AUXILIARY AIDS AND SERVICE PLAN
FOR
PERSONS WITH DISABILITIES
AND
PERSONS WITH LIMITED ENGLISH PROFICIENCY

Mental Health America of the Palm Beaches 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 MHA is:
DARLY ADAMS, (561) 832-3755, dadams@mhapalmbeaches.org

The back-up SPOC for MHA is:
KRISTINA BAKER, (561) 832-3755, kbaker@mhapalmbeaches.org

The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and companions, as well as consumers with limited English proficiency. MHA will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. MHA 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: mhapalmbeaches.org

MHA Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of the MHA SPOC or backup SPOC at 561-832-3755.

Assessing for Communication Needs
At the initial point of contact, the MHA 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.
MHA 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 MHA 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 MHA SPOC at 561-832-3755.

MHA staff shall provide certified 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 MHA SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

At the time of service, verification of the interpreter’s certification should be obtained.

**Auxiliary Aids Documentation**

MHA 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.

5/15/20; Revised 2/22/22
**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 Winwood 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**

**Documentation/Record Retention**
Records relating to auxiliary aids and services provided shall be retained by the MHA 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 MHA 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 Auxiliary Aids Monthly Summary Report must be completed monthly even if there were no auxiliary aids provided during the reporting month. This report is completed electronically on the following link:


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

MHA 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 dadams@mhapalmbeaches.org

**Staff Training**
MHA 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 provided ongoing training as needed on how to use video relay services. Staff signed training documentation, “Support to the Deaf and Hard of Hearing Attestation Form”, shall be maintained in each employee’s file.
MHA Auxiliary Aid Services for Deaf and Hard of Hearing Consumers
MHA 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, 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), or other modes of communication (i.e. captioned English).

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!

<table>
<thead>
<tr>
<th></th>
<th>Phone Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>TTY</td>
<td>800-955-8771</td>
<td>If you are using TTY equipment.</td>
</tr>
<tr>
<td>Voice</td>
<td>800-955-8770</td>
<td>If you are a standard (voice) user, and are trying to connect with a Relay user.</td>
</tr>
<tr>
<td>ASCII</td>
<td>800-955-1339</td>
<td>If you are utilizing a computer.</td>
</tr>
<tr>
<td>Speech to Speech (STS)</td>
<td>877-955-5334</td>
<td>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.</td>
</tr>
<tr>
<td>Video Assisted STS</td>
<td>877-955-5334</td>
<td>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.</td>
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<tr>
<td>Language Pair</td>
<td>Phone Number</td>
<td>Description</td>
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<tr>
<td>Spanish to Spanish</td>
<td>877-955-8773</td>
<td>If you prefer to conduct you conversations in Spanish.</td>
</tr>
<tr>
<td>Spanish to English Translation</td>
<td>844-463-9710</td>
<td>If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.</td>
</tr>
<tr>
<td>French to French</td>
<td>877-955-8707</td>
<td>If you prefer to conduct your conversation using the French language</td>
</tr>
<tr>
<td>900 Pay Per Call</td>
<td>900-230-6868</td>
<td>With Pay per calls the Relay user is responsible for direct billing. Rates vary</td>
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</table>

**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 MHA Chief Program Officer or Single Point of Contact immediately.

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

MHA Chief Program Officer, 909 Fern Street, West Palm Beach, FL, 33401.

Complaints/grievances can also be sent via email to: dadams@mhapalmbeaches.org on our website: mhapalmbeaches.org: 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

**MHA 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 MHA.
**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:

