



**SUNCOAST REGION  
and DISTRICT 8  
AUXILIARY AIDS PLAN  
FOR  
PERSONS WITH DISABILITIES  
AND  
LIMITED-ENGLISH PROFICIENCY**

**March 31, 2007**

1. **Purpose.** This plan provides the policies and procedures for the SunCoast Region and District 8 to ensure:
  - a. That all clients and/or applicants for services who are with impaired sensory, manual or speaking skills, have equal opportunity to use and benefit from the programs and services administered by the department.
  - b. That qualified persons, due to their limited ability to speak, read, write or otherwise understand the English language, are not excluded from or denied equal access to the services and programs administered by the department.
  - c. That reasonable accommodation(s), as needed, are made available to the above clients and applicants to ensure that they are not denied full participation in the programs and services of the department.
  
2. **Scope.** The policies and procedures described in this plan apply to all SunCoast Region and District 8 Department of Children and Families (DCF) offices and staff. DCF Contract Managers shall ensure that contracted providers who provide direct services to clients or potential clients with impaired hearing and/or vision, manual or speaking skills, or those with limited English proficiency, develop a similar plan to ensure compliance with civil rights laws applicable to providing services to DCF clients.
  
3. **Authority:**
  - a. Methods of Administration, Equal Opportunity in Service Delivery Procedures ([CFOP 60-16](#)).
  - b. Department of Children and Families, American with Disabilities Act Procedures ([CFOP 60-10](#)).
  - c. Department of Children and Families, Equal Employment Opportunity/Affirmative Action Procedures ([CFOP 60-15](#))
  - d. [Section 504 of the Rehabilitation Act of 1973](#).
  - e. [Section 508 of the Rehabilitation Act of 1973](#).
  - f. [The Americans with Disabilities Act of 1990](#).
  - g. [Title VI of the Civil Rights Act of 1964](#).
  - h. [Title VII of the Civil Rights Act of 1964](#).

- i. [Department of Health and Human Services, Office for Civil Rights: Policy Guidance; Title VI Prohibition Against National Origin Discrimination As it Affects Persons With Limited English Proficiency.](#)
4. **Policy.** The Department and its contracted providers will provide auxiliary aids to all persons with impaired sensory, manual or speaking skills and provide interpreters for persons with limited proficiency in the English language, appropriate assistance that is necessary to afford such persons equal opportunity to access and benefit from the services and programs administered by the department.

Auxiliary aids for clients with sensory impairment may include:

- Amplified Telephones and other Assistive Listening Devices and Systems
- Telecommunications Device for the Deaf/TeleTYpewriter (TDD/TTY) – Text telephone used like a typewriter that can be accessed by people who are deaf, hard of hearing or speech impaired;
- Florida Relay Services (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;
- Qualified sign language interpreters, Note takers, and Readers.

Assistance for persons with limited proficiency in English may include:

- Hiring bilingual staff
  - Hiring staff interpreters
  - Arranging volunteer community interpreters
  - Contracting outside interpreter-services
  - Telephone interpreter services such as Institute for Cultural Competency
- a. All qualified clients or potential clients are entitled to equal opportunity to use and benefit from the programs and services of the department. This includes reasonable accommodations to ensure that programs and services of the department 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, employees and applicants 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.

5. **Accountability.** The Deputy Secretary is responsible to ensure the development of a headquarters plan and each zone/region/institutional/district administrator is responsible for developing a local operational plan which outlines procedures for the provision of auxiliary aids to ensure the accessibility of all departmental programs and services to clients or applicants for services who have hearing, vision or mobility impairment.

The Assistant Staff Director, Office of Civil Rights, is the designated Title VI, Title VII, Americans with Disabilities Act (ADA) and Section 504 Coordinator for the Department. The Assistant Staff Director is responsible for the coordination, development and implementation of departmental procedures ensuring the nondiscriminatory delivery of equally effective and equally accessible quality services. The Assistant Staff Director may be reached at 1317 Winewood Boulevard, Bldg. 5, Room 242, Tallahassee, Florida 32399-0700; Voice Telephone (850) 487-1901 or Suncom 277-1901; Fax Number (850) 922-6411 or Suncom 292-6411; or TDD (800) 560-2224 or (850) 922-9220.

