



**PALM BEACH
HABILITATION**

Turning Disabilities Into Possibilities Since 1959

Palm Beach Habilitation Center, Inc.

**Limited English Proficiency (LEP) Plan
Deaf and Hard of Hearing
And
Auxiliary Aids Plan**

Effective Date August 10th, 2001

Last Update: July 1st, 2021

Auxiliary Aids and Services Plan

PBHC shall ensure compliance by agency staff 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 PBHC is the Vice President for Programs and Services (currently Patty Isola). The SPOC Backup will be the Senior Director of Client Services (currently Dayna Morgan).

The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and companions, as well as consumers with limited English proficiency.

PBHC will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. PBHC 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.

PBHC Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of the PBHC SPOC at 561-965-8500 ext. 214 or the PBHC SPOC Backup at 561-965-8500 ext. 270.

Assessing for Communication Needs

At the initial point of contact, the PBHC 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.

PBHC 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 PBHC 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.

Provi ion of Interpreters/Services

At no time is it acceptable for staff to deny services to a Consumer or assure effective communication with the Consumer's Companion 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 PBHC SPOC at 561-965-8500 ext. 214.

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

Auxiliary Aids Documentation

PBHC 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 Asséssment 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 Consumers 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.

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 Winewood Boulevard, Building 1, Room 110, Tallahassee, FL 32399-0700, or if requested by the Consumer or Companion; by the PBHC SPOC. A copy of the Consumer/Companion Feedback Form **shall not** be kept in the Consumer record/file.

Limited English Proficiency Consumers

PBHC will provide foreign language interpretation for any Consumer who requests such assistance. PBHC also has an account with Cyracom Language Solutions www.cyacom.com for Video Remote foreign language interpretation.

Documentation/Record Retention

Records relating to auxiliary aids and services provided shall be retained by the PBHC 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 PBHC 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.

The PBHC SPOC shall ensure submission of the monthly HHS Report, no later than: The 5th of each month, for the previous month. Submission will be made to PBHC's SEFBHN Contract Manager and to the DCF Regional Civil Rights Officer/ADA 504 Coordinator.

Event Accommodations

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

PBHC 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 pisola@pbhab.com.

Staff Training

PBHC 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. Training documentation shall be maintained in each employee's file.

PBHC Auxiliary Aid Services for Deaf and Hard of Hearing Consumers

PBHC has an account with Cyracom Language Solutions www.cyacom.com for Video Remote sign language interpretation.

On-site certified sign language interpreting, 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), manually coded English, tactile interpreting, and oral/speech reading English, between persons who are deaf or hard of hearing and individuals who do not sign or other modes of communication (i.e. captioned English), and foreign language interpreting services can be provided to Customers and/or Companions if Video Remote Interpretation is not their preferred means of communications. A list of service providers is included in the list of Additional Resources provided in this plan.

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.

Asc n If you are utilizing C: mputer.

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 call user and STS user. The video connection assists the call user 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.

Spanish to Spanish 7-955-8773- 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

Palm Beach Habilitation Center, Inc.
Auxiliary Aids and Limited English Proficiency Plan
July 1, 2021
Page 7

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 PBHC Compliance Officer or Single Point of Contact immediately.
You may submit your complaint/grievance in writing and mail it to:
Palm Beach Habilitation Center, Compliance Officer, 4522 South Congress Avenue, Lake Worth,
Florida 33461.

Complaints/grievances can also be sent via email to: llavelle@pbhab.com or pisola@pbhab.com. Please 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**

Palm Beach Habilitation Center, Inc.
Auxiliary Aids and Limited English Proficiency Plan
July 1, 2021
Page 8

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**

PBHC 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 PBHC.

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	TDDITTY/ 800	URL/Email/ Address
Ability 1 st Interpreter Listing Services	850-575-9621 Ext. 120 850-298-8793 video phone or voice calls	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) Contact: Lisa Schaefermeyer Certified : Suncoast Region	813-785-1214 voice/tex1 813-200-3469 fax •Provides video remote Interpreting services		http://www.agiservices.com/infor@aguiservices.com
Accessible Communication for the Deaf: Lisa Gauntlet	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.acesstontime.com 3210 Lake Emma Rd. Suite 3090 Lake Mary, FL 32746
ADA Help (Broward)	954-357-6500		http://www.broward.org/Intergovernmental/ADNPages/Oefault.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
A La CARTE Connection Gina P. Garcia, RPR, CRR, CCP	1-888-900-3239		http://alacarteconnection.com/remote-services/office@alacarteconnection.com
Albers and Associates Language (face to face) interpretation (LEP) & Translation	800-785-8634		http://www.alberslangues.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
Audiology - Easter Seals	386-255-4568		http://www.easterseals.com/fl-vf/ouq2programs/childrens-services/audiology.html 1219 Dunn Ave. Daytona Beach, FL 32114
Birbaum Interpreting Services (BIS)	301-587-8885 301-565-0366 Fax	1-800-471-6441	http://www.bisworld.com
Bureau of Braille and Talking Book Library	(800) 226-6075		http://dbs.mlorida.com/
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	http://www.cci.org/site/c.cdKGIRNgEmG/b.3978475/k.3F1C/CanineCompanionsforIndependence.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 South Florida (Auxiliary Aids and Services for persons with disabilities)	(305) 751-8025 Voice (305) 751-8891 TDD (305) 751-8944 Fax		http://www.softacil.org/ Email info@softacil.org 6660 Biscayne Blvd. Miami FL 33138
Center for the Visually Impaired	386-253-8879	800-227-1284	http://www.cvicentralflorida.org
Coalition for Independent Living Options, Inc	(561) 966-4288 (561) 641-6619 Fax		http://www.cilo.org/ West Palm Beach
Coalition for Independent Living Options, Inc	772-878-3500 772-878-3344 Fax		http://www.cilo.org/ Saint Lucy/ Okeechobee counties

