To request an interpreter or other accommodation

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<th>Single Points of Contact (SPOC)</th>
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<td>- Ask your local program office or provider for their Single Point of Contact’s (SPOC) information.</td>
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To file a complaint

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<th>DCF Office of Civil Rights</th>
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<tr>
<td>Office – (850) 487-1901</td>
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<td>TTY – (850) 922-9220</td>
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http://www.myflfamilies.com/about-us/office-civil-rights

To view forms and instructions in ASL, visit the following webpage:

www.dcf.state.fl.us/admin/servicedelivery/index.shtml
You have the right to:
- Clear communication
- A certified interpreter at no cost to you
- Understand forms and written information
- Provide feedback on the effectiveness of services provided

You have the right to understand:
- written documents and forms
- all discussions, meetings, trainings and investigations

DCF will provide an interpreter at no cost to you. You can request an interpreter for all meetings.
- Sign Language Interpreter
- Oral interpreter
- Tactile Interpreter for deaf-blind

Are you deaf, hard-of-hearing or deaf-blind and DCF staff have been to your home?
- Did you understand everything that was said?
- Did you request an interpreter?
- Was an interpreter provided?
- Was the interpreter certified?
- Did you receive assistance with forms or paperwork?

Are you deaf, hard-of-hearing or deaf-blind and have been in DCF offices for meetings or services?
- Did you understand everything that was said?
- Did you request an interpreter?
- Was an interpreter provided?
- Was the interpreter certified?
- Did you receive assistance with forms or paperwork?