The SunCoast Region/District 8 Civil Rights Officer may be reached at 9393 North Florida Avenue, Room 1204, Tampa Florida 33612-7907, Voice Telephone (813) 558-5656 or Suncom 514-5656; Florida Relay (800) 955-8770 (voice) or (800) 955-8771 (TDD).

**All employees are responsible for ensuring equal accessibility and equally beneficial services to all clients and potential clients of the department.**

6. **Procedures.** The following procedures are to be followed by SunCoast Region and District 8 employees in providing auxiliary aids to persons with disabilities and providing interpreters for persons with limited proficiency in the English language.
  - 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 representative and the auxiliary aids/hearing impaired coordinator. (NOTE: Hearing impaired clients or those clients with limited proficiency in the English language have a right to a qualified 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 the beneficiary to reveal to family members and friends, personal information critical to their situations.)
  - b. The use of minor children for interpreting is prohibited.

- c. It is the responsibility of all Supervisors to ensure that appropriate auxiliary aids or interpreters are provided for the client or applicant. When obtaining auxiliary aids, every effort should be made to utilize the Department's current resources. However, if auxiliary aids or interpreters need to be obtained from outside the Department, payment will be made from the appropriate operating budget.
- d. Certain auxiliary aids or interpreters 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 adult and child abuse investigations, and walk-ins. To help alleviate this problem, each major service location will have staff available to provide assistance. The staff shall be either reasonably skilled in basic sign language and finger spelling or are knowledgeable of existing resources available in the Region and District 8, including qualified interpreters from the Deaf Service Centers. Auxiliary aids or interpreters shall be provided in a timely manner that will not unreasonably delay, impede or deny services to clients/applicants.
- e. During the initial needs assessment, clients or applicants must be informed of the availability of auxiliary aids or interpreters, and that the agency will provide these services at no cost to them. The clients/applicants' wishes and needs for auxiliary aids or interpreters should be taken into consideration before deciding on the appropriate auxiliary aids or interpreters. If the client declines the services of a free interpreter, the record shall be documented accordingly.
- f. Posters containing information about the availability of auxiliary aids and Limited-English Proficiency shall be posted in all public lobbies, waiting rooms, etc. at service centers in the SunCoast Region and District 8. Contact Civil Rights Officer for copies of posters.

## **7. Accessibility.**

- a. When meetings, conferences or seminars are scheduled, information will be included in the advertisement, conference registration materials or meeting notices that persons with disabilities or Limited-English Proficiency (LEP) will be provided with necessary auxiliary aids or interpreters at no cost to them. 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 or Limited English Proficiency needing assistance as well as the type of assistance/accommodation requested. Provisions may include but are not limited to qualified interpreters, readers, adequate lighting, handicapped parking spaces, appropriate entrance ramps, appropriate seating arrangements, accessible restrooms for the mobility impaired and interpreters for Limited-English Proficiency participants.

- b. Parking spaces clearly marked with appropriate ramps and curb cuts are provided for persons with disabilities.
  - 1) 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 mobility-impaired participant requesting it in advance of the meeting. Two accessible parking spaces may share a common access aisle.
  - 2) Where parking is not available on or adjacent to the site, valet parking or other alternative accommodations for mobility impaired participants are to be provided.
  - 3) Entrance ramps are to be available and appropriate (36" wide or wider, level with adjacent surface and a slope or incline of no more than one inch rise per foot, 1:12).
- c. There must be at minimum, one unobstructed entrance to each facility.
  - 1) Doors are operable by single effort.
  - 2) Door handles are no more than 48" from floor.
- d. There is an elevator if over one story.
  - 1) Sensitive safety edges are provided.
  - 2) Controls are no more than 48" from floor with Braille numbers or letters.
  - 3) Accommodates wheelchair 29" X 45".
- e. Rest rooms are accessible to the mobility impaired.
  - 1) There is level access for each gender on each floor.
  - 2) There is turnaround space at least 5' X 5'.
  - 3) There is door clearance of 32".
  - 4) Grab rails are provided.
  - 5) Shelves, racks, dispensers, etc., are not more than 48" for forward reach or 54" for side reach.
  - 6) There are rest room signs indicating accessibility.

