



Auxiliary Aids and Services Plan

2019/2020

NHTC shall ensure compliance by their agency staff and subcontractors 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 NHTC is the Corporate Compliance/QI/Privacy Officer as outlined in the attached job description. The back-up SPOC for the agency is the Chief Financial Officer. The SPOC will ensure effective communication with deaf or hard-of-hearing consumers and/or their companions, as well as consumers with limited English proficiency.

NHTC will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. NHTC will ensure yearly refresher training on serving deaf or hard-of-hearing consumers and 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. This plan is also available on our website: nhtcinc.org

NHTC Staff at any time during the process of assessing and providing auxiliary aids/services can request the assistance of the NHTC SPOC at 772-429-2144 or backup SPOC at 772-672-8358.

Assessing for Communication Needs

At the initial point of contact an assessment of communication needs will be conducted for all consumers and/or their 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 consumers and/or their companion. The purpose of these tools is to facilitate the collection and coordination of auxiliary aids and services to meet the needs of consumers and/or their companions who are deaf or hard-of-hearing.

NHTC will at all times recognize that the consumer and/or their companion's preference are 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 NHTC SPOC will assist the consumer and/or their 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.

Provision of Interpreters/Services

At no time is it acceptable for staff to deny services to a consumer 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 is unsure of how to proceed they are to immediately contact the NHTC SPOC at 772-429-2144.

NHTC staff shall provide interpreters for consumers and/or their 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 and/or their 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 and/or their companion, or at least by the next business day.

For scheduled events, staff shall make a RID 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 qualified interpreter available to the consumer and/or their 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 NHTC SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

- For urgent same-day scheduled or unscheduled appointments NHTC has several options for American Sign Language (ASL) Services and/or Language Line Services.
 - Every Third Party Payer may require advance scheduling and cancellation (if applicable)
 - The most recent option is TransPerfect Connect Interpreting which is the preferred method at all locations effective October 15, 2017. New Horizons has an Agreement for American Sign Language, Certified Deaf Interpreter (CDI), Spanish Interpreting and 170 Other Languages which will fall under Video Relay Interpreting (VRI).
 - When requesting a RID Certified ASL Interpreter in advance for a scheduled appointment of 7 days...do the following:
 - Send an email requesting a RID Certified ASL Interpreter to TRL-Customerservice@transperfect.com and copy the SPOC at ccaruthers@nhtcinc.org with the following information at least 7 days in advance:
 - Providers First & Last Name:
 - Department/Reporting Unit:
 - Employee ID (if applicable):
 - Appointment Date:
 - Appointment Time & Time Zone:
 - Type of Call (Med Mgnt, Psy Eval or Therapy):
 - Approximate Length (15, 30 or 60 minutes):

- Language (if applicable):
- TransPerfect will send you a confirmation email that says the following:
 - We have reserved a RID certified ASL interpreter per your request below. Your confirmation number is **45948 (it could be any number)**.
- Moving forward to schedule a RID Certified ASL Interpreter with your confirmation number call 1-855-886-2909, introduce yourself and let them know that you have a scheduled ASL Interpreter call and your confirmation number is “45948”.
 - From there you click on to the Zoom Application on your iPad, they will give you a 9 digit number that you will type in, click on the word “Join” and they will connect you with the RID Certified ASL Interpreter that is reserved for you.
 - The Service Provider may contact TransPerfect directly at 1-855-886-2909, provide them with our contract number and let them know you have an urgent need for a RID Certified ASL Interpreter through VRI. Make sure they take your RU, the MR# and your name, and when the RID Certified ASL Interpreter comes on the line ask him/her for their name and ID#...so that you can include the information in the DCF Communication Assessment.
- If a Language Line Service is needed the provider should 1) dial 855-886-2901, 2) enter the agency code 3) select 3 digit language code from the list of 170 languages 4) it will connect you with a language interpreter 5) the interpreter will ask you your name, your RU, the client’s MR# and the interpretation will begin.
 - Please do not forget to ask the interpreter her first, last name and ID if they have one. Ensure that this information is accurately documented in your progress note.
 - The Service Provider may contact Translation USA by calling 772-418-2829 and ask for Rose Rosario for an urgent on-site ASL Interpreter. We must always remember that the client has a choice for either a VRI ASL interpreter or a Live ASL Interpreter. If you would like to schedule a live RID Certified ASL Interpreter you may send an email to rosario@trans-usa.org, and copy the SPOC at ccaruthers@nhtcinc.org with the following information at least 7 days in advance:
 - Providers First & Last Name:
 - Department/Reporting Unit:
 - Employee ID (if applicable):
 - Appointment Date:
 - Appointment Time & Time Zone:
 - Type of Call (Med Mgnt, Psy Eval or Therapy):
 - Approximate Length (15, 30 or 60 minutes):
 - Language (if applicable):
- Finally, there may be a client that is deaf and cannot read Standard American Sign Language, and if that happens you may do the following:
- The call to the client and/or the companion may not be an effective communication and