Coalition for Independent Living Options, Inc	772-485-2488 866-506-5410 Fax		http://www.cilo.org/ Martin County
Conklin Center for the Blind	386-258-3441		http://www.conklincenter.org 405 White St. Daytona
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 Cocoa City FL 33328
Deaf Communications Specialist David Bragg	888-332-3266		http://www.deafcom.us/ 5955 SE Federal Hwy, PMB 351 Stuart, FL 34997
Division of Blind Services	(850) 245-0300 (800) 342-1828		http://www.dbs.mrflorida.com L
Division of Vocational Rehab.	(800) 451-4327 (850) 245-3399		http://www.rehabworks.org
Interpreting Solutions (24 hour Language Interpreting service)	855-910-3600		http://www.interpreting.com
Florida Alliance for Assistive Services and Technology	(850) 487-3278 (850) 575-4216 Fax	TDD: (877) 506-2723	http://www.faast.org
Florida Clearing House on Disability Information	(850) 922-4103 (850) 414-8908 Fax	TDD (877) 232-4968	http://www.floridalegal.com/vicdirect.nsf/Ninth+Judicial+Circuit/078FB7781F0298DD85256ADB004507E1
Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	Voice or TDD (888) 838-2253	www.abletrust.org
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		http://www.stenosearch.com/connection/1;1orders.htm#Florida CART Providers tanvat5)florida realtime.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

Palm Beach Habilitation Center, Inc.
 Auxiliary Aids and Limited English Proficiency Plan
 July 1, 2021
 Page 12

Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		http://www.gladesinitiative.org
Institute for Cultural Competency Language Line Solutions (Language Only)	800-654-7164		Call center, use assigned code.
Interpreters Network, Inc. (ASL, Translation and Language Interpretation)	305-381-9555		isbdomino@aol.com
Language Line, Inc.	(866) 874-3972		www.language.com
Language Speak, Inc. (Translation, Interpreters, CART 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
Lighthouse for the Blind	Phone: 561-586-5600 Fax: 561- 845-8022		http://www.lighthouse12almbeaches.org/ info@lighthouse12almbeaches.org
Link Translations and Interpretation, Inc.	305-790-9071 877-272-5465 Fax 954-433-5994		http://www.linktranslations.com 16560 Pembroke Pines, FL33028
McNeil Technologies/ Telelanguage, Inc.	888-983-5352 800-514-9237		http://www.telelanguage.com
Nationwide Interpreter June Backer Sign Language for Deaf/Hard of Hearing	(888)647-9788 (561) 363-0594 (561) 635-4737 (after hours)		http://www.nationwideinterpreterresource.com/ PO Box 272142
Professional Interpreting Services for the Deaf, Inc.	850-791-0840 voice/ text Alt. 850-512-1540 Video Phone		http://www.ProfessionalInterpretingServices.com
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

Seven Languages Translating (Translation, Interpreters and audio equipment)	306-374-6761		http://www.sevenlanguages.com
Russ Tech Language Services 1338 Vickers Drive	(801) 287-9400		http://www.sorenson.com/
Seven Languages Translating (translation, interpreters and audio equipment)	305-374-6761		http://www.easterseals.com/ourprograms/medical-rehabilitation/soech-and-hearing-therapy.html
Tavia Mays Nationally Certified Sign Language	(772) 240-8655		taviamays@gmail.com Fort Lauderdale/West Palm Beach/Port Saint Lucie
Translators & Interpreters of the Treasure Coast	HQ 772-223-2101 or 722-344-5930 Rose Rosario: 772-418- 2828		http://www.trans-usa.org 1025 SW Martin Downs Blvd. Suite 202 Palm Civ. FL 34990

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. 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.languageinc.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

<http://www.ncra.org/Membership/content.cfm?ItemNumber=9039&navItemNumber=11459>

CART Provider Directory - Florida		
AREA	PROVIDER	PRIMARY AREA
Fort Lauderdale	Tanya Ward English, CRR, CCP, CBC Florida Realtime/Caption Crew 5571 SW 94th Avenue Ft. Lauderdale, FL 33328 954-684-1259 Tanya@floridarealtime.com	Miami, Florida West Palm Beach, Florida Statewide Florida
	Lew Balaban Lew Balaban 621 S.W. 14th Court Ft. Lauderdale, FL 33315 954-767-0361 954-767-0381(fax) lbalaban@bellsouth.net	New York
Hollywood	Gina P. Garcia, RPR, CRR, CCP A La CART Services 6420 Thomas St. Hollywood, FL 33024 305-484-4862 ginargr@bellsouth.net	Miami, Florida Fort Lauderdale, Florida West Palm Beach, Florida

Approved by:

A handwritten signature in blue ink, appearing to read 'Patty Isola', is written over a horizontal line.

Patty Isola, Chief Programs Officer

A handwritten date '7/1/21' in blue ink is written above a horizontal line.

Date