



Volunteers of America of Florida Auxiliary Aids Plan

Upon initial presentation, staff must first ask the individual or companion if they would like an auxiliary aid or service. The customer or companion must complete the **Customer or Companion Waiver For Free Interpreter Service** form to state whether they would like to receive auxiliary aids and services or not.

If staff determine that use of an auxiliary aid or service interferes with medical or monitoring equipment or constitutes a threat to a customer's medical condition, the staff will provide alternative means to provide reasonable modification or will ensure effective communication with the customer or companion and will document the alternative means in the Participant file or the EHR.

The Customer or Companion Feedback Form (Form CF 744) is available in alternative formats, English, Spanish, and Creole and other languages and made available upon request. The Agency discloses that the customer or companion is not required to complete the Customer or Companion Feedback Form but may if they choose to provide feedback when given the opportunity, An envelope is offered with the form so it can be sealed when returning.

The customer or companion are informed that completion of the Customer or Companion Feedback Form is voluntary and will not affect access to benefits.

The staff will offer assistance, including interpreter services where necessary for customers or companions with a disability who may have difficulty understanding or completing the feedback Customer or Companion Feedback Form.

If the Individual prefers to send their feedback via email, the staff will show the customer or companion the Contact the Department form on myflfamilies.com under Services-Individual with a Disability in the drop-down "What can DCF do for me?".

If it is a scheduled appointment, you must have a certified interpreter at the time of the scheduled appointment. If the interpreter fails to appear, staff shall take whatever additional actions are necessary to make a certified interpreter available to the customer or companion as soon as possible, but in no case later than two (2) hours after the scheduled appointment, or as convenient to the customer or companion.

If it is a non-scheduled appointment or non-emergency situation, you must provide a certified interpreter within two hours of the request, or at least by the next business day. In emergency situations an interpreter shall be made available as soon as possible, but in no case later than two (2) hours from the time the customer or companion requests an interpreter, whichever is earlier.

If a customer or companion does want an interpreter, the type of interpreter must be determined by asking the customer or companion what the preferred method of communication is.



Non-Scheduled Interpreter Requests - If the situation is not an emergency, staff shall offer to schedule an appointment (and provide an interpreter where necessary for effective communication) as convenient to the customer or companion, but at least by the next business day.

Scheduled Interpreter Requests - For scheduled events, staff shall make a certified 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 certified interpreter available to the customer 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. If the auxiliary aid chosen is found to be ineffective, staff or interpreter must assess for any barriers that may have been present for the customer or companion. If the chosen auxiliary aid is determined to be the problem, it is the task of staff or the interpreter to check all mechanical settings (batteries). If the problem is determined to be with the interpreter, staff will attempt to diagnose any communication barriers. If the staff determines that the interpreter is not effective, then staff will be responsible for finding an alternate certified interpreter.

In the event that requested auxiliary aids or service to a customer or companion are denied by one agency, other auxiliary aid or service agencies will be contacted until service is fulfilled. Furthermore, if customers do not want to use an interpreter, the consumer can use an alternative method (ex: pocket talker). The customer/companion will be provided with the preferred method of communication and auxiliary aid services needed.



Volunteers of America of Florida Auxiliary Aids Plan

Volunteers of America of Florida utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is:

- 1-800-955-8770 (voice)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole)

Volunteers of America of Florida provides this information in English and Spanish.

Per Volunteers of America of Florida's Deaf and Hard of Hearing policy, auxiliary aids and services will be documented and filed in the customer's medical record, which will be held for seven years.

Necessary aids and services will be provided for individuals who are in attendance at meetings, conferences, and seminars. Staff will locate and provide auxiliary aids and services as needed for events.

As part of commencing employment, staff will complete orientation and Hard of Hearing trainings, provided through the Department of Children and Families, within 60 days of hire.

All direct contact staff must complete the Hard of Hearing trainings, available through the Department of Children and Families, annually.

Per Volunteers of America of Florida's policies and procedures, for customers or companions using sign language as the primary means of communication, the program manager will contact a certified sign language interpreter. This will be done during Volunteers of America of Florida's normal hours of operations and on a 24/7 basis in case of emergencies.

Policies and Procedures describe in detail how to access the TDD/TTY devices for 24/7 access. For Florida Relay Service, call 711. Volunteers of America of Florida's requires verification of all interpreter's certification. The interpreter's certification will be verified by staff and a copy of the interpreter's certification will be held in the customer's medical record.

Single Points of Contact for State of Florida

Staff are responsible for contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or obtaining an outside interpreter if a qualified interpreter on staff is not available. This will be done within Volunteers of America of Florida during normal hours of operation and on a 24/7 basis in cases of emergencies.