<table>
<thead>
<tr>
<th>Agency/Provider</th>
<th>Telephone</th>
<th>TDD/TTY/ 800</th>
<th>URL/Email/Address</th>
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<tbody>
<tr>
<td>Ability1st Interpreter Listing Services⁶</td>
<td>(850) 575-9621 ext.120 (850) 298-8793 video phone or voice calls</td>
<td>TDD/TTY (850) 576-5245</td>
<td><a href="http://www.ability1st.info/">http://www.ability1st.info/</a></td>
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<tr>
<td>AbleData Assistive Technology</td>
<td>Phone - 1-800-227-0216 Fax - 703-356-8314</td>
<td>703-992-8313</td>
<td><a href="http://www.abledata.com">www.abledata.com</a></td>
</tr>
<tr>
<td>Absolute Quality Interpreting (AQI)⁷</td>
<td>(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.</td>
<td></td>
<td><a href="http://www.aqiservices.com/">http://www.aqiservices.com/</a> <a href="mailto:infor@AQIservices.com">infor@AQIservices.com</a></td>
</tr>
<tr>
<td>ADA Help (Broward)</td>
<td>954-357-6500</td>
<td></td>
<td><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</td>
</tr>
<tr>
<td>Agape Interpreting Services, Inc. 5319 Cypress Links Blvd. Elkton, FL 32033</td>
<td>904-588-5583</td>
<td></td>
<td><a href="http://www.agapeinterpreting.com/">http://www.agapeinterpreting.com/</a> <a href="mailto:diandria@agapeinterpreting.com">diandria@agapeinterpreting.com</a></td>
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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.
<table>
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<tr>
<th>Service Provided</th>
<th>Phone Numbers</th>
<th>Website Addresses</th>
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<tbody>
<tr>
<td>A La CARTe Connection</td>
<td>1-888-900-3239</td>
<td><a href="http://alacarteconnection.com/remote-services/office@alacarteconnection.com">http://alacarteconnection.com/remote-services/office@alacarteconnection.com</a></td>
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<tr>
<td>Gina P. Garcia, RPR, CRR, CCP</td>
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<tr>
<td>Albors and Associates Language (Face to Face) Interpretation (LEP) &amp; Translation</td>
<td>(800) 785-8634</td>
<td><a href="http://www.alborslanguages.com/index.html">http://www.alborslanguages.com/index.html</a></td>
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<tr>
<td>(800) 232-5463</td>
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<tr>
<td>Birnbaum Interpreting Services (BIS)</td>
<td>(301) 587-8885 (301) 565-0366 fax (800) 471-6441</td>
<td>[<a href="http://www.bisworld.com/8555">http://www.bisworld.com/8555</a> 16th Street, Suite 400 Silver Springs, MD 20910](<a href="http://www.bisworld.com/8555">http://www.bisworld.com/8555</a> 16th Street, Suite 400 Silver Springs, MD 20910)</td>
</tr>
<tr>
<td>Canine Companions for Independence</td>
<td>(407) 834-2555</td>
<td><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></td>
</tr>
<tr>
<td>Center for Hearing &amp; Communication, Kim Schur</td>
<td>(954) 601-1930</td>
<td><a href="http://chchearing.org">http://chchearing.org</a>/</td>
</tr>
<tr>
<td>Center for Independent Living of North Central Florida</td>
<td>(352) 378-7474</td>
<td><a href="http://www.cilncf.org">http://www.cilncf.org</a></td>
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<tr>
<td>(877) 245-2457</td>
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<tr>
<td>Center for Independent Living of South Florida (Auxiliary Aids and Services for persons with disabilities)</td>
<td>(305) 751-8025 Voice (305) 751-8891 TDD (305) 751-8944 Fax</td>
<td><a href="http://www.soflacil.org/">http://www.soflacil.org/</a> Email <a href="mailto:info@soflacil.org">info@soflacil.org</a></td>
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<tr>
<td></td>
<td></td>
<td>6660 Biscayne Blvd. Miami FL 33138</td>
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<tr>
<td>Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties</td>
<td>(941) 366-0260</td>
<td><a href="http://www.ccdhh.org/dcarlton@ccdhh.org">http://www.ccdhh.org/dcarlton@ccdhh.org</a></td>
</tr>
<tr>
<td>Center for the Visually Impaired</td>
<td>(386) 253-8879</td>
<td><a href="http://www.cvicentralflorida.org/">http://www.cvicentralflorida.org</a></td>
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<tr>
<td></td>
<td>(800) 227-1284</td>
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8 Southeast Region and Southern Region has a contract with this agency.
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<tr>
<th>Organization</th>
<th>Phone Numbers</th>
<th>Website</th>
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<tbody>
<tr>
<td>Coda Link Sign Language for Deaf/Hard of Hearing</td>
<td>(954) 423-6893, (954) 423-2315</td>
<td><a href="http://www.codalinkinc.com">www.codalinkinc.com</a> / 8963 Stirling Road, Suite 6 Cooper City, FL 33328</td>
</tr>
<tr>
<td>Conklin Center for the Blind</td>
<td>(386) 258-3441</td>
<td><a href="http://www.conklincenter.org">http://www.conklincenter.org</a> / 405 White St. Daytona Beach, FL 32114</td>
</tr>
<tr>
<td>Deaf Communications Specialist/ David Bragg</td>
<td>888-332-3266</td>
