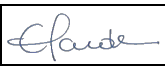
Policy Title:	Auxiliary Aids and Services Plan for Persons with Disabilities and Limited English Proficiency		
DCF/Authority Citation:	Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84, ADA/Section 504, the Americans with Disabilities Act of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35, and CFOP 60-10, Chapter 4, entitled "Auxiliary Aids and Services for Participants or Companions who are Deaf or Hard of Hearing"		
Effective Date:	August 2015		
Revised/Review Date:	March 2019, February 2020, May 2022, September 2024, January 2026		
CEO Approval:		**CAO Approval:**	

Policy

Broward Partnership (BP) will ensure that any client who is hard of hearing or deaf is provided the same services as individuals without disabilities. As a recipient of Department of Children and Families (DCF) funds, the Broward Partnership is required to comply with the applicable citations listed above.

Procedures

1. Single Point of Contact

BP has designated the Chief Administrative Officer (CAO) as the Single Point of Contact (SPOC). The CAO will carry out this responsibility in collaboration with the Chief Programs Officer (CPO) and the Chief Human Resources Officer (CHRO), as applicable.

The SPOC is responsible for ensuring services are provided to clients who are deaf or hard of hearing, confirming that all essential communication resources are available and properly documented, maintain service records, and reporting all related data as well as any resource and/or training needs to the designated ADA Section 504 Coordinator.

a. A qualified client, who is disabled, will be provided applicable auxiliary aids and services at no cost ensuring all clients are provided equal benefit and access to State-funded services.

b. Auxiliary aids including, but not limited to, certified sign language interpreters, DCF qualified sign language interpreters, certified Communication Access Realtime Translation (CART) providers, and assistive listening devices are provided to enable effective communication between BP staff and the client who is deaf or hard of hearing, and qualified foreign-language interpreters shall be provided to individuals with Limited English Proficiency during each phase of the service delivery process (e.g. telephone inquiries, requests, intake interviewed, service delivery, counseling, complaints, testing, treatment, training, etc.) in accordance with the 2019 Statewide Auxiliary Aids and Service Plan for Persons with Disabilities & Persons with Limited English Proficiency.

2. Accountability

BP's Quality Assurance/Quality Improvement (QA/QI) unit is responsible for developing programmatic and local procedures for the implementation of the approved statewide Auxiliary Aids and Services Agency Plan for Persons with Disabilities and Limited English Proficiency.

a. Programmatic and local procedures shall provide the necessary tools to staff for the provision of assistive devices, certified sign language interpreters, certified CART providers, or readers, and physical modifications to the facility to ensure the accessibility of programs and services to persons with disabilities as well as foreign language interpreters to persons with Limited English Proficiency.

b. The Broward Partnership receives State funding via a contract with the Broward Behavioral Health Coalition (BBHC) and is responsible for ensuring clients receive equal access and services.

3. Dissemination

A copy of Broward Partnership's Auxiliary Aids and Services Plan for Persons with Disabilities and Limited English Proficiency is made available to clients upon request; copies will be provided in an alternative format(s).

4. Revisions

Update and revision of the Broward Partnership's Auxiliary Aids and Services Plan for Persons with Disabilities and Limited English Proficiency is completed as needed by BP's QA/QI team.

5. Ensuring Effective Communication

a. When choosing auxiliary aid or service, clients will be asked their preference. Any uncertainty about what method of communication is effective in a particular situation is to be resolved by the SPOC.

i. Employees are required to use the Communication Assessment and Auxiliary Aid/Service Record (Form CF 761) to conclude the method of communication the client considers the most operative. A record of this information will be maintained in the client's file.

ii. During the initial screening and intake, BP staff will develop a communication plan for any client who requires auxiliary assistance using the Communication Assessment and Auxiliary Aid/Service Record (Form CF 761). This will identify all foreseeable Aid Essential Situations and the appropriate method of communicating with the client during his/her/their time in a BP program. Each auxiliary aid a client is provided with must be documented in the client's electronic health record.

iii. If the SPOC determines, after the assessment is complete, that the communication aid is not essential and does not warrant provision of the auxiliary aid or service requested by the client, the SPOC will document the request for denial of the requested service and will document the date and time of the denial, and sign and date the documentation using Form CF761. The client's assigned case manager will provide the client with a copy of the denial.

iv. If a client is provided with an alternative auxiliary aid or service other than the aid that was requested, the SPOC will document the alternative choice and why it was requested on Form CF761.