- f. There are wheelchair accessible telephones.
  - g. There are accessible drinking fountains with cup dispensers.
  - h. Fire alarms are audible and visible.
8. **Competence of Interpreters and Translators.** Competency does not necessarily mean formal certification as an interpreter, though certification would be helpful. However, competency requires more than self-identification as bilingual. Competency requires demonstrated proficiency in both English and the other language, fundamental knowledge in both languages of any specialized terms, or concepts peculiar to the covered entity's program or activity, sensitivity to the LEP person's culture and a demonstrated ability to convey information in both languages, accurately. Managers and supervisors must ensure that interpreters are competent in the program and LEP person's language.
9. **Assessment.** To ensure meaningful access to the region's programs and services, each program office will assess its language needs by:
- a. Identifying the non-English languages that are likely to be encountered in its programs and estimating the numbers of LEP persons eligible for services that are likely to be affected by its program. This can be done by reviewing census data, client utilization data, and community's organizations. The estimate should be used as a guide for employees' recruitment.
  - b. Identifying at first contact the preferred language including dialect and American Sign Language of each LEP client and recording this information in the clients file, as well as that of the accompanying legal parent, guardian or other adult;
    - 1) Inform clients about the purpose of collecting data on race, ethnicity and language,
    - 2) Emphasize that such data is confidential and will not be used for discriminatory purposes,
      - 1) A client does not have to provide the information if he or she chooses not to provide such information, unless required by law.
  - c. Identifying the points of contact in the program or activity where language assistance is likely to be needed; and

d. Identifying needed resources, location and availability of these resources.

10. **Translation of Written Materials.** Written material routinely provided in English to applicants, clients and the public are to be available in regularly encountered languages other than English. It is vital that documents be identified and translated into the non-English language of each regularly encountered LEP group eligible to be served or to be directly affected. Each program office will make sure non-English written materials, such as program forms, brochures, etc., are available to operational staff.

Managers and supervisors must ensure that operational staff uses only departmental translated material, or that translation of written materials be done by a competent translator. It is important to note that in some circumstances verbatim translation of materials may not accurately or appropriately convey the substance of what is contained in the written materials. For LEP persons whose language does not exist in written form, an interpreter must be available to explain the contents of documents.

11. **Training.** All staff will be trained on how to assist sensory and mobility impaired or Limited English Proficiency clients in obtaining assisting devices and/or aids, or other reasonable accommodations. Such training will include:
- a. Procedures for serving hearing-impaired, sight-impaired, mobility impaired, and Limited-English Proficiency (LEP) clients and potential clients.
  - b. Awareness of hearing impairments and deafness; speech impairments; sight impairments and blindness; reading impairments and dyslexia; and mobility impairments.
  - c. Communication options available.
  - d. How to provide reasonable accommodations for qualified clients and potential clients, i.e., how to access or purchase auxiliary aids, interpreter services and physical modifications.
  - e. Requirements for making meetings, conferences and services accessible.
  - f. Awareness of Auxiliary Aids and Limited-English Proficiency Plan.
12. **Monitoring:** The Civil Rights Officer, in coordination with contract managers and the General Services Manager, will monitor to ensure compliance with this plan.
13. **Dissemination.** A copy of this plan will be submitted to the Office of Civil Rights, and to the members of the Executive Management Team. Copies are distributed

upon request to individuals or organizations serving persons with disabilities or Limited-English Proficiency (LEP).

**14. Documentation and Record Retention.**

- a. Records relating to the Auxiliary Aids and Limited-English Proficiency Plan methods and implementation, as well as sample copies of materials, such as copies of brochures, letters, memoranda, newspaper notices, minutes of staff meetings, public service announcements on radio or TV, etc., used to inform employees or clients of this nondiscrimination policy are maintained for three years by the designated ADA coordinator for the subject program or service provider.
- b. Upon completion, all requests for accommodation with relevant documentation shall be forwarded to the department's Office of Civil Rights and a copy shall be maintained in the region/district in a secured area.