<td><a href="http://www.deafcom.us">http://www.deafcom.us</a> / 5955 SE Federal Hwy, PMB 351 Stuart, FL 34997</td>
</tr>
<tr>
<td>Deaf Service Center of SW Florida Fort Myers</td>
<td>(239) 461-0334, TTY (239) 461-0438</td>
<td><a href="http://www.dsc.us">http://www.dsc.us</a> / 1860 Boy Scout Dr #B208 Fort Myers, FL</td>
</tr>
<tr>
<td>Division of Blind Services</td>
<td>(850) 245-0300, (800) 342-1828</td>
<td><a href="http://dbs.myflorida.com">http://dbs.myflorida.com</a> /</td>
</tr>
<tr>
<td>Division of Vocational Rehab.</td>
<td>(800) 451-4327, (850) 245-3399</td>
<td><a href="http://www.rehabworks.org">http://www.rehabworks.org</a> /</td>
</tr>
<tr>
<td>Family Center on Deafness</td>
<td>(727) 549-6664, TTY (727) 549-6664</td>
<td><a href="mailto:Julie@fcdpinellas.org">Julie@fcdpinellas.org</a> /</td>
</tr>
<tr>
<td>Pinellas Park) Covering families in Pinellas County</td>
<td>(727) 547-7837 Fax, (727) 549-6664</td>
<td>6883 102nd Ave N. Pinellas Park, FL 33782</td>
</tr>
<tr>
<td><strong>Florida Alliance for Assistive Services and Technology</strong></td>
<td>(850) 487-3278 (850) 575-4216 Fax</td>
<td>TDD: (877) 506-2723</td>
</tr>
<tr>
<td><strong>Florida Governors’ Alliance for the Employment of Disabled Individuals</strong></td>
<td>(850) 224-4493</td>
<td>Voice or TDD (888) 838-2253</td>
</tr>
<tr>
<td><strong>Florida Keys, Center for Independent Living</strong></td>
<td>(305) 453-3491 (305) 453-3488 Fax</td>
<td>(877) 335-0187 Toll Free</td>
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<tr>
<td><strong>Florida Real-time/Caption ERR, CCP, CBC (CART)</strong></td>
<td>(954) 767-6363 (954) 680-776(FAX)</td>
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<tr>
<td><strong>Florida School for the Deaf &amp; the Blind</strong></td>
<td>904-827-2200 Voice &amp; text 904-245-1022 Videophone</td>
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<tr>
<td><strong>Florida Vocational Rehabilitation</strong></td>
<td>(850) 245-3399 (800) 451-4327</td>
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<tr>
<td><strong>Hearing Impaired Persons Center of Charlotte County</strong></td>
<td>(941) 743-8347</td>
<td>TTY (941) 743-9286</td>
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<tr>
<td><strong>Independence for the Blind of West Florida, Inc.</strong></td>
<td>(850) 477-2663</td>
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<tr>
<td><strong>Institute For Cultural Competency (Language Line Solutions) Language only</strong></td>
<td>(800) 654-7064</td>
<td><em>Call Center use assigned code</em></td>
</tr>
<tr>
<td><strong>Interpreters Network Inc. (ASL, Translation and Language Interpretation)</strong></td>
<td>(305) 381-9555</td>
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<tr>
<td>Company Name</td>
<td>Phone</td>
<td>TDD</td>
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<tr>
<td>Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals</td>
<td>(305) 355-8059</td>
<td>TDD (305) 355-8066</td>
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<tr>
<td>Language Line, Inc.</td>
<td>(866) 874-3972</td>
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<tr>
<td>LeChateau (Court Translation)</td>
<td>(239) 274-5700</td>
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<tr>
<td>Lew Balaban (CART)</td>
<td>(954) 767-0361</td>
<td>Phone &amp; Fax</td>
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<tr>
<td>Light House of the Big Bend (formerly FIRE)</td>
<td>(850) 942-3658 ext. 210</td>
<td>(888) 827-6033</td>
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<tr>
<td>Contact: Wayne Warner</td>
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<tr>
<td>Lighthouse for the Blind</td>
<td>Phone: 561-586-5600</td>
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<tr>
<td>Fax: 561-845-8022</td>
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<tr>
<td>Lighthouse for the Blind of Miami-Dade</td>
<td>(305) 856-2288</td>
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<tr>
<td>Link Translations and Interpretation, Inc. (Translation &amp; Interpretation Services)</td>
<td>(305) 790-9071</td>
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<tr>
<td>877-272-5465</td>
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<tr>
<td>Fax: 954-433-5994</td>
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<tr>
<td>MacDonald Training Center (Tampa)</td>
<td>(813) 870-1300</td>
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<td>MB Interpreting – National ASL [Molly Bartholomew]</td>
<td>(239) 980-1192</td>
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<tr>
<td>McNeil Technologies/Telelanguage, Inc.</td>
<td>(888) 983-5352</td>
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<td>(800) 514-9237</td>
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<tr>
<td>Miami Dade City Disability Svc. &amp; Independent Living</td>
<td>(305) 547-5444</td>
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<tr>
<td>(305) 547-7355 Fax</td>
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<tr>
<td>Miami Lighthouse for the Blind Visually Impaired, Inc.</td>
<td>(305) 856-2288</td>
<td></td>
</tr>
</tbody>
</table>

