



NHTC 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 NHTC is the Corporate Compliance & Performance Improvement Manager as outlined in the attached job description. The back-up SPOC for the agency is the Chief Financial Officer. The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and/or their companions, as well as consumers with limited English proficiency.

NHTC will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. NHTC will ensure yearly refresher training on serving deaf or hard-of-hearing consumers and 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: nhtcinc.org

NHTC Staff at any time during the process of assessing and providing auxiliary aids/services can request the assistance of the NHTC SPOC at 772-672-8372 or backup SPOC at 772-672-8344.

Assessing for Communication Needs

At the initial point of contact an assessment of communication needs will be conducted for all consumers and/or their 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 consumers and/or their companion. The purpose of these tools is to facilitate the collection and coordination of auxiliary aids and services to meet the needs of consumers and/or their companions who are deaf or hard-of-hearing.

NHTC will at all times recognize that the consumer and/or their companion's preference are 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 NHTC SPOC will assist the consumer and/or their 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 is unsure of how to proceed they are to immediately contact the NHTC SPOC at 772-672-8372.

NHTC staff shall provide interpreters for consumers and/or their 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 and/or their 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 and/or their 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 and/or their 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 NHTC SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

- For urgent same-day scheduled or unscheduled appointments NHTC has several options for American Sign Language (ASL) Services and/or Language Line Services.
 - Every Third Party Payer may require advance scheduling and cancellation (if applicable)
 - The Service Provider may contact Deaf Communication Specialists at Deafcom.us via the website and schedule an appointment or call at 888-332-3266 and ask for Jill O’Leary or David Bragg for an urgent on-site ASL interpreter.
 - The NHTC staff members are to verify that Sign Language Interpreters are certified by the Registry of Interpreters for the Deaf (RID.org) prior to the interpreters commencing services.
 - If a Language Line Service is needed the provider may call 800-367-9559, Press 1 for Spanish, Press 2 for other language, enter the 6 digit client ID “203317” and the Access Code which would be the “RU”.
 - The most recent option is Stratus Video Interpreting which is the preferred method in Okeechobee Outpatient Office, 709 Outpatient Office in Ft. Pierce and Screening/ASU at Midway Road, in Ft. Pierce, March – May 2016. NHTC has entered into a Trial Agreement for American Sign Language, Certified Deaf Interpreter (CDI), Spanish Interpreting and 16 Other Languages which will fall under Video Relay Interpreting (VRI). The goal is to incorporate Stratus Video Relay Interpreting for ASL and 17 Languages throughout the entire agency in June 2016.

Auxiliary Aids Documentation

NHTC staff shall document the consumer and/or their 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 and/or their 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 and/or their 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 or Companion Feedback Form to consumers and/or their companions that are deaf or hard-of-hearing and provide assistance in completing the forms if requested by the consumer and/or their companion. Consumers and/or their 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 and/or their companion; by the NHTC SPOC. A copy of the Consumer or Companion Feedback Form **shall not** be kept in the consumer's record.

Limited English Proficiency Consumers

NHTC will provide foreign language interpretation for any consumer who requests such assistance.

- NHTC also has an account with Language Line Services and can be contacted at 800-367-9559. Once connected press "1" for Spanish or "2" for other languages, and follow the prompts to when asked for the 6-digit Client ID enter 203317 and the Access Code should be the "RU" where client services are being provided.
- As indicated under the category of "**Provision of Interpreters/Services**" for the locations of Okeechobee Outpatient Office, 709 Outpatient Office in Ft. Pierce and Screening/ASU on Midway Road in Ft. Pierce from March through May 2016 the provider will use Stratus Video Relay Interpreting for Spanish, and the 16 Other Languages available. The goal is to incorporate Stratus Video Relay Interpreting for ASL and 17 Languages throughout the entire agency in June 2016.

Documentation/Record Retention

Records relating to auxiliary aids and services provided shall be retained by the NHTC 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 and/or their companions are posted near the entrances and locations where consumers and/or their companions receive services. The NHTC 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 NHTC SPOC shall ensure submittal of the monthly HHS Report, no later than: The 5th of each month, for the previous month. Submission will be made to the Regional Civil Rights Officer/ADA 504 Coordinator and the Contract Manager at SEFBHN.

Event Accommodations

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

NHTC 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 pi@nhtcinc.org. This will be at no cost to the consumer.

Staff Training

NHTC staff members shall receive the Florida DCF approved Service Delivery Training for the Deaf or Hard-of-Hearing, and a general Civil Rights Training within 60 days of commencing employment.

Staff members shall receive annual refresher training on both, and provided ongoing training as needed on how to use video relay services. Training documentation shall be maintained in each employee's file.

NHTC Auxiliary Aid Services for Deaf and Hard of Hearing Consumers

NHTC has a Memorandum of Agreement with Deaf Communication Specialist, Jill O'Leary and David Bragg by calling at 888-332-3266 or through the website at Deafcom.us for ASL Services and Language Line Services at 800-367-9559 for Spanish or any other requested language needed 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.

NHTC also has a "Pocketalker" assistive listening device available at each one of the sites at all four "4" counties...Martin, Okeechobee, St. Lucie and Indian River which includes inpatient and outpatient offices. The above deaf and hard or hearing auxiliary aid services can be obtained by calling **1-888-468-5600** 24/7.