15. **Revision.** This plan will be updated as needed but at least annually with a copy of all changes submitted by March 31<sup>st</sup> each year to the Office of Civil Rights.

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Lynn A. Richard, Jr.  
SunCoast Regional Director

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Bob McHarry  
District 8 Administrator

March 31, 2007

### **Designated Auxiliary Aids Liaisons**

In the **SunCoast Region**, the following officials are the designated Auxiliary Aids Liaison for each program:

	Family Safety
Roseanne Liriano	ACCESS
Pamela Blumenthal	Adult Services
Deborah Spellman	Substance Abuse and Mental Health Services

In **District 8**, the following officials are the designated Auxiliary Aids Liaisons:

Aaron Stitt	Child Protective Investigations
George Glatt	Child Protective Investigations
Susan Wright	ACCESS
Jane Pigott	ACCESS
Dave Caldwell	Adult Protective Investigations

**SUNCOAST REGION MULTI-LINGUAL STAFF**

PSN	NAME	CLASS TITLE	LANGUAGE	PROFICIENCY	BUSINESS PHONE
IBI: 23					
BUDGET ENTITY: 60900204					
066613	ACERO, GLORIA	DISTRIBUTED COMPUTER SYSTEMS ANALYST	FRENCH, SPANISH	SPEAK SPEAK	813-558-5900
046524	BAEZ DELGADO, MARLENE	STAFF ASSISTANT	SPANISH	SPEAK/READ/WRITE	813-558-5725
002755	NIEVES, CARLOS	GOVERNMENT ANALYST I	SPANISH	SPEAK/READ/WRITE	813-558-5737
000348	QUINONES, SHEILA	GOVERNMENT ANALYST I	SPANISH	SPEAK/READ/WRITE	813-558-5900
010664	REECE, GABRIELA	PERSONAL SECRETARY 1 – SES	GERMAN	SPEAK/READ/WRITE	813-558-5505
000359	RIVAS, JAIME	DISTRIBUTED COMPUTER SYSTEMS SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-5800
073176	ROSA, NANCY	ADMINISTRATIVE ASSISTANT I - SES	SPANISH	SPEAK	813-558-5773
BUDGET ENTITY: 60910301					
048278	STEWART, JOANNE	FAMILY SERVICES COUNSELOR	OTHER	SPEAK/READ/WRITE	941-727-6525
BUDGET ENTITY: 60910302					
21535	ALEMANY, IVONNE	ADULT PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-233-3288
021900	BEARD, PAMELA	PROTECTIVE INVESTIGATOR SUPERVISOR – SES	NORWEGIAN	SPEAK	239-316-6133
60070213	CORREA-ORTIZ, LUIS	ADULT PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-892-4758
21528	GARCIA, ANA	HUMAN SERVICES COUNSELOR III	SPANISH	SPEAK/READ/WRITE	813-233-3272
25164	GREENE, CHRISTOPHER	ADULT PROTECTIVE INVESTIGATOR	PORTUGUESE	SPEAK/READ/WRITE	813-233-3267
021151	HONSE, GLENN	HUMAN SERVICES COUNSELOR III	SPANISH	SPEAK	727-518-3367
036260	LUNT, DEBORAH	HUMAN SERVICES COUNSELOR III	AFRICAN/FRENC H	SPEAK	727-588-6917
024896	MATHEWS, LINDA	SECRETARY SPECIALIST	SPANISH	SPEAK	727-588-7074
21412	MILLAN, KAROLYN	SECRETARY SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-233-3260