- they may inform you of the client's struggle in reading modern ASL Interpreting OR
- When the RID ASL Interpreter comes on the VRI screen they may inform you that the client cannot understand...
 - If this happens during a VRI session of ASL Live Interpreting we cannot force the client to use a service they do not understand and does not enhance effective communication.
 - At this point you may cancel the VRI session with the ASL Interpreter, and ask the companion to:
 - Explain to the client and/or the companion that we want what is best for them for effective communication
 - Assist you with interpretation that the client understands OR
 - Inquire if the client can read lips OR
 - See if you can communicate by writing back and forth
 - Auxiliary Aids Documentation

NHTC staff shall document the consumer and/or their 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 and/or their companions shall be retained in the consumer's record for seven years. Forms included but are not limited:

- DCF Consumer or Companion Assessment and Assessment Aid and Service Record
- DCF Consumer or Companion Request for Free Communication Assistance or Waiver
- DCF Consumer or Companion Feedback Form (Form is provided to the client)
- 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 consumer's EHR 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 and/or their 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 or Companion Feedback Form to consumers and/or their companions that are deaf or hard-of-hearing and provide assistance in completing the forms if requested by the consumer and/or their companion. Consumers and/or their 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 and/or their companion; by the NHTC SPOC. A copy of the Consumer or Companion Feedback Form **shall not** be kept in the consumer's record.

Limited English Proficiency Consumers

NHTC will provide foreign language interpretation for any consumer who requests such assistance.

- If a Language Line Service is needed the provider should 1) dial 855-886-2901, 2) enter the agency code 3) select 3 digit language code from the list of 170 languages 4) it will connect you with a language interpreter 5) the interpreter will ask you your name, your RU, the client's MR# and the interpretation will begin.
 - Please do not forget to ask the interpreter her first, last name and ID if they have one. Ensure that this information is accurately documented in your progress note.
- As indicated under the category of “**Provision of Interpreters/Services**” the preferred method for all locations effective October 15, 2017 is TransPerfect Connect Language Line Interpreting for 170 languages.

Documentation/Record Retention

Records relating to auxiliary aids and services provided shall be retained by the NHTC 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 and/or their companions are posted near the entrances and locations where consumers and/or their companions receive services. The NHTC 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. *Approved Notices can be downloaded from The Department's website.*

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

Event Accommodations

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

NHTC 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 pi@nhtcinc.org. This will be at no cost to the consumer.

Staff Training

NHTC staff members shall receive the Florida DCF approved Service Delivery Training for the Deaf or Hard-of-Hearing, and a general Civil Rights Training within 60 days of commencing employment.

Staff members shall receive 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.

NHTC Auxiliary Aid Services for Deaf and Hard of Hearing Consumers

NHTC has a Solutions Agreement with TransPerfect Connect for Video Remote Interpreting (VRI) services of Certified ASL Interpreters. They also provide 170 different languages that are available through OPI Interpretation of all languages and Spanish is available through VRI. The ASL Interpreting Services will be available October 15, 2017, and Translation USA will continue to utilized as a backup service. Rose Rosario is the service provider that can be reached by calling 772-4`8-2829 or through the website at rosario@trans-usa.org for Live ASL Services.