Any staff unfamiliar with the Deaf and Hard of Hearing Process needs to contact their Single Point of Contact for their location:



Volunteers of America of Florida Auxiliary Aids Plan

Julio Torres CFBHN (Tampa)	813-321-6930
Glenn Phillips (Manatee)	863-420-5691
Glenn Phillips (Sebring)	863-420-5691
Desiree Zirkel LSF (Jax)	904-239-5793

The Point of Contact for:

DCF	Guho Kwon	850 717-4669	guho.kwon@myflfamilies.com
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The ADA/504 Coordinator responsible for my activity is:

Location	Coordinator	Phone	Email
Northeast	Richard Dick Valentine	(904) 485-9682	dick_valentine@dcf.state.fl.us
Sun Coast	Jamie Horne	(850) 717-4567	jamie_horne@myflfamilies.com
Jacksonville	Romina Artaza	(904) 813-0814	Romina.artaza@myflfamilies.com

The ADA/504 Coordinator’s responsibility is to:

1. Disseminate specific plans and procedures to fully implement this agreement.
2. Analyze data collection collected in the Auxiliary Aid and Service Record and implement any corrective action plan, if warranted.
3. Answer questions and provide appropriate assistance regarding immediate access to and proper use of appropriate auxiliary aids and services.
4. Identify, develop and coordinate the distribution of qualified sign language and/or oral interpreters for the Direct Service Facilities.
5. Keep abreast of new technology and resources for ensuring effective communication with deaf or hard of hearing persons.
6. Cooperate with the Independent Consultant in implementing the terms of the Agreement.



7. Submit a report describing the method for capturing all informati required in the Customer Communication Template and Auxiliary Aid and Service Record.
8. Communicate with each Single Point of Contact concerning services to deaf or hard-of hearing customers or companions.

Training: All employees that are funded by an ME will receive training on how to use the auxiliary aid equipment available at Volunteers of America of Florida. The Deaf and Hard of Hearing Training (Modules 1-3) have been retired and replaced with a newly developed course titled **Foundations of Disability Rights** which can be accessed via the Department’s Learning Management System (LMS) – [My FL Learn](#). Additionally, all SPOCs must complete a secondary course titled **Serving Our Customers Who Are Deaf and Hard of Hearing Single Point of Contact (SPOC) Designee Training**.

Monitoring: Annually, the Single Point of Contact (SPOC) for each program will conduct an Auxiliary Aids Monitoring.

Complaints / Grievances for the provisions of auxiliary aids: Staff will inform participants of their right to contact the DCF Office of Civil Rights, U.S. Department of Health and Human Services (HHS), and United States Department of Justice (USDOJ) in case of complaints regarding auxiliary aids.

The SPOC for each program will review any and all complaints / grievances regarding the provision of auxiliary aids and the complaints/grievances will be reviewed by the Risk Management Committee.

Identify the Service Needed:

First, ask how the individual would like to communicate.

Sign Language:

Certified Sign Language Interpreters:

Accessible Communication for the Deaf – Sign Language Interpreting Agency -
<http://www.acdasl.com/> 813-253-0002

Absolute Quality Interpreting Services, LLC - Provides services statewide 24 hours a day, 7 days a week. www.aqiservices.com 813-996-4960

Coda Link	(954) 423-6893	Fort Lauderdale
Sign Language for Deaf/Hard of Hearing	(954) 423-2315	

Glades Initiative	(561) 996-3310
Julio Mariaca, Sign Language & Language Interpreter	

Interpreters Network (American Sign Language, Translation and Interpretation)	(305) 381-9555
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Nationwide Interpreter (888) 647-9788
ATTN: June Backer (561) 715-2346 C
Sign Language for
Deaf/Hard of Hearing

PO Box 272142
Boca Raton, FL
33427-2142

Volunteers of America of Florida utilizes relay services for external telephone with TTY users. We accept and make calls through a relay services.