60050960	MONGIOVI, NELSON	SENIOR HUMAN SERVICES PROGRAM SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-5580
25156	MORAN, LUIS	ADULT PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-233-3260
60020160	NAMGOONG, YUN	ADULT PROTECTIVE INVESTIGATOR	KOREAN	SPEAK/READ/WRITE	941-316-6006
21503	RAVELLA, ELBA (GRISEL)	HUMAN SERVICES COUNSELOR III	SPANISH	SPEAK/READ/WRITE	813-233-3274
040619	ROCHE, MARTIC	PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-233-3265
25167	SIMONO, IVELISSE	HUMAN SERVICES COUNSELOR III	SPANISH	SPEAK/READ/WRITE	813-233-3271
21510	THAI, THANH-THUY T. (OLGA)	HUMAN SERVICES COUNSELOR III	VIETNAMESE	SPEAK/READ/WRITE	813-233-3258
60073262	TORRES, GLORIA	ADULT PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	727-919-0444
025147	URQUHART, CAROL	ADULT PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	727-639-1278
<b>BUDGET ENTITY: 60910304</b>					
52048	BAEZ, KLARIMARIE	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-558-5947
2687	CASTILLO, ROSALIE	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/	813-558-5897
4487	DIAZ, MARTHA	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-233-2532
2749	HERNANDEZ, LEONILA ADELFA	DATA PROCESS	SPANISH	SPEAK	813-558-5941
72090	KELLIHER, FRANCES	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ	813-558-9123
37808	MULLEN, WANDA	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	(941) 483-5922
39705	POMPILUS, ALCEDE	CHILD PROTECTIVE INVESTIGATOR	CREOLE	SPEAK/READ/WRITE	813-233-2861
39705	POMPILUS, ALCEDE	CHILD PROTECTIVE INVESTIGATOR	FRENCH	SPEAK/READ/WRITE	813-233-2861
032571	RIVERA SANCHEZ, XAYMARA	CHILD PROTECTIVE INVESTIGATOR	SPANISH	SPEAK/READ/WRITE	813-272-2181
2753	SAM, MIGDALIA	SECRETARY SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-233-2529
039719	SERRANO, MADALID	CHILD PROTECTIVE INVESTIGATOR SUPV-SES	SPANISH	SPEAK/READ/WRITE	(941) 316-6012
<b>BUDGET ENTITY: 60910502</b>					
923087	CRAFT, AMATULLAH	CLERK SPECIALIST	ARABIC	READ/WRITE	813-558-5703
<b>BUDGET ENTITY: 60910503</b>					

BUDGET ENTITY: 60910702					
55012	ACEBY, ILDA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-834-3176
55027	AFSORDEH, PERI	ECONOMIC SELF-SUFFICIENCY SPECIALIST SUPERVISOR	PERSIAN	SPEAK/READ/WRITE	727-588-3736
065657	AJANWACHUKU-DAVIS, JEMA	ECONOMIC SELF-SUFFICIENCY SPECIALIST II	IBO/YOURBA	SPEAK/READ/WRITE	813-272-2036
021415	ALOYO, MARIA	STAFF ASSISTANT	SPANISH	SPEAK/READ/WRITE	813-558-1909
065656	ANDERSON, MICHAEL	ECONOMIC SELF-SUFFICIENCY SPECIALIST II	HEBREW	SPEAK/READ/WRITE	727-558-2420
OPS	ARREOLA, MARIBEL PINEDA	OPS CLERK	SPANISH	SPEAK/READ/WRITE	813-757-1610
044499	AVENDANO, MARIA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
024894	AVENDANO, RAFAEL	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
059356	BALAGUER, NANCY	PERSONNEL TECHNICIAN II - SES	SPANISH	SPEAK/READ/WRITE	813-558-5673
049651	BATISTA-MILLAN, OLGA	OPERATIONS & MGMT CONSULTANT I - SES	SPANISH	SPEAK/READ/WRITE	813-558-1936
25721	BITAR, AMY	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	ARABIC	SPEAK/READ/WRITE	727-518-3257
69337	BORDES, DAVID	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	CREOLE FRENCH	SPEAK	813-558-1936
55778	BRON, IRIS	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
055727	CARDONA, CARMEN	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
55775	CARRIZOSA, FRANCISCO	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-707-7048
035078	CASANOVA-DIAZ, CLYDE	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	866-465-2640
053232	CHAN, LIZ	ECONOMIC SELF-SUFFICIENCY SPEC SUPV	PORTUGESE	READ	813-272-2405
053232	CHAN, LIZ	ECONOMIC SELF-SUFFICIENCY SPEC SUPV	CHINESE	SPEAK/READ/WRITE	813-272-2405
55038	CHIKHALIA, AAYSHA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	HINDIE/INDIAN GUJARATIC	SPEAK/READ/WRITE	727-518-3828
050430	CHILTON, ROSEMARIE	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-834-3173
037197	COHEN, MARK	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	FRENCH	SPEAK/READ/WRITE	866-762-2237
55031	CORDERO, CARMELINA	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	727-588-6804
21352	CORTES, LUZ	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936