- Primary Care & MWOP – Office Manager at MWOP – NHTC Property #7365
- Screening/Assessment – Program Manager – NHTC Property #7366
- 709 – Office Manager – NHTC Property #7367
- FACT – Program Manager – NHTC Property #7368
- Ixoria – Program Manager – NHTC Property #7369
- Vero – Office Manager – NHTC Property #7370
- Stuart – Office Manager – NHTC Property #7371
- Okeechobee – Office Manager – NHTC Property #7372

Effective March 21, 2016 NHTC will enter into a 60 day Trial Agreement with Stratus Video Interpreting for the following:

- o Providing on-demand video remote interpreting (VRI) for American Sign Language (ASL) and selected spoken languages, as well as over-the –phone interpreting (OPI) for selected languages with live language interpreters. The VRI services and OPI services (collectively, the “Services”) are provided by Stratus through the use of “Stratus’ on-demand interpreter software. The trial services will be provided at the Screening Department on Midway Road, 709 Outpatient Office and Okeechobee Outpatient Office.

NHTC Monitoring See the NHTC 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 them 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 Services

- Use Conference Hold to place the non-English speaker on hold. Dial 1-800-752-6096 or to set up a pay as you need service. Once connected press “1” for Spanish or “2” for other languages, and follow the prompts to when asked for the 6-digit Client ID enter 203317 and the Access Code should be the “RU” where client services are being provided.

CART-Captioning Real Time Resources

- Not currently used by our agency

Consumer Complaints

- If you believe you were wrongfully denied access to services or discriminated against:
- Ask to speak to the NHTC Corporate Compliance Officer or Single Point of Contact immediately.
- You may submit your complaint/grievance in writing and mail it to:
- NHTC, Corporate Compliance & Performance Improvement Manager, 4500 W. Midway Road, Ft. Pierce, FL 34981
- Complaints/grievances can also be sent via email to: pi@nhtcinc.org or on our website:
- Make sure to 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

NHTC 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 NHTC.

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 ⁶	(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
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
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 3210 Lake Emma Road, Suite 3090 Lake Mary, Florida 32746
ADA Help (Broward)	954-357-6500		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.disabilityrightsflorida.org/
Agape Interpreting Services, Inc. 5319 Cypress Links Blvd. Elkton, FL 32033	904-588-5583		http://www.agapeinterpreting.com/diandria@agapeinterpreting.com

⁶ 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.

⁷ "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		http://alacarteconnection.com/remote-services/office@alacarteconnection.com
Albors and Associates Language (Face to Face) Interpretation (LEP) & Translation	(800) 785-8634		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.aspx
Audiology – Easter Seals	(386) 255-4568		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 16 th Street, Suite 400 Silver Springs, MD 20910 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.cdKGIRNgEmG/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.cilnccf.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.soflafil.org/ Email info@soflafil.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
Center for the Visually Impaired	(386) 253-8879	(800) 227-1284	http://www.cvicentralflorida.org/

⁸ Southeast Region and Southern Region has a contract with this agency.

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 staff@codalinkinc.com 8963 Stirling Road, Suite 6 Cooper City, FL 33328
Conklin Center for the Blind	(386) 258-3441		http://www.conklincenter.org/ 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	http://www.ccdhh.org/ 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	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/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html 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 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 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
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

Pinellas Park) Covering families in Pinellas County	(727) 547-7837 Fax	(727) 549-6664	6883 102 nd 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
Florida Clearing House on Disability Information	(850) 922-4103 (850) 414-8908 Fax	TDD (877) 232-4968	http://www.myfloridalegal.com/vicdirect.nsf/Ninth+Judicial+Circuit/78FBB7781F0298DD85256ADB004507E1
Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	Voice or TDD (888) 838-2253	www.abletrust.org
Florida Keys, Center for Independent Living	(305) 453-3491 (305) 453-3488 Fax (877) 335-0187 Toll Free		www.softacil.org/
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		http://www.stenosearch.com/connect/cart_reporters.htm#Florida_CART_Providers 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
Florida School for the Deaf & the Blind	904-827-2200 Voice & text 904-245-1022 Videophone		www.fldb.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.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
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

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.edu/resources/mhd/details/114/
Language Line, Inc.	(866) 874-3972		www.language.com
Language Speak Inc. (Translation, Interpreters, C.A.R.T, and ASL)	(305) 668-9797		www.languagespeak.com
LeChateau (Court Translation)	(239) 274-5700		http://www.letspeak.com/
Lew Balaban (CART)	(954) 767-0361 Phone & Fax		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 Info@lighthousebigbend.org 3071 Highland Oaks Terrace Tallahassee, Florida 32301
Lighthouse for the Blind	Phone: 561-586-5600 Fax: 561- 845-8022		http://www.lighthousepalmbeaches.org/ info@lighthousepalmbeaches.org
Lighthouse for the Blind of Miami-Dade	(305) 856-2288		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 ltranslate@aol.com 16560 NW 1st St. Pembroke Pines, FL 33028
MacDonald Training Center (Tampa)	(813) 870-1300		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
Miami Dade City Disability Svc. & Independent Living	(305) 547-5444 (305) 547-7355 Fax		http://www.miamidade.gov/socialservices/disability-services-elderly.asp
Miami Lighthouse for the Blind Visually Impaired, Inc.	(305) 856-2288		http://miamilighthouse.org/

⁹ 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)		http://nationwideinterpreterresource.com/ PO Box 272142 Boca Raton, FL 33427-2142
Pacific Interpreters	(503) 445-5500 (800) 311-1232		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.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 (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
Seven Languages Translating (Translation, Interpreters and audio equipment)	(305) 374-6761		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
Signs of Interpreting, LLC	(904) 207-0290		www.signsofinterpreting.com

¹⁰ 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	http://www.purple.us/ SLATampaBay@signlanguage.com
Sign Language Interpreters Jacksonville	(904) 502-6593		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 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/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html
Tavia Mays Nationally Certified Sign Language	(772) 240-8655		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 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: 800-367-9559**
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](#)