



AUXILIARY AID SERVICE PLAN AND PROCEDURES

Fiscal Year: 2017-2018

AUXILIARY AID PLAN

1. Suncoast Center will provide Auxiliary Aids/Interpreter Services for clients and companions who are deaf/hard-of-hearing and/or communicate in a language other than English at no-cost to the client.
2. Children will not serve as the primary interpreter for parents or other family members as clients/customers or as companions.
3. Suncoast Center will not deny services to any client or companion who is deaf/hard-of-hearing.
4. The Corporate Compliance Officer or staff designated by the President & CEO will serve as the Single Point of Contact (SPOC) and the ADA Coordinator for Auxiliary Aid Service for the Deaf/hard-of-Hearing. The Manager of Front Office Operations serves as the back-up SPOC.
5. All Suncoast Center employees are required to complete training in ADA Compliance and the provision of Auxiliary Aid/Free Interpreter Service to Clients/Companions who are Deaf/Hard-Of-Hearing within the first 60 days of the 90 day provisional period of employment and annually thereafter.
6. Suncoast Center will retain a signed Attestation of the employees understanding of the ADA Compliance Laws and SPOC in the personnel record.
7. Suncoast Center will monitor employee compliance with the training requirement via the employee's electronic training transcript retained by MyLearningPointe.
8. All Suncoast Center locations will maintain reception area, Department of Children & Families posting of the following:
 - a. Interpreter Services for the Hearing Impaired
 - b. DCF Non-discrimination Policy
 - c. Services to Clients with Limited English Proficiency
9. All interpreter service vendors are required to submit evidence of certification/credentials



of the qualified interpreters. Verification will be retained by the SPOC.

10. All agency groups, meetings, and conferences will assure accessibility to clients/companions who have disabilities or require an auxiliary aid.
11. All postings, brochures, and advertising of services will document the accessibility including the use of 711 Relay.
12. Although the agency has TTY capability, all staff use 711 Relay for telephone contact with clients who are deaf/hard-of-hearing.
13. Upon approval by the Management Team, the Auxiliary Aid Plan is posted on the Agency website as required by DCF/HHS
14. Upon request, the plan is made available in alternative forms and languages.
15. All clients and companions who are Deaf/Hard-of-Hearing will be provided with an auxiliary aid at no cost in order to file and complete an Agency Grievance if needed.



AUXILIARY AID PROCEDURES

1. At Screening/Enrollment/Admission, staff with first client contact will document in the record if the client or client companion
 - a. Is deaf/hard-of-hearing
 - b. Communicates in a language other than English
 - c. Utilizes 711 Relay
2. Staff will notify client/client companion/client referral source of the availability of no-cost interpreter services for primary languages and auxiliary aids for the deaf/hard-of-hearing.
3. Staff will document the client/companion's preferred auxiliary aid service in the Call Intake/Enrollment or Progress Note bundle.
4. If the client/companion is deaf/hard-of-hearing, Central Intake/Enrollment/ or Program Staff with first client contact by phone will:
 - a. Document in the client record, a Client Alert message:
 - i. *"Schedule Jessica Harris Inc. Sign-Language Interpreter"*
 - ii. *"Schedule/Use a LanguageLine® accessible phone"*
 - iii. *"Reserve an Assistive Listening device via Front Office"*
 - iv. *(CART, Video Relay, and Video Remote have not been implemented at this time.)*
 - b. Contact the approved Suncoast Center Interpreter vendor directly.
 - i. Language Line® services will be the first option for languages other than English.
 - ii. Jessica Harris Inc. In-person interpreters will be the first option for deaf/hard-of-hearing.
 - iii. Assistive Listening Devices are available at the front desk of all Suncoast Center main locations for immediate access. Devices may be reserved in advance or signed out for immediate need. The Front Office Operations Manager or the Customer Service Assistant Coordinator is available by agency cell phone if there are questions regarding the Assistive Listening device.
 1. For urgent, same-day, in-person services, contact the vendor by telephone and follow-up with the electronic request. (See



attachments.)

