www.cvicentralflorida.org/</a>



Coalition for Independent Living Options, Inc	(772) 485-2488 (866) 506-4510 Fax		<a href="http://www.cilo.org/">http://www.cilo.org/</a> Martin County
Coalition for Independent Living Options, Inc	(772) 878-3500 (772) 878-3344 Fax		<a href="http://www.cilo.org/">http://www.cilo.org/</a> Saint Lucie / Okeechobee Counties
Coalition for Independent Living Options, Inc	(561) 966-4288 (561) 641-6619 Fax		<a href="http://www.cilo.org/">http://www.cilo.org/</a> West Palm Beach
Coda Link Sign Language for Deaf/Hard of Hearing	(954) 423-6893 (954) 423-2315		<a href="http://www.codalinkinc.com">www.codalinkinc.com</a> <a href="mailto:staff@codalinkinc.com">staff@codalinkinc.com</a> 8963 Stirling Road, Suite 6 Cooper City, FL 33328
Conklin Center for the Blind	(386) 258-3441		<a href="http://www.conklincenter.org/">http://www.conklincenter.org/</a> 405 White St. Daytona Beach, FL 32114
Community Center for the Deaf and Hard of Hearing (Manatee & Sarasota)	941-366-0260	941-209-1108 Videophone	<a href="http://www.ccdhh.org/">http://www.ccdhh.org/</a> 1750 17th St, Bldg F Sarasota, FL 34234
Community Center for the Deaf and Hard of Hearing (Venice)	941-488-5709	941-244-5029 Videophone	<a href="http://www.ccdhh.org/">http://www.ccdhh.org/</a> 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	<a href="http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html">http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html</a> Dbdeafhh@aol.com
Deaf Communications Specialist/ David Bragg	888-332-3266		<a href="http://www.deafcom.us/">http://www.deafcom.us/</a> 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)	<a href="http://deafhhsfla.org/">http://deafhhsfla.org/</a> 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	<a href="http://www.dsc.us">www.dsc.us</a> 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		<a href="http://www.deaftalkllc.com">www.deaftalkllc.com</a> Winter Garden, Florida Serving Central Florida
Division of Blind Services	(850) 245-0300 (800) 342-1828		<a href="http://dbs.myflorida.com/">http://dbs.myflorida.com/</a>
Division of Vocational Rehab.	(800) 451-4327 (850) 245-3399		<a href="http://www.rehabworks.org">www.rehabworks.org</a>
Eterpreting Solutions (24 hour Language interpreting service)	(855) 910-3600		<a href="http://www.eterpreting.com/">http://www.eterpreting.com/</a>
Family Center on Deafness	(727) 549-6664	TTY	<a href="mailto:Julie@fcdpinellas.org">Julie@fcdpinellas.org</a>

Pinellas Park) Covering families in Pinellas County	(727) 547-7837 Fax	(727) 549-6664	6883 102 <sup>nd</sup> Ave N. Pinellas Park, FL 33782
Florida Alliance for Assistive Services and Technology	(850) 487-3278 (850) 575-4216 Fax	TDD: (877) 506-2723	<a href="http://faast.org">http://faast.org</a>
Florida Clearing House on Disability Information	(850) 922-4103 (850) 414-8908 Fax	TDD (877) 232-4968	<a href="http://www.myfloridalegal.com/vicdirect.nsf/Ninth+Judicial+Circuit/78FBB7781F0298DD85256ADB004507E1">http://www.myfloridalegal.com/vicdirect.nsf/Ninth+Judicial+Circuit/78FBB7781F0298DD85256ADB004507E1</a>
Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	Voice or TDD (888) 838-2253	<a href="http://www.abletrust.org">www.abletrust.org</a>
Florida Keys, Center for Independent Living	(305) 453-3491 (305) 453-3488 Fax (877) 335-0187 Toll Free		<a href="http://www.soflacil.org/">www.soflacil.org/</a>
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		<a href="http://www.stenosearch.com/connect/cart_reporters.htm#Florida_CART_Providers">http://www.stenosearch.com/connect/cart_reporters.htm#Florida_CART_Providers</a>  <a href="mailto:tanya@floridarealtime.com">tanya@floridarealtime.com</a>
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	<a href="http://www.ftri.org">www.ftri.org</a>
Florida School for the Deaf & the Blind	904-827-2200 Voice & text 904-245-1022 Videophone		<a href="http://www.fldb.k12.fl.us">www.fldb.k12.fl.us</a>
Florida Vocational Rehabilitation	(850) 245-3399	(800) 451-4327	<a href="http://www.rehabworks.org/">http://www.rehabworks.org/</a>
Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		<a href="http://www.gladesinitiative.org/">http://www.gladesinitiative.org/</a>
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		<a href="http://www.ibwest.org">www.ibwest.org</a>
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		<a href="mailto:jsbdomino@aol.com">jsbdomino@aol.com</a>

Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals	(305) 355-8059	TDD (305) 355-8066	<a href="http://research.gallaudet.edu/resources/mhd/details/114/">http://research.gallaudet.edu/resources/mhd/details/114/</a>
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		<a href="http://www.letspeak.com/">http://www.letspeak.com/</a>
Lew Balaban (CART)	(954) 767-0361 Phone & Fax		ibalaban@bellsouth.net
Light House of the Big Bend (formerly FIRE) <sup>9</sup> Contact: Wayne Warner	(850) 942-3658 ext. 210	(888) 827-6033	www.firesight.org Info@lighthousebigbend.org  3071 Highland Oaks Terrace Tallahassee, Florida 32301
Lighthouse for the Blind	Phone: 561-586-5600 Fax: 561- 845-8022		<a href="http://www.lighthousepalmbeaches.org/">http://www.lighthousepalmbeaches.org/</a> <a href="mailto:info@lighthousepalmbeaches.org">info@lighthousepalmbeaches.org</a>
Lighthouse for the Blind of Miami-Dade	(305) 856-2288		<a href="http://miamilighthouse.org/Florida_Heiken_Program.asp">http://miamilighthouse.org/Florida_Heiken_Program.asp</a>
Link Translations and Interpretation, Inc. (Translation & Interpretation Services)	(305) 790-9071 877-272-5465 Fax: 954-433-5994		<a href="http://www.linktranslations.com">www.linktranslations.com</a> <a href="mailto:translate@aol.com">translate@aol.com</a> 16560 NW 1st St. Pembroke Pines, FL 33028
MacDonald Training Center (Tampa)	(813) 870-1300		<a href="http://www.macdonaldcenter.org/">http://www.macdonaldcenter.org/</a>
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
Miami Dade City Disability Svc. & Independent Living	(305) 547-5444 (305) 547-7355 Fax		<a href="http://www.miamidade.gov/socialservices/disability-services-elderly.asp">http://www.miamidade.gov/socialservices/disability-services-elderly.asp</a>
Miami Lighthouse for the Blind Visually Impaired, Inc.	(305) 856-2288		<a href="http://miamilighthouse.org/">http://miamilighthouse.org/</a>

<sup>9</sup> This is a nonprofit agency dedicated to guiding people through vision loss. This organization's primary benefit to DCF is translating documents to Braille.

Nationwide Interpreter June Backer Sign Language for Deaf/Hard of Hearing	(888) 647-9788 (561) 363-0594 (561) 635-4737 (after hours)		<a href="http://nationwideinterpretersource.com/">http://nationwideinterpretersource.com/</a>  PO Box 272142 Boca Raton, FL 33427-2142
Pacific Interpreters	(503) 445-5500 (800) 311-1232		<a href="http://www.pacificinterpreters.com/">http://www.pacificinterpreters.com/</a>
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		<a href="http://www.professionalinterpreting.biz/home">http://www.professionalinterpreting.biz/home</a>
Purple Language (Tampa) Contact: Kimberly Shank	(813) 793-4034 (813) 931-6753		<a href="http://www.purple.us/tampa">http://www.purple.us/tampa</a>
Registry of Interpreters for the Deaf [RID]	(703) 838-0030 (703) 838-0454 Fax	TTY (703) 838- 0459	<a href="http://www.rid.org">http://www.rid.org</a> (Search for a list of all Certified Interpreters in Florida) 333 Commerce Street Alexandria, VA 22314
Russ Tech Language Services. <sup>10</sup> 1338 Vickers Drive Tallahassee, Florida 32303	(850) 562-9811 (850) 562-9815 Fax		<a href="http://www.russtechinc.com">www.russtechinc.com</a>
Seven Languages Translating (Translation, Interpreters and audio equipment)	(305) 374-6761		<a href="http://www.sevenlanguages.com/">http://www.sevenlanguages.com/</a>  19 W. Flagler St. Suite 806 Miami, FL 33130
Sign Language Interpreter Services Line (North Central Florida)	(877) 629-8840 (352) 378-7474		<a href="http://cilncf.org/">http://cilncf.org/</a>
Sign Language Services, Inc	(850) 912-6811 Main Office (850) 232-3538 (24 hour On-call Cell)		Request_SLS@yahoo.com
Signs of Interpreting, LLC	(904) 207-0290		<a href="http://www.signsofinterpreting.com">www.signsofinterpreting.com</a>