v. BP staff will identify clients who are Limited English Proficient (LEP) and document in the client's electronic health record the preferred language for communication. BP employs individuals who are fluent in English, Spanish, and Haitian Creole.

vi. The range of communication options for persons who are deaf or hard of hearing includes, but is not limited to, the Florida Relay Service, Telecommunication Devices for the Deaf (TDDs), facsimile, CART, Video Relay Service (VRS), phone amplifiers, cell phone texting, qualified/certified sign language interpreters, certified CART providers, flash cards, lip-reading, written notes, supplementary hearing devices, charts, signs or a combination of these options, as appropriate.

vii. BP has an obligation to approve requests and obtain the appropriate auxiliary aid or interpreter service. A list of agencies and organizations that may be able to assist in ensuring accessibility for individuals with disability and/or limited English proficiency is available in Appendix A – Resource Listing.

viii. Auxiliary aids, services, interpreters, and/or certified CART providers, will be provided within two hours of request. When advanced notice for a specifically requested auxiliary aid, service or interpreter is not given, alternative services will be provided. The services provided will be documented in the client file and subsequent referrals will be set in advance and will not require future needs assessments.

ix. The use of auxiliary aids and services, certified sign-language interpreters, certified CART providers, translators, or foreign-language interpreter will be at no cost to the client.

    1. LEP language services include the availability of qualified bilingual employees able to communicate directly with clients in their preferred language.

    2. Face-to-face interpretation will be provided by a qualified contract or volunteer language interpreter when a bilingual employee is not available.

    3. When an interpreter is not available or when services are needed for an unusual or infrequently encountered language, BP will identify an appropriate individual/manner of communication.

    4. Non-employee sign language interpreters must be certified. Employee sign language interpreters are evaluated and determined to be qualified at time of hire.

x. Interpreters must be 18 years of age or older.

xi. Incorporation of vibratory alarms, tactile communication, and Braille display shall be incorporated into relevant services.

xii. If the client declines the offer of a free foreign language interpreter, the free sign language interpreter, or any other offered auxiliary aids or services, the assigned case manager must document this election on Form CF761 and ensure that the form is uploaded to the client's electronic health record.

xiii. The assigned case manager must provide a Customer/Companion Feedback Form to each client who is deaf or hard of hearing.

b. When requesting a certified interpreter for effective communication with a client who is deaf or hard of hearing, BP staff will keep the client informed of the status of the efforts made to secure a certified interpreter and the estimated time of the interpreter's arrival.

6. Translation of Written Materials

BP will ensure non-English written materials, such as program forms, brochures, etc., are available to employees for dissemination to clients.

7. Competency of Interpreters and Translators

Competency is required and a certification is not needed for foreign-language interpreters. The following factors are listed to prove competency.

a. Established proficiency in both English and the other language.

b. Essential knowledge in both languages including any specific terms or concepts atypical to the program or activity.

c. Sensitivity to the client's culture.

d. The ability to demonstrate both languages correctly.

e. BP will provide certified American Sign Language Interpreters (ASL).

8. Provision of Interpreters in a Timely Manner

BP staff shall provide clients who are deaf or hard of hearing interpreters in a timely manner in agreement with the following standards. When an emergent situation arises BP staff will identify an appropriate interpreter within two (2) hours of the request for services. If a non-emergent situation arises, the BP staff will identify an appropriate interpreter within one (1) business day. The need for interpretive services shall not result in unreasonable delay(s) in service delivery.

9. Identifying Language Needs

In order to provide meaningful access to all programs and services, BP has:

a. Identified the non-English languages typically used by clients Identified points of contact when language assistance is needed.

b. Identified the location and availability of these resources.

c. Reports the identified language needs to the Office of Civil Rights or the local Civil Rights Officer.

10. Meetings/Conferences/Facilities Accessibility

The following are procedures and the minimum requirements for ensuring accessibility of meetings, conferences, and seminars to clients with sensory, speech, mobility disabilities, or Limited English Proficiency.

a. Facilities used for meetings, conferences and seminars will be fitted to accommodate accessibility and use of auxiliary aids.

b. Notice is posted throughout each facility advising clients with sensory disabilities or Limited English Proficiency that BP will provide the necessary auxiliary aids or interpreters at no cost.

c. Clients with sensory, speech, mobility disabilities or Limited English Proficiency who receive services will have appropriate auxiliary aid services available, including:

   i. Certified interpreters, loop telecoil system, assistive listening device, public address system (PA system) or electronic amplification system with mixer, amplifier and loud speakers to reinforce sound source, Video Remote Interpreters, Video Relay Service, video phone, CART, etc. for clients who are deaf or hard of hearing and accessibility to TTY equipment and certified interpreters for Limited English Proficient.

