

**ATTACHMENT 10**

**NORTH FLORIDA EVALUATION AND TREATMENT CENTER  
AUXILIARY AIDS AND SERVICES**



### Single Points of Contact

<b>Contact Name</b>	<b>Title</b>	<b>Telephone</b>	<b>City</b>	<b>County</b>
Eric Nattiel	Resident Relations Coordinator	352-415-6388	Gainesville	Alachua

### AUXILIARY AIDS AND INTERPRETER SERVICES FOR DEAF AND HARD-OF-HEARING CUSTOMER/COMPANIONS

NFETC staff shall provide appropriate interpreter services to persons that are hearing-impaired. Please follow the following instructions and document client's file accordingly.

#### Staff Responsibilities:

The following procedures are to be followed by staff to ensure accessibility of programs and services:

- Assess client needs by consulting with the client regarding his or her preferred communication method, and if applicable, with assigned caseworkers, counselors, parents, family members, guardians or other representatives. Single Point of Contact will maintain the list of interpreters and requests services on a rotating schedule.
- Staff will complete the Customer/Companion Communication Assessment and Auxiliary Aid/ Service Record form ([CF 0761](#)), to document the auxiliary aid, the method of communication preferred by the client, and interpreter services provided.
- Staff will document client's waiver of rights by completing the Waiver of Rights to Free Interpreter Services or other Auxiliary Aids or Services form ([CF 0763](#))
- Documentation of the client communication assessment and waiver of rights will be recorded in the client's file.
- Explain how long it would take to secure the services of a certified sign language interpreter if one cannot be provided within two (2) hours as required by HHS agreement.
- Obtain necessary information to contact client for confirmation of scheduled appointment with certified sign language interpreter.
- Where applicable, ask applicant/client to sign application in order to preserve day of application.
- Contact NFETC's Single-Point-of-Contact at Ext. 388 to secure the services of a sign language interpreter.

**Document client's refusal of interpreter.** (Use the "Waiver of Free Communication Assistance Form")

**Contracted Provider Interpreter Services:**

<b>Center for Independent Living of North Central Florida (CILNCF)</b>	<b>800- 265-5724</b>
<b>Gainesville- Debbie Beaver</b>	<b>352-378-7474,</b>
<b>After Hours and Weekends- Kathy Elkins- (cell)</b>	<b>352-598-2755</b>
<b>CILNCF – Sign Language Interpreter Services Line</b>	<b>877-629-8840</b>
<b>Sign Language Interpreters/Jacksonville</b>	<b>904-502-6593</b>
<b>Online request at <a href="http://www.sliagency.com/request.htm">http://www.sliagency.com/request.htm</a></b>	

**Supervisory Responsibilities**

- Upon notification that interpreter services are needed for a deaf or hard of hearing person, the supervisor's responsibilities are as follows:
- If no DCF staff is available, the supervisor shall make sure Single Point of Contact is contacted and an appointment is made with a certified sign language interpreter for the deaf or hard of hearing as required without reasonable delay, impediment or denial of services to the applicant or client.
- The supervisor is responsible for forwarding bills to the fiscal department for payment. Interpreter services cost is considered an expense where the service can be identified as occurring on behalf of a specific client or applicant. Payments of interpreter services for meetings or other group events should be handled in accordance with CFOP 60-16.

**Telecommunication Devices (TDD/TTY)**

Telecommunication Device for the Deaf (TDD) is a generic term encompassing various types of equipment that allow communication via typed messages instead of spoken conversation. One limitation to the use of a TDD is that there must be a machine at each end of the conversation.

If no telecommunication device for the deaf is available, staff is to call Florida Relay Service.

To call Florida Relay, dial 7-1-1, or use the toll free numbers:

1-800-955-8771 (TTY)

1-800-955-8770 (Voice)  
1-800-955-3771 (ASCII)  
1-877-955-8260 (VCO-Direct)  
1-800-955-5334 (STS)  
1-877-955-8773 (Spanish)  
1-877-955-8707 (French Cr)

## **NFETC**

### **Telephone Interpreter Services And Document Translations**

NFETC is currently contracting with ***Language Line Services*** for the provision of interpreter services to clients with Limited-English Proficiency (LEP) as mandated by federal and state civil rights regulations. Staff must refer issues with ***Language Line Services*** to the Program Liaison and immediate supervisor. Contact number for ***Language Line Services*** is **866-874-3972**.

Telephone interpreter services can be accessed 24 hours a day by following these instructions. 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 9-1-866-874-3972**
3. Enter on your keypad or provide the representative:
  - a. Your access code – **503573**
  - b. Press 1 for Spanish
  - c. Press 2 for all other languages and speak the name of the language you need at the prompt.
  - d. Enter Your: **Florida Department of Children and Families code**
  - e. An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Begin the session.

Say “End of Call” to the Interpreter when the call is completed.

**Note 1:** The code is for DCF NFETC and Northeast Region staff working within NFETC and is not to be shared with anyone. These codes shall be block from general publication.

**Note 2:** Unit supervisors must review the above instructions with staff. Each program will be charged for their use of the telephone interpreter services.

### **Document Translations:**

- Check the Multilingual Staff listing (page 8 of this document) for availability of certified/qualified staff for translation of documents.
- If no staff is available, contact the Single Point of Contact for help in securing a document translator and notify the unit supervisor of the need of a translator.
- To obtain document translation services contact **Language Line Services**

### **Interpreter Process**

- 1 Interpreter Services are needed.
- 2 The Qualified Mental Health Professional (QMHP) or requestor will contact Single Point of Contact with the date, time and type of services needed. The Single Point of Contact will contact individuals on a rotation basis from the in-house interpreter list to arrange services. The name of the staff member providing the service will be given to the QMHP or requestor.
- 3 If no one in-house is available, a phone call will be made to the QMHP or requestors letting him/her know that **Language Line Services** interpreter services will need to be requested. Only those persons with an authorized access code with **Language Line Services** will be granted services.
- 4 The person with the authorized access code will contact **Language Line Services** to arrange service. (Write down the name of the person providing services from **Language Line Services** in case you are disconnected.)
- 5 A record will be kept of the date and the length of time interpreter services were used. This information will be reported to the SPOC along with any comments (good or bad) about the service.
- 6 SPOC will send this information to the Purchasing Agent to verify the incoming invoice is correct.

### Multi-Lingual Staff Listing:

The Department is required by law to effectively communicate with non-English speaking customers. Communications are ensured through the Department's use of foreign language translators, among other means.

In the past, a list of department staff and volunteers who provided translation services to our customers could be found in the Department and the Regions' Limited English Proficiency Plan documents.

Updating the list of foreign language interpreters on a regular basis has become unmanageable in part because of the frequent movement of staff and volunteers throughout the Department.

In order to provide faster updated and accurate contact information, it is necessary for the program offices to keep its list of foreign language translators current. The list must be shared with the Civil Rights Officer for the Region. If there are questions, please feel free to call the Civil Rights Officer