Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

Title Auxiliary Aids and Service Plan		**Number** 812	
Department: Quality management	**Owner** Director of Quality Management	**Regulatory Authority/ Related Policies:** CFOP 60-10	**Attachments:** Reference Guide for Providing Services and Quick Desk Reference for communication needs for Deaf /Hard of Hearing Customers

Effective Date: November 2013	**Last Revision:** March 2026	**Review Date:** March 2026

Purpose: Communities Connected for Kids and its contracted providers of client services will provide to all persons with impaired sensory, manual or speaking skills, and those persons with limited proficiency in the English language, appropriate assistance that are necessary to afford such persons equal opportunity to access and benefit from the services and programs administered by the agency.

Regulations: CFOP 60-10, Chapter 3, Section 504, Title V, Rehabilitation Act of 1973, as amended, (45 Code of Federal Regulations, Part 80); Title VI of the Civil Rights Act of 1964; Americans with Disabilities Act of 1990; U.S. Agency of Health and Human Services, Office of Civil Rights Guidance Memorandum, dated January 29, 1998, Title VI Prohibition Against National Origin Discrimination-Persons with Limited-English Proficiency.

Policy:

Communities Connected for Kids and its contracted providers of client services will provide to all persons with impaired sensory, manual or speaking skills, and those persons with limited proficiency in the English language, appropriate assistance that are necessary to afford such persons equal opportunity to access and benefit from the services and programs administered by the agency.

This plan provides Communities Connected for Kids with guidelines as follows:

a. All clients for services with impaired sensory, manual or speaking skills, have equal opportunity to use and benefit from the programs and services administered by the agency.

b. Qualified persons, due to their limited ability to speak, read, write, or otherwise understand English language, are not excluded from or denied equal access to the services and programs administered by the agency.

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

c. Reasonable accommodation(s), as needed, are made available to the above clients to ensure that they are not denied full participation in the programs and services of the agency.

Scope: The policies and procedures described in this plan apply to all Communities Connected for Kids offices and also providers who provide direct services at our service centers to clients or potential clients with impaired sensory (hearing and vision), manual or speaking skills, and those with limited proficiency in English.

Auxiliary Aids for clients with sensory impairment may include:

- Amplified Telephones and other Assistive Listening Devices and Systems
- TDD/TTY – Text telephone used like a typewriter that can be used by people who are deaf, hard of hearing or speech impaired
- Florida Relay Service (FRS) – A service offered to all persons in the state which enables a hearing person to communicate with a person who is hearing or speech impaired through a specially trained operator called a communications assistant
- Braille, Large Print, Audio-Tapes and Computer Disks
- Nationally Certified sign interpreters, Note takers, and Readers

Assistance for persons with limited proficiency in English may include:

- Hiring bilingual staff
- Hiring staff interpreters
- Using volunteer staff interpreters
- Arranging volunteer community interpreters
- Contracting outside interpreter-services
- Telephone interpreter services such as the AT&T Language Line

a. All qualified clients and/or potential clients are entitled to equal opportunity to use and benefit from the programs and services of the agency. This includes reasonable accommodations to ensure that programs and services of the agency are equally accessible to and equally effective for otherwise qualified persons who have hearing, vision or mobility impairments, or who are limited in their ability to speak, write, read or otherwise understand English.

b. Auxiliary Aids will be available for use by clients, potential clients, and employees with impaired sensory, manual or speaking skills, or limited English proficiency in each phase of the service delivery or employment process when the lack of such

aids may in effect deny or delay service accessibility, hinder service effectiveness or deny persons with disabilities reasonable accommodations to ensure nondiscrimination and equal opportunity.