   ii. Adequate lighting in meeting rooms so signing by interpreter can be seen.

   iii. Adequate lighting in meeting rooms so persons who are hard of hearing can easily read speech.

   iv. Readers or recordings to enable full participation by clients who are blind or have low vision.

   v. Materials translated into usable form for clients who are blind or have low vision, deaf or hard of hearing, or Limited English Proficient.

   vi. Parking spaces clearly marked with appropriate ramps and curb cuts.

   vii. Where parking is available on or adjacent to the site, one 96” wide space with a 60” access aisle shall be set aside for the car of each person with a mobility disability who requests such parking in advance of the meeting. Two accessible parking spaces may share a common access aisle.

   viii. Entrance ramps will be available and appropriate (36” wide or wider, level with adjacent surface and a manageable slope or incline of no more than one-inch rise per foot, 1:12).

   ix. Meeting rooms on one level or capable of being reached by elevators or ramps that can be independently traversed by a client who has a mobility disability.

   x. Seating arrangements for clients in wheelchairs will be adapted to integrate rather than isolate them on the group’s perimeter.

   xi. One unobstructed entrance to each facility.

   xii. Doors operable by single effort.

   xiii. Door handles situated no more than 48” above the floor.

xiv. Elevator provided if the facility is higher than one story.
    1. Sensitive safety edges provided.
    2. Controls no more than 48” above the floor.
    3. Controls with Braille numbers or letters.
    4. Accommodates wheelchair 29” X 45”.

xv. Restrooms accessible to persons with mobility disabilities.
    1. Level access for each gender on each floor.
    2. Turnaround space 5’ X 5’.
    3. Door clearance of 32”.
    4. Grab rails provided.
    5. Shelves, racks, dispensers, etc., not more than 48” for forward reach or 54” for side reach.
    6. Restroom signs indicating accessibility.

xvi. Wheelchair accessible telephones.

xvii. Accessible drinking fountains with cup dispensers.

xviii. Audible and visible fire alarms.

11. Notification

BP will display the DCF Nondiscrimination Policy and Deaf or Hard of Hearing posters in the main lobby and on client bulletin boards. Human Resources (HR) will facilitate training to employees within 60 calendar days of any update to the Auxiliary Aids and Service Plan for Persons with Disabilities and Limited English Proficiency.

12. Training

Within ten calendar days of hire, each new employee must successfully complete DCF’s web-based Deaf or Hard of Hearing training. This training is to be completed via DCF’s online training portal, My FL Learn. All employees must complete this training on an annual basis upon Human Resources request or notice of expiration via the MY FL Learn training portal.

13. Documentation/Records Retention

The SPOC will coordinate the provision of auxiliary aids and services to clients who are deaf or hard of hearing and ensure that BP is equipped with or can refer clients to resources necessary to ensure effective communication with those who are deaf or hard of hearing. Records relating to the Auxiliary Aids and Service Plan for Persons with disabilities and Limited English Proficiency, such as the Communication Assessment and Auxiliary Aid/Service record and Customer/Companion Feedback form, must be forwarded to the ADA Coordinator assigned to the Region, Facility, and Headquarters. Copies of materials used in training, including brochures used to advise clients of the non-discrimination policies, will be documented and maintained in the electronic health records system in accordance with the Records Retention policy and procedures.

a. The assigned case manager must upload the Communication Assessment and Auxiliary Aid/Service Record to the client's electronic health record.

b. The assigned case manager must forward all final requests for accommodation, along with relevant documentation, to the SPOC. Data from the Communication Assessment and Auxiliary Aid/Service Record will be used to create compliance reports as required by HHS.

c. The assigned case manager will provide each client or companion who is deaf or hard of hearing with a Customer/Companion Feedback Form. The SPOC will forward these forms to DCF.

14. Compliance Monitoring

The SPOC will routinely monitor compliance with providing services to persons who are deaf or hard of hearing and those who are Limited English Proficient. Reviews will be conducted to ensure compliance with all civil rights regulations as they apply to DCF, its contracted client services providers and their subcontractors. These reviews will be conducted on-site and may address multiple issues (full scope review) or may address specific issues (limited scope review).

References

Title VI of the Civil Rights Act of 1964, as amended, 42 United States Code 2000d et seq; 45 Code of Federal Regulations Parts 80-84.