NHTC also has a “Pocketalker” assistive listening device available at each one of the sites at all four “4” counties...Martin, Okeechobee, St. Lucie and Indian River which includes inpatient and outpatient offices. The above deaf and hard or hearing auxiliary aid services can be obtained by calling **1-888-468-5600** 24/7. The Office Manager/Program Manager is responsible for testing the equipment or delegating the responsibility on a weekly basis.

- Primary Care Clinic/Midway Outpatient - # 7365
- 709 - # 7366
- Ixoria - #7368
- Mental Health Court - #7369
- Okeechobee - #6421
- Vero - # 7371
- Stuart - # 7372
- CCSU - # 7375
- QI Training – 7377
- Screening - 7374

Effective October 15, 2017 NHTC enter into an Agreement with TransPerfect Remote Video Interpreting for the following:

- Providing on-demand video remote interpreting (VRI) for American Sign Language (ASL) and 170 spoken languages, as well as over-the-phone interpreting (OPI) for selected languages with live language interpreters. The VRI services and OPI services (collectively, the “Services”) are provided by TransPerfect Connect through the use of “Zoom” application that will be downloaded on your iPad or desktop. The trial services will continue at the Midway Campus for ASL Remote Video Interpreting via the SPOC. The OPI Language Line of 170 languages is open for all programs agency wide.

NHTC Monitoring See the NHTC Auxiliary Aids and Services Monitoring Plan 2019/2020.

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 them 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.
5. Sorenson Communications, 801-287-9400, www.sorenson.com. (Click “Products & Services”. Then “Apply for ntouch”.) These services can be used for clients that are deaf or hard of hearing and moving on to an ALF and require additional services after discharge.
6. ZVRS <https://www.zvrs.com/services/products/>. (Click Z70 to apply for home video relay equipment. Click Z5 to download video relay app for mobile phones.) These services can be used for clients that are deaf or hard of hearing and moving on to an ALF and require additional services after discharge.
7. Coalition for Independent Living Option, Inc. 772-878-3500, www.cilo.org. They may be able to assist with obtaining a TTY if the video relay option doesn’t work out for some reason. They can also make arrangement with the client to come out to the ALF once a month to provide ASL

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. The video 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. 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	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

Language Line Services

- If a Language Line Service is needed the provider should 1) dial 855-886-2901, 2) enter the agency code 3) select 3 digit language code from the list of 170 languages 4) it will connect you with a language interpreter 5) the interpreter will ask you your name, your RU, the client's MR# and the interpretation will begin.
 - Please do not forget to ask the interpreter her first, last name and ID if they have one. Ensure that this information is accurately documented in your progress note.

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 - 954.829.1758
Davie, Florida 33325

Consumer Complaints

- If you believe you were wrongfully denied access to services or discriminated against:
- Ask to speak to the NHTC Corporate Compliance Officer or Single Point of Contact immediately.
- You may submit your complaint/grievance in writing and mail it to:
- NHTC, Corporate Compliance/QI/Privacy Officer, 4500 W. Midway Road, Ft. Pierce, FL 34981
- Complaints/grievances can also be sent via email to: qi@nhtcinc.org or on our website:
- Make sure to 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**

NHTC 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 NHTC.

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
TransPerfect Connect Remote Video – Language Line 170 Languages and Certified ASL Interpreters	855-886-2909		http://www.TransPerfectconnect.com Connect-customerservice@TransPerfect.com
AbleData Assistive Technology	Phone - 1-800-227-0216 Fax - 703-356-8314	703-992-8313	www.abledata.com
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
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	http://www.afb.org/default.aspx
Bureau of Braille and Talking Book Library	(800) 226-6075		http://dbs.myflorida.com/
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
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://dbs.myflorida.com/
Family Center on Deafness	(727) 549-6664	TTY	Julie@fcdpinellas.org
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
Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		http://www.gladesinitiative.org/
Language Line, Inc.	(866) 874-3972		www.language.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
Sign Language Services, Inc	(850) 912-6811 Main Office (850) 232-3538 (24 hour On-call Cell)		Request_SLS@yahoo.com
Sorenson Communications (Video Relay)	(801) 287-9400		http://www.sorenson.com/
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 (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