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

Procedure: The following procedures are to be followed by agency and network providers of direct client services in providing auxiliary aids.

a. Client needs are assessed through consulting with the client/potential client concerning his/her preferred communication mode, and if applicable, with the assigned caseworker, counselor, parent or other family member, guardian or other representative and the auxiliary aids/hearing impaired coordinator. (NOTE: Hearing impaired clients or those clients with limited proficiency in English language have a right to a certified interpreter. The use of family or friends as interpreters is highly discouraged except in an emergency, as it could result in a breach of confidentiality or reluctance on the part of beneficiaries to reveal personal information critical to their situations to family and friends.)

b. It is the responsibility of all supervisors/directors for each program to ensure that appropriate auxiliary aids are provided for the client. When obtaining auxiliary aids, every effort should be made to utilize the agency's current resources. However, if auxiliary aids need to be obtained from outside the agency, the supervisor/director shall contact Communities Connected for Kids SPOC or complete a referral in uRefer for service.

c. At each service contact verification of the interpreter's certification (Certified Interpreter - RID- Registry of Interpreters for the Deaf) will required for services. Verification will be based on the interpreters name badge or other official document. The case work will document in the case record that verification of credentials were completed prior to services.

d. Certain auxiliary aids are not always readily available, particularly in rural areas. This problem is compounded when advance notice cannot be anticipated which is often the case for child protective services cases, and walk-ins. To help alleviate this problem, each major service center will have staff available to provide assistance. The staff are either reasonably skilled in basic sign language and finger spelling or are knowledgeable of the existing resources available in the Circuit, including qualified interpreters from the Deaf Service Centers.

e. For scheduled appointments, you should provide the interpreter at the time of the appointment. It must be documented on the Communication Assessment form whether or not the interpreter showed. If an interpreter does not show up to a scheduled appointment, you must try to obtain another interpreter within 2 hours. For emergencies or non-scheduled appointments, you have to provide an interpreter within 2 hours. If the customer does not want to wait, make sure you document that in your notes and on the forms.

f. Auxiliary aids, services, interpreters, or certified CART providers will be provided within two hours of the request. For non-scheduled and emergencies, auxiliary aids,services, interpreters, or certified CART providers will be schedule as soon as possible as delaying services is not always practical or appropriate. Alternative services will be

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

provided with advance notice for a specifically requested auxiliary aid or service or interpreter is needed.

g. During the initial need assessment, clients must be informed of the available auxiliary aids, and that the agency will provide these services at no cost to them. The clients' wishes and needs for auxiliary aids should be taken into consideration before deciding on the appropriate auxiliary aids. If communication through an auxiliary aid or service for customers or companions, who are deaf or hard of hearing, is found to be ineffective or denied the Single Point of Contact (SPOC) will be notified for additional instructions and/or alternative aids will be provided to the customer and/or companion.

h. Posters containing information about the availability of auxiliary aids are in all service center locations within the Circuit.

i. When meetings, conferences, or seminars are scheduled, information will be included in the advertisement, conference registration materials or meeting notices that

participants with mobility or sensory impairments will be provided with necessary auxiliary aids at no cost to themselves. The information will include the name of a contact person and a date by which the participant must request such assistance. The registration process should include a method for determining the number and type of participants with disabilities needing assistance as well as the type assistance/accommodation requested. Provisions may include but are not limited to certified interpreters, readers, adequate lighting, handicapped parking spaces, appropriate entrance ramps, appropriate seating arrangements and accessible restrooms for the mobility impaired.

j. Records relating to Auxiliary Aids and Service Plan for Persons with Disabilities and Limited English Proficiency such as Communication Assessment forms etc. shall be documented and maintained by the SPOC or designee for a minimum of seven (7) years.

k. The plan is available in formats such as written materials, English and Spanish, employee, provider intranet and public access Internet.

Training: The Communities Connected for Kids training program includes annual training to all staff on the various communication options available for auxiliary aids; how to access and utilize these aids; and the responsibility of the agency to provide reasonable accommodation and how to provide assistance to persons with disabilities and those with Limited English Proficiency. This training is mandatory and will be track by the Communities Connected for Kids Director of Organizational Development & Learning.

During New Employee Orientation/Communities Connected for Kids System of Care training and within 60 days of commencing employment the new staff will be trained on how to provide auxiliary aids and services to customers and companions by the agency SPOC and/or designee.

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

Auxiliary Aids and Limited English Proficient Services Access:

During business hours of 8am-5pm Monday-Friday employees may contact Translations, USA - A full service Interpreting and Translating company providing services in over 140 languages and dialects, including sign languages through the uRefer system for requesting, tracking and payment purposes.

After business hours, weekends and emergencies the on-call worker should call (772) 344-5930 or (772) 223-2101 with the Case Name, FSFN Case Number, Dependency Case Worker name and Agency for immediate service.