2. For non-urgent, future/scheduled appointments the vendor can be scheduled electronically using the approved vendor request form. (See attachments.)
 - c. Schedule the appointment upon confirmation from the vendor that the interpreter is available.
 - d. Copy the agency SPOC on
 - i. All Interpreter Service Vendor Requests and confirmations
 - ii. All signed DCF *Customer/Companion Waiver for Free Interpreter Service* Forms.
 - e. In order to meet the contractual obligation with the vendor to provide 48 hours' notice of cancellations, confirm the appointment with the client 48 hours before the scheduled time.
 - i. Language Line® services do not require advance scheduling and cancellation.
 - f. Schedule the date and time of the service as a two-hour time block to allow extra time for interpreting.
 - g. Do not place clients requiring a live interpreter in the Open Access Intake Schedule.
5. Customer Service Assistants will
- a. Confirm all appointments 2 days prior to the service.
 - b. Ensure that all scheduled interpreters are canceled with 48 hours' notice when a client appointment is canceled with notice.
6. During the first face-to-face contact, program staff will
- a. Complete the full DCF *Customer/Companion Communication Assessment & Auxiliary Aid/Service Record* form/screens in the client record. (See Attachments.)
 - b. Complete and obtain client or companion signature on the DCF *Customer/Companion Waiver for Free Interpreter Service or Auxiliary Aid*
 - c. Schedule the date and time of future service as a two-hour time block to allow extra time for interpreting.
 - d. Contact the approved Suncoast Center Interpreter vendor directly.
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- ii. Jessica Harris Inc. In-person interpreters will be the first option for deaf/hard-of-hearing.
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 - 1. For urgent, same-day, in-person services, contact the vendor by telephone and follow-up with the electronic request. (See attachments.)
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 - i. All Interpreter Service Vendor Requests and confirmations
 - ii. All signed DCF *Customer/Companion Waiver for Free Interpreter Service* Forms.
- g. In order to meet the contractual obligation with the vendor to provide 48 hours' notice of cancellations, confirm the appointment with the client 48 hours before the scheduled time.
 - i. Language Line® services do not require advance scheduling and cancellation.
- 7. When appointments are scheduled, Admissions, Intake, and Front Desk Staff are authorized to contact the interpreter services approved and sub-contracted by Suncoast Centers Inc.
- 8. Walk-Ins:
 - a. All efforts will be made to provide interpreter services or Auxiliary Aid for clients who are Deaf/Hard-Of Hearing within 4 hours of walking into the agency.
 - b. Language Line® Interpreter Services will be used for clients who communicate in a



language other than English.

9. Suncoast Center staff is required to contact the agency SPOC or the back-up
 - a. In the event the staff is unfamiliar with the requested auxiliary aid or service.
 - b. In the event a client presents for services and an auxiliary aid is not timely.
 - c. No client is to be turned away due to lack of an auxiliary aid. The SPOC is required to make all efforts to obtain the appropriate auxiliary aid by contacting the DCF Single-Point of Contact documented in the filed training Attestation.
 - d. In the event that the auxiliary aid is not effective
 - e. In the event the auxiliary aid is denied.
10. Clients/client companions will be provided with a Customer Feedback form on the auxiliary/interpreter services after use of the auxiliary aid service to determine effectiveness and satisfaction with the service.
 - a. Assistance in completing the form will be provided as requested by the client/client companion.
 - b. All completed forms are to be forwarded to the agency SPOC through inter-office mail or email for the client record.
 - c. All customer feedback forms are retained by the client for mailing.
11. Requests for change of auxiliary services/interpreter service will be accepted and provided as needed.
12. A copy of the completed Auxiliary Aid Assessment/Service Record must be maintained by the Agency SPOC via the electronic medical record of the client.
13. Customers or clients who would like to file a grievance may contact the Suncoast Center Compliance Officer at (727) 327-7656 or the resources listed below.

Department of Children and Families (DCF)
Office of Civil Rights
1317 Winewood Boulevard, Building 1, Room 110
Tallahassee, FL 32399-0700
(850) 487-1901; or TDD (850) 922-9220; or Fax (850) 921-8470

United States Department of Health and Human Services (HHS)
Attention: Office for Civil Rights
Atlanta Federal Center, Suite 3B70



61 Forsyth Street, SW
Atlanta, Georgia 30303-8909
(404) 562-7888; TDD/TTY (404) 331-2867; or Fax (404) 562-7881