Section 504, Title V of the Rehabilitation Act of 1973, as amended, 230 USC 1681 et seq; 28 Code of Federal Regulations Parts 35-41.

Section 508 of the Rehabilitation Act of 1973, as amended.

The Omnibus Budget Reconciliation Act of 1981, as amended, 42 USC 9849 and Civil Rights Restoration Act of 1987, Public Law 100-259.

Titles I and II of the Americans with Disabilities Act of 1990, as amended.

Americans with Disabilities Act Amendments Act of 2008.

CFOP 60-16, Methods of Administration: Equal Opportunity in Service Delivery.

CFOP 60-10, Chapter 1, American with Disabilities Act (ADA) Accommodation Procedures for Applicants/Employees/General Public.

U.S. Department and Human Services, Office of Civil Rights, Policy Guidance-Title VI Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency, Executive Order 13166.

Section 110.201(3). Florida Statutes.

Appendix A – Resource Listing

Assistive Listening Devices (ALDS)

- Harris Communications: Diglo www.diglo.com
- Discount Medical Supplies for Caregivers www.rehabmart.com

American Sign Language (ASL) Interpreters

- Accessible Communication for the Deaf (ACD) 954-578-3081; videophone: 954-519-2975 www.acdasl.com
- Birnbaum Interpreting Services, 800-471-6441, www.bisworld.com
- CODA Link, Inc. 954-423-6893; 24-Hour Emergency Service: 954-557-5166 www.codalinkinc.com
- Deaf Communications Specialists, 888-332-3266, www.deafcom.us
- Deaf Services Unlimited, 800-930-2580 www.deafservicesunlimited.com
- Interpreters Unlimited 800-726-9891 www.interpretersunlimited.com (apps avail)
- Nationwide Interpreter Resource (NIR) 561-362-0594, 888-NIR-9788 www.nationwideinterpreterresource.com
- Registry of Interpreters for the Deaf (RID), 703-838-0030, www.rid.org
- SignOn, 206-632-7100, VP: 206-445-7434, www.signonasl.com
- Translations USA, 772-223-2101 www.trans-usa.org
- TransPerfect Connect www.transperfectconnect.com
- American Sign Language Interpreter Services, 954-578-3081, www.acdasl.com
- Hearthands, LLC., 786-253-5520, www.hearthandsllc.com

Blind

- American Foundation for the Blind, 212-620-2000, www.afb.org
- FL Division of Blind Services, 800-226-6075, www.dbs.fldoe.org
- Lighthouse of Broward County 954-463-4217 www.lhob.org
- Lighthouse for the Blind of the Palm Beaches 561-586-5600 www.lighthousepalmbeaches.org

Communication Access Real-Time Translation (Cart)

- A La CARTe Connection, Text Support 270-925-0830, www.alccart.com
- Caption Crew 954-849-8887, www.captioncrew.com – captioning, accessible video, CART

Deaf and Hard of Hearing Support

- Center for Hearing and Communication 954-601-1930 www.chchearing.org – free hearing screenings, hearing aids, assistive device counseling, free specialized telephone distribution program, ASL instruction, educational workshops
- Center for Independent Living of Broward; 954-735-1958 or 888-722-6400; www.cilbroward.org

Foreign Language

- Gateway Languages 877-393-2424 www.gatewaylanguages.com
- Language Line 800-752-6096, www.languageline.com
- Link Translations & Typesetting, Inc. 877-272-5465 www.linktranslations.com
- Pacific Interpreters, 800-311-1232, www.pacificinterpreters.com
- Translations USA 772-223-2101 www.trans-usa.org
- TransPerfect Connect www.transperfectconnect.com

Mental Health

- Disability Rights Florida 800-342-0823 www.disabilityrightsflorida.org

Relay Services

- Florida Telecommunications Relay, Inc. 711 Voice: 800-222-3448; Customer Care: 888-554-1151; TTY 888-447-5620 www.ftri.org – free amplified & captioned phones

Video Remote VRI

- Accessible Communication for the Deaf (ACD) 954-578-3081; videophone: 954-519-2975 www.acdasl.com
- Deaf Services Unlimited 800-930-2580 www.deafservicesunlimited.com
- Interpretek 407-339-4835 or 904-615-1807 www.interpretek.com
- SignOn , 313-539-3246, www.signonconnect.com
- Sorenson Communications, 801-287-9400, www.sorenson.com (Click “Products & Services”. Then “Apply for ntouch”)
- Translations USA 772-223-2101 www.trans-usa.org