Telecommunication Relay Service – Florida Relay Service, call 711 **Video Remote Interpreting** (When customers are in the same room)

Interp-Via-Video 212-202-5589

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.	Contracted ASL provider	info@aqiservices.com
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Video Relay Interpreting (When customers are not in the same room)

Sorenson Communications	(801) 287-9400	Sorenson Communications	801-287-9400
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(Video Relay)

(Video Relay)

Registry of Interpreters for the Deaf (RID) – WWW.RID.ORG

Karen Hornberger, Bradenton, FL 34209, jkhornberger@verizon.net, 941-7954846,
Certified (CT)



Barbara Millios, Bradenton, FL 34209, Millios@tampabay.rr.com, 941-792-4741, Certified (CI)

Pamela Carberg, Sebring, FL 33875, pjzaterp@gmail.com, 863-253-4192, Certified (CT & CI) Access Interpreting Services, LLC Tampa, FL 33679, 813-321-0427



Volunteers of America of Florida Auxiliary Aids Plan

Services for Circuit 10, 12, and 13

CIRCUIT 10 Service Center	Address	Program	Contact Information
Headquarters	1055 US Highway 17 N Bartow <i>Assistive Listening Device</i>		Lakeland <i>Assistive Listening Device</i>
Headquarters	1055 US Highway 17 N Bartow		
Sebring	1000 S. Highlands Avenue Sebring <i>Assistive Listening Device</i>		
Sebring	1000 S. Highlands Avenue Sebring <i>Assistive Listening Device</i>		
Lake Wales	730 Highway 60 W Lake Wales		
Lake Wales	730 Highway 60 W Lake Wales <i>Assistive Listening Device</i>		
Lake Wales	730 Highway 60 W Lake Wales <i>Assistive Listening Device</i>		
Lakeland	4720 Old Highway 37, Lakeland <i>Assistive Listening Device</i>		
Lakeland	4720 Old Highway 37		



API/CPI/SAMH	Laura E. Antoine (10/26/12) Program Administrator 863- 534-7100 ext. 136 863-519- 8262 (cell)	ACCESS	James George Program Administrator 863-860-2551 (cell)
		API	Iola Trotter Supervisor 863-860-2049
CLS	Mercy Hermida Managing Attorney 863-697- 8942 (cell)	CPI	Victor Stefanici Program Admin. 863- 678-4761 (cell)
CPI	Victor Stefanici Program Administrator 863- 678-4761 (cell)	ACCESS	Novella Johnson OMC 863-678-4140 (cell)
API	Iola Trotter Supervisor 863-402- 7702 863-860-2049 (cell)	CPI	Jerry Muolo Program Administrator 863-860-1964 (cell)

CIRCUIT 12

(Manatee, Sarasota & De Soto)

BRADENTON	Folashade T. Franklin		
4210 20th St. West	941-554-1716		Lisa Voigt
Bradenton, Fl. 34205	Cell:941-650-7027		941-650-7433
SARASOTA ONE STOP	Cheryle J Williams 941-554-1783	Lisa Voigt	Lynne Johnston
1864 17th Street	Cell:941-650-2629	941-650-7433	941-316-6131
Sarasota, Fl. 34234			



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VENICE ONE STOP 897 E. Venice Ave. Venice, FL	Patricia Higel 941-993-6554	Lisa Voigt 941-650-7433	Lynne Johnston 941-316-6131
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ARCADIA ONE STOP 805 N. Mills Ave. Arcadia, FL 33426	Debbie Sleight 813-732-9957	Lisa Voigt 941-650-7433	Lynne Johnston 941-316-6131
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CIRCUIT 13

(Hillsborough):

REGIONAL HQ 9393 N Florida Ave Tampa, FL 33612.	Andrea Hewett	Kelly Kelley 813-375-3994 Judy Amison (Program Office) 813- 558-5588)	MaryBeth Wehnes 813-558-1067 Child Care Licensing
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CART Services Florida Real- time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-7769 (FAX)	tanya@ floridarealtime.com
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Services for Circuit 4

Sign Language:

Deaf and Hard of Hearing Services of Florida – Jacksonville Office

Phone: (904) 376-0016

Services: ASL interpreter coordination, advocacy, assistive technology

Sorenson Communications

Phone: (801) 287-9400



Services: Video Relay Interpreting (VRS), Video Remote Interpreting (VRI), on-site interpreter scheduling

Purple Communications

Phone: 1-877-885-3172

Services: VRI, VRS, on-site interpreters

Registry of Interpreters for the Deaf

Website: <https://rid.org>

Services: Certification verification, provider lookup

Local Deaf/HOH Support Services:

Center for Independent Living Jacksonville

Phone: (904) 399-8484

CART / Real-Time Captioning Services:

Florida Real-Time Reporting

Phone: (954) 767-6363

Email: tanya@floridarealtime.com

Video Remote Interpreting (When customers are in the same room):

Sorenson Communications – (801) 287-9400

Purple Communications – 1-877-885-3172

Video Relay Interpreting (When customers are not in the same room):

- Sorenson Communications – (801) 287-9400
- Purple Communications – 1-877-885-3172

Relay Services:

- Florida Relay: Dial 711
- Voice: 1-800-955-8770
- Spanish: 1-877-955-8773
- French Creole: 1-877-955-8707