TDD/TTY: 1-800- 955-8771
Florida Relay Service: 7-1-1 or www.ftri.org
Video Remote Interpreting: (772) 344-5930 or (772) 223-2101 or www.trans-usa.org
Video Relay Interpreting: 7-1-1
Florida Relay Service Voice Carry-Over: 1-(877) 955-8260
Assistive Listening Devices: Located at the Front desk of all Service Centers and Devereux CBC's Administrative Office
Captioning in Real Time (CART) Service: (772) 344-5930 or (772) 223-2101 or www.trans-usa.

Dissemination: A copy of this plan will be posted on the Communities Connected for Kids's Internet website and internal Intranet for all employees to view.

Monitoring: Communities Connected for Kids Human Resources will conduct a monitoring annually of Communities Connected for Kids for compliance with all civil rights regulations that apply.

Revisions: This plan will be updated as needed but at least annually.

The following140 language/dialects are available for translation/interpreting through Translation, USA (772) 344-5930 or (772) 223-2101 or www.trans-usa.org

Afrikaans
Akan
Albanian
Amharic
Arabic
Armenian
Ashante
Asl
Assyrian
Azerbaijani
Azeri
Bajuni
Bambara
Basque
Behdini
Belorussian
Bengali
Bosnian
Bravanese
Bulgarian
Burmese
Cambodian
Cantonese
Catalan
Chaldean
Chamorro
Chao-chow
Chavacano
Chin
Chuukese
Cree

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

Croatian
Czech
Dakota
Danish
Dari
Dinka
Diula
Dutch
Edo
Estonian
Ewe
Fante
Farsi
Fijian Hindi
Finnish
Flemish
French
French Canadian
Fukienese
Fulani
Fuzhou
Ga
Gaddang
Gaelic
Gaelic-irish
Gaelic-scottish
Georgian
German
Gorani
Greek
Gujarati
Haitian Creole
Hakka
Hakka-chinese
Hausa
Hebrew
Hindi
Hmong
Hungarian

Ibanag
Ibo
Icelandic
Igbo
Ilocano
Indonesian
Inuktitut
Italian Jakartanese
Japanese
Javanese

Kanjobal
Karen
Karenni
Kashmiri
Kikuyu
Kinyarwanda
Kirundi
Korean
Kosovan
Kotokoli
Krio
Kurdish
Kurmanji
Kyrgyz
Lakota
Laotian
Latvian
Lingala
Lithuanian
Luganda
Luo
Luxembourgeois
Maay
Macedonian
Malay
Malayalam
Mandarin
Mandingo
Mandinka
Marathi
Marshallese
Mien
Mina
Mirpuri
Moldavan
Mongolian
Montenegrin

Nahuatl
Navajo
Neapolitan
Nepali
Nigerian Pidgin
Norwegian
Oromo

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

Pahari
Papago
Papiamento
Pashto
Patois
Pidgin English
Polish
Portug.creole
Portuguese
Pothwari
Punjabi
Putian
Romanian
Russian
Samoan
Serbian
Shanghainese
Shona
Sichuan
Sicilian
Sinhalese
Slovak
Slovenian
Somali
Soninke
Sorani
Spanish
Sudanese Arabic
Sundanese
Susu
Swahili
Swedish
Sylhetti
Tagalog
Taiwanese
Tajik
Tamil
Thai
Tibetan
Tigre
Tigrinya
Toishanese
Tongan
Tshiluba
Turkish
Twi
Ukrainian
Urdu
Uyghur
Uzbek
Vietnamese
Visayan
Welsh
Wolof
Yiddish
Yoruba
Yupik
Susu
Swahili
Swedish
Sylhet

Docusign Envelope ID: 051E1F3F-4B1E-88E5-81B4-5DDDF9AF0781

**** Translations, USA are Members of**: American Translators Association, National Association of Judiciary Interpreters and Translators, International Federation of Interpreters and Translators Association, RID- Registry of Interpreters for the Deaf, MITA –Medical Interpreters and Translators Association

Approved by:

DocuSigned by:
Carol DeLoach
665999492311426...

Carol DeLoach, CEO