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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.
<table>
<thead>
<tr>
<th>Company</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationwide Interpreter</td>
<td>(888) 647-9788 (561) 363-0594 (561) 635-4737 (after hours)</td>
<td><a href="http://nationwideinterpreterresouce.com/">Nationwide Interpreter Resource</a></td>
</tr>
<tr>
<td></td>
<td>PO Box 272142 Boca Raton, FL 33427-2142</td>
<td></td>
</tr>
<tr>
<td>Pacific Interpreters</td>
<td>(503) 445-5500 (800) 311-1232</td>
<td><a href="http://www.pacificinterpreter.com/">Pacific Interpreters</a></td>
</tr>
<tr>
<td>Partners In Communications</td>
<td>(850) 942-6882 or after hours (850) 531-7452</td>
<td></td>
</tr>
<tr>
<td>Professional Interpreting Services for the Deaf, Inc.</td>
<td>ph: 850-791-0840 voice/text alt: 850-512-1540 Video Phone</td>
<td><a href="http://www.professionalinterpreting.biz/home">Professional Interpreting</a></td>
</tr>
<tr>
<td>Purple Language (Tampa) Contact: Kimberly Shank</td>
<td>(813) 793-4034 (813) 931-6753</td>
<td><a href="http://www.purple.us/tampa">Purple Language</a></td>
</tr>
<tr>
<td>Registry of Interpreters for the Deaf [RID]</td>
<td>(703) 838-0030 (703) 838-0454 Fax (703) 838-0459</td>
<td><a href="http://www.rid.org">RID Registry</a></td>
</tr>
<tr>
<td>Russ Tech Language Services, Inc.</td>
<td>(850) 562-9811 (850) 562-9815 Fax</td>
<td><a href="www.russtechinc.com">Russ Tech Language Services</a></td>
</tr>
<tr>
<td>Seven Languages Translating</td>
<td>(305) 374-6761</td>
<td><a href="http://www.sevenlanguages.com/">Seven Languages Translating</a></td>
</tr>
<tr>
<td>(Translation, Interpreters and audio equipment)</td>
<td></td>
<td>19 W. Flagler St. Suite 806 Miami, FL 33130</td>
</tr>
<tr>
<td>Sign Language Interpreter Services Line (North Central Florida)</td>
<td>(877) 629-8840 (352) 378-7474</td>
<td><a href="http://cilncf.org/">Sign Language Interpreter Services Line</a></td>
</tr>
<tr>
<td>Sign Language Services, Inc.</td>
<td>(850) 912-6811 Main Office (850) 232-3538 (24 hour On-call Cell)</td>
<td><a href="mailto:Request_SLS@yahoo.com">Request_SLS@yahoo.com</a></td>
</tr>
<tr>
<td>Signs of Interpreting, LLC</td>
<td>(904) 207-0290</td>
<td><a href="http://signsofinterpreting.com">Signs of Interpreting, LLC</a></td>
</tr>
</tbody>
</table>

