



211 Palm Beach/ Treasure Coast Auxiliary Aids and Services Plan 2020 *

211 Palm Beach/ Treasure Coast (211 PBTC or 211 Helpline) shall ensure compliance by their agency staff with the requirements with Americans with Disabilities Act (ADA), the Civil Rights Act, and the requirements of our funding partners including the Department of Children and Families (DCF) and Southeast Florida Behavioral Health Network (SEFBHN).

Single Point of Contact - SPOC

The Single Point of Contact (SPOC), for SEFBHN is the Finance Director and the backup is the Training and Quality Assurance Coordinator. The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and companions, as well as consumers with limited English proficiency. 211 will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. 211 will ensure an annual training on serving individuals who are deaf or hard-of-hearing 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 SEFBHN. This plan can be made available in alternative formats upon request.

211 Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of the SEFBHN SPOC (561) 533-1096 or backup SPOC at (561) 533-1078.

Types of Services Provided

211 PBTC provides primarily remote based services. Our principal methods of service delivery are: phone, text, email, or chat. We do not receive clients on site at any time. We have staff who speak several different languages, and additionally, we contract with a language service should that be needed. Given that our services are provided in these various modalities, we automatically have systems in place to provide services to anyone regardless of disability or language preference. We do interface in person with some clients in our program areas and make all necessary accommodations.

Provision of Interpreters/Services

At no time is it acceptable for staff to deny services without notifying the SPOC. If staff are unsure of how to proceed they are to immediately contact the 211 SPOC (561) 533-1096.

Limited English Proficiency Consumers

211 PBTC will provide foreign language interpretation for any client in need of such assistance. The first attempt will be to locate a staff person proficient in the required language. If a staff person is not readily available, staff can utilize our language interpreting service

211 PBTC has an account with [Stratus Video](http://www.stratusvideo.com) (www.stratusvideo.com) for foreign language interpretation.

Staff Training

211 PBTC 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 receive training on civil rights and on appropriate accommodations for individuals who are deaf or hard of hearing annually. Staff will sign Support to the Deaf and Hard of Hearing Attestation Form upon completion of their annual training each year. Training documentation and the Attestation Form shall be maintained in each employee’s training file.

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!

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. Teh video

		<p>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.</p> <p>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.</p>
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

Stratus Video

www.stratusvideo.com

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 211 PBTC Compliance Officer or Single Point of Contact immediately.

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

211 Palm Beach/ Treasure Coast, attn. SPOC, P.O. Box 3588, Lantana FL. 33465

Complaints/grievances can also be sent via email to: anstaett@211pbtc.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**

211 PBTC NON-DISCRIMINATION POLICY

211 Palm Beach/Treasure Coast prohibits discrimination against its consumers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, status as a Vietnam era veteran.

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.cdKGIRNqEmG/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.cilncf.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.soflacil.org/ Email info@soflacil.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.soflacil.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.fsdb.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.languageline.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 translate@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