<sup>10</sup> This agency translates forms to other languages, as well as provides interpreter services for meetings, training, and during telephone/video conference calls.

Sign Language Associates (Brandon)	(800) 752-5777	TTY (301) 946-9710	<a href="http://www.purple.us/">http://www.purple.us/</a> SLATampaBay@ signlanguage.com
Sign Language Interpreters Jacksonville	(904) 502-6593		<a href="http://www.sliagency.com/request.htm">http://www.sliagency.com/request.htm</a>
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		<a href="http://www.sorenson.com/">http://www.sorenson.com/</a>
Speech Therapy – Easter Seals	(386) 255-4568		<a href="http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html">http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html</a>
Tavia Mays Nationally Certified Sign Language	(772) 240-8655		<a href="mailto:taviamays@gmail.com">taviamays@gmail.com</a>  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		<a href="http://www.ability1st.info/">http://www.ability1st.info/</a> 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		<a href="http://www.trans-usa.org">www.trans-usa.org</a> 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**
3. This is an automated answering system. Please have your 6-digit client ID available as well as the language needed, and your name.
4. 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.
5. 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](#)
- [Open an Account](#)



## CART PROVIDER LIST

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

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

<b>Oldsmar</b>	<b>Tammy Milcowitz, RMR, CRR, CCP</b> SignWrite Reporting Services, Inc. 4958 Turtle Creek Trail Oldsmar, FL 34677 727-422-6758 727-781-7141(fax) <a href="mailto:tmilcowitz@yahoo.com">tmilcowitz@yahoo.com</a>	
<b>Orlando</b>	<b>Rita G. Meyer, RDR, CRR, CBC, CCP</b> All Good Reporters, LLC P.O. Box 536084 Orlando, FL 32853-6084 800-208-6291 Toll Free/Fax 407-325-0281 Mobile <a href="mailto:rgm@allgoodreporters.com">rgm@allgoodreporters.com</a>	
<b>Oviedo</b>	<b>Katy J. Hanbury, RMR, CRR, CCP</b> 1030 Catfish Creek Court Oviedo, Florida 32765 407-359-9143 407-359-1580 (fax) <a href="mailto:cfcaption@bellsouth.net">cfcaption@bellsouth.net</a>	Orlando, Florida Central Florida
<b>Palm Bay</b>	<b>Lisa B. Johnston, RMR, CRR, CCP</b> 1070 Hoyt Court NE Palm Bay, FL 32907 321-698-9050 Cell 321-951-7722 Home 321-951-7723(fax) <a href="mailto:LJohnston27@cfl.rr.com">LJohnston27@cfl.rr.com</a>	Orlando, Florida Melbourne, Florida Vero Beach, Florida
<b>Pinellas Park</b>	<b>Gayl Hardeman RDR, CRR, CCP, FAPR</b> 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	
<b>Plantation</b>	<b>Lynn D. McCulloch, RPR</b> 251 SW 62 <sup>nd</sup> Terrace Plantation, FL 33317 954-830-4935 954-585-8345 <a href="mailto:LynnDMcCulloch@aol.com">LynnDMcCulloch@aol.com</a>	College Classes



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