053244	DAVILA, GLORIA	INTERVIEW CLERK	SPANISH	SPEAK/READ/WRITE	813-272-0402
042178	DAVILA, RICHARD	ECONOMIC SELF-SUFFICIENCY SPEC SUPV	SPANISH	SPEAK/READ/WRITE	813-272-2061
65632	DE LEON, JENNIFER	INTERVIEW CLERK	SPANISH	SPEAK/READ/WRITE	813-272-3709
50461	DEL ROY, RAMONA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	FRENCH SPANISH	SPEAK/READ/WRITE	727-518-3842
055096	DIAZ, ELIZABETH	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-233-3795
25021	DICKERMAN, ELIZABETH	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK	727-588-7041
24857	DONOHUE, MICHAEL	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ	813-272-3577
046880	ELISMA, EDLER	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	HAITIAN/FRENCH	SPEAK/READ/WRITE	866-465-2640
052583	ENRIQUEZ, MILLIE	STAFF ASSISTANT	SPANISH	SPEAK/READ/WRITE	866-762-2237
66937	FEAGIN, DARRON	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-588-4735
69342	FOWLDS, MARY	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	FRENCH	SPEAK/READ/WRITE	727-834-3168
023768	FROST, ROSA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-5975
040125	GAMERO, ANA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-276-5837
64880	GARCIA, MARIA	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-1936
24988	GIVENS, AMANDA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK	727-518-3834
52592	GLASS, GUADALUPE	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	727-834-3901
050426	GONZALEZ, CHARLOTTE	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
040120	GONZALEZ, SYLVIA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-233-4204
052640	GUYRE, DALE (ANDY)	ECONOMIC SELF-SUFFICIENCY SPEC SUPV-SES	SPANISH	SPEAK/READ/WRITE	(941) 741-3205
049647	HARB, MAHER	ECONOMIC SELF-SUFFICIENCY SPEC SUP-SES	ARABIC	SPEAK/READ/WRITE	866-762-2237
025079	HERNANDEZ, AUDELIA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-276-5528
44478	HERNANDEZ, HECTOR	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	866-762-2237
050474	IFON, EKERETTE	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	EFIK	SPEAK/READ/WRITE	813-272-2064
50765	IRIMIE, ANCA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	ROMANIAN	SPEAK/READ/WRITE	727-518-3808
044489	JONES, ERNESTINA	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	727-552-2515
24890	KARDAS, JANET	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	POLISH	SPEAK/READ/WRITE	727-834-3147