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10 This agency translates forms to other languages, as well as provides interpreter services for meetings, training, and during telephone/video conference calls.
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Phone Numbers</th>
<th>TTY Numbers</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>Sign Language Associates (Brandon)</td>
<td>(800) 752-5777</td>
<td>TTY (301) 946-9710</td>
<td><a href="http://www.purple.us/SLATampaBay@signlanguage.com">http://www.purple.us/SLATampaBay@signlanguage.com</a></td>
</tr>
<tr>
<td>Sign Language Interpreters Jacksonville</td>
<td>(904) 502-6593</td>
<td></td>
<td><a href="http://www.sliagency.com/request.htm">http://www.sliagency.com/request.htm</a></td>
</tr>
<tr>
<td>SignOnVRI – Video Remote Interpreting</td>
<td>(206) 632-7100 Voice (206) 632-0405 Fax (206) 445-7434 VP (866) 688-7100</td>
<td></td>
<td>130 Nickerson Street Suite 107 Seattle, WA 98109 <a href="mailto:info@sionasal.com">info@sionasal.com</a> <a href="http://www.sionasal.com">www.sionasal.com</a></td>
</tr>
<tr>
<td>Sorenson Communications (Video Relay)</td>
<td>(801) 287-9400</td>
<td></td>
<td><a href="http://www.sorenson.com/">http://www.sorenson.com/</a></td>
</tr>
<tr>
<td>Tavia Mays Nationally Certified Sign Language</td>
<td>(772) 240-8655</td>
<td></td>
<td><a href="mailto:taviamays@gmail.com">taviamays@gmail.com</a></td>
</tr>
<tr>
<td>Fort Lauderdale/West Palm Beach/Port Saint Lucie</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Center for Independent Living</td>
<td>Voice: (850) 575-9621 VP: (850) 298-8793 Fax: (850) 575-5740</td>
<td></td>
<td><a href="http://www.ability1st.info/1823">http://www.ability1st.info/1823</a> Buford Court Tallahassee, Florida 32308</td>
</tr>
<tr>
<td>Translators &amp; Interpreters of the Treasure Coast (formerly known as Translations USA)</td>
<td>HQ: 772-223-2101 or 772-344-5930 Rose Rosario: 772-418-2828</td>
<td></td>
<td><a href="http://www.trans-usa.org">www.trans-usa.org</a> 1025 SW Martin Downs Blvd. Suite 202 Palm City, FL 34990</td>
</tr>
</tbody>
</table>
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](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