050462	LAM, LINDA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	CHINESE	SPEAK/READ/WRITE	813-671-5050
055115	LABORDA, MYRNA	SENIOR HUMAN SERVICES PROGRAM SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-5688
021625	LASSALLE, MARIA	ADMINISTRATIVE SECRETARY	SPANISH	SPEAK/READ/WRITE	813-558-5670
065630	LAWRENCE, JEAN	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ	813-671-5050
40345	LE, TAN	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	VIETNAMESE	SPEAK	813-558-1936
021507	LERNER-GILLI, FAWN	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	FRENCH	SPEAK/READ/WRITE	813-233-4207
55101	LOPEZ, ARMANDO	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
063055	MALAVE, AMY	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	866-762-2237
44781	MANTIEGA, JOSEFINA	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-1936
069578	MARTOGLIO, ANA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	866-465-2640
64823	MELFI, MEI	ECONOMIC SELF-SUFFICIENCY SPEC SUPV-SES	CHINESE TAIWANESE	SPEAK/READ/WRITE	727-834-3158
21505	MEZA, CINDY	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-671-5192
40124	MONTANEZ, DANIEL	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-272-5480
57268	MOODY, CRYSTAL	INTERVIEWING CLERK	SPANISH	SPEAK	727-588-3616
033949	MOREJON, MERCEDES	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-233-4207
55021	MOSQUERA, GLADIS	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-518-3826
25434	MURRAY, KATIE	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-558-2502
049552	OLIVO, MARGARITA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
021921	ORTIZ, ALVARO	ECONOMIC SELF-SUFFICIENCY SPECIALIST	SPANISH	SPEAK/READ/WRITE	941-741-3356
055112	PACHECO, MILAGROS	ECONOMIC SELF-SUFFICIENCY SPEC SUPV-SES	SPANISH	SPEAK/READ/WRITE	813-558-1936
046493	PENA-SWART, ALICIA	ECONOMIC SELF-SUFFICIENCY SPECIALIST II	SPANISH	SPEAK/READ/WRITE	941-316-6075
065635	PERRY, MARY	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	941-708-4906
049488	PIERRE LOUIS, ANSER	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	HAITIAN/FRENCH	SPEAK/READ/WRITE	866-762-2237
036254	POPIS, ZBIGNIEW (ADAM)	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	RUSSIAN POLISH	SPEAK/READ/WRITE	727-518-3636
32019	QUEVEDO, MARIO	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-558-1936
42558	RESENDEZ, EMA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936

021454	RIOS, MARIA	ADMINISTRATIVE SECRETARY	SPANISH	SPEAK/READ/WRITE	813-558-5670
59351	RIVERA, JUANA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-233-2835
21372	RIVERA, LUIS	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936
042195	RIVERA, LUZ	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	866-762-2237
021349	RIVERA, WILLIAM	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	866-762-2237
050819	ROBIOU, MERCEDES	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-276-5458
44779	ROSALES, MARIA	CLERK TYPIST SPECIALIST	SPANISH	SPEAK/READ/WRITE	813-757-1610
23431	SEBASTIAN, ABRAHAM	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	HINDI MLAYALAM	SPEAK/READ/WRITE	813-558-1936
64819	SECUNDINO, EVELYN	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	727-588-4665
044878	SNYDER, MARIE	ECONOMIC SELF-SUFFICIENCY SPECIALIST II	SPANISH	SPEAK/READ/WRITE	863-993-4500
52587	SOLOVYEVA, YELENA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	RUSSIAN	SPEAK/READ/WRITE	727-518-3822
025731	STEPPE, JESSICA	ECONOMIC SELF-SUFFICIENCY SPECIALIST II	GERMAN	SPEAK/READ/WRITE	727-298-2636
21620	STEVENS, LYUDMILA	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	RUSSIAN	SPEAK/READ/WRITE	813-671-5157
53251	SUAREZ, MARCELO	ECONOMIC SELF-SUFFICIENCY SPECIALIST I	SPANISH	SPEAK/READ/WRITE	813-558-1936

## **PROVISION OF INTERPRETER SERVICES FOR HEARING-IMPAIRED CLIENTS**

The SunCoast Region, District 8, and their contracted providers shall provide appropriate interpreter services to persons that are hearing-impaired. Please follow the following instructions and document client's file accordingly.

### Staff Responsibilities

When a hearing-impaired person contacts the agency for services, staff will make a determination of need, by written communication if necessary, of a sign language interpreter. If the hearing-impaired person needs an interpreter:

- Explain that it will take at least 24-hour to make the required arrangements.
- Obtain necessary information to contact client for confirmation of scheduled appointment with interpreter.
- Where applicable, ask applicant/client to sign application in order to preserve day of application.
- Immediately notify the unit supervisor of the need of an interpreter.
- Document client's refusal of interpreter.

### Supervisory Responsibilities

Upon notification that interpreter services are needed for a hearing-impaired person, the supervisor's responsibilities are as follows:

- Refer to Appendix E or G of this document to secure the services of any employee available to provide interpreter services for the hearing-impaired.
- If no employee is available, in the SunCoast Region, the supervisor shall immediately contact