CART Provider Directory – Florida

<table>
<thead>
<tr>
<th>AREA</th>
<th>PROVIDER</th>
<th>PRIMARY AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fort Lauderdale</td>
<td>Tanya Ward English, CRR, CCP, CBC</td>
<td>Miami, Florida</td>
</tr>
<tr>
<td></td>
<td>Florida Realtime/Caption Crew</td>
<td>West Palm Beach, Florida</td>
</tr>
<tr>
<td></td>
<td>5571 SW 94th Avenue</td>
<td>Statewide Florida</td>
</tr>
<tr>
<td></td>
<td>Ft. Lauderdale, FL 33328</td>
<td></td>
</tr>
<tr>
<td></td>
<td>954-684-1259</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Tanya@floridarealtimetype.com">Tanya@floridarealtimetype.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.captioncrew.com">www.captioncrew.com</a></td>
<td></td>
</tr>
<tr>
<td>Lew Balaban</td>
<td>Lew Balaban</td>
<td>New York</td>
</tr>
<tr>
<td></td>
<td>621 S.W. 14th Court</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ft. Lauderdale, FL 33315</td>
<td></td>
</tr>
<tr>
<td></td>
<td>954-767-0361</td>
<td></td>
</tr>
<tr>
<td></td>
<td>954-767-0381(fax)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:lbalaban@bellsouth.net">lbalaban@bellsouth.net</a></td>
<td></td>
</tr>
<tr>
<td>Hollywood</td>
<td>Gina P. Garcia, RPR, CRR, CCP</td>
<td>Miami, Florida</td>
</tr>
<tr>
<td></td>
<td>A La CART Services</td>
<td>Fort Lauderdale, Florida</td>
</tr>
<tr>
<td></td>
<td>6420 Thomas St.</td>
<td>West Palm Beach, Florida</td>
</tr>
<tr>
<td></td>
<td>Hollywood, FL 33024</td>
<td></td>
</tr>
<tr>
<td></td>
<td>305-484-4862</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ginarpr@bellsouth.net">ginarpr@bellsouth.net</a></td>
<td></td>
</tr>
<tr>
<td>Lithia</td>
<td>Phyllis DeFonzo, RPR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6028 Sandhill Ridge Drive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lithia, FL 33547</td>
<td></td>
</tr>
<tr>
<td></td>
<td>732-547-5592</td>
<td></td>
</tr>
<tr>
<td></td>
<td>813-662-3842(fax)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:clarke.csr@verizon.net">clarke.csr@verizon.net</a></td>
<td></td>
</tr>
<tr>
<td>Odessa</td>
<td>Mike J. Cano, RMR, CRR, CBC, CCP</td>
<td>International</td>
</tr>
<tr>
<td></td>
<td>Alternative Communication Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9236 Brindlewood Dr.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Odessa, FL 33556</td>
<td></td>
</tr>
<tr>
<td></td>
<td>800-335-0911</td>
<td></td>
</tr>
<tr>
<td></td>
<td>813-926-7855</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:info@acscaptions.com">info@acscaptions.com</a></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Name</td>
<td>Role</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------</td>
<td>-------------------------------</td>
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</tbody>
</table>
| Oldsmar       | Tammy Milcowitz, RMR, CRR, CCP | SignWrite Reporting Services, Inc. | 4958 Turtle Creek Trail  
Oldsmar, FL 34677  
727-422-6758  
727-781-7141 (fax)  
tmilcowitz@yahoo.com |
| Orlando       | Rita G. Meyer, RDR, CRR, CBC, CCP | All Good Reporters, LLC | P.O. Box 536084  
Orlando, FL 32853-6084  
800-208-6291 Toll Free/Fax  
407-325-0281 Mobile  
rgm@allgoodreporters.com |
| Oviedo        | Katy J. Hanbury, RMR, CRR, CCP | 1030 Catfish Creek Court  
Oviedo, Florida 32765  
407-359-9143  
407-359-1580 (fax)  
cf_caption@bellsouth.net |
| 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 |
| Pinellas Park | Gayl Hardeman RDR, CRR, CCP, FAPR | Hardeman Realtime, Inc. (HRI)  
CART and Video Services  
7901 42nd Street  
Pinellas Park, FL 33781  
727-547-9409  
813-404-2488 (cell)  
727-547-0896 (fax)  
TampaGayl@aol.com |
| Plantation    | Lynn D. McCulloch, RPR        | 251 SW 62nd Terrace  
Plantation, FL 33317  
954-830-4935  
954-585-8345  
LynnDMcCulloch@aol.com |
|               |                               |                               | Orlando, Florida  
Melbourne, Florida  
Vero Beach, Florida |
|               |                               |                               | Orlando, Florida  
Central Florida |
|               |                               |                               | Orlando, Florida  
College Classes |
<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| 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 |
| Sarasota | Deanna C. Boenau, RDR, CRR, CBC, CCP | AmeriCaption, Inc.
P.O. Box 50653
Sarasota, FL 34232
941-359-8100
americaption@comcast.net |
| Tampa    | Theresa Marie Crowder, RPR, CRR, CCP | TMT Reporting, Inc.
7809 Bay Drive
Tampa, FL 33635
813-814-7736
813-814-7746 (fax)
TMT.Tess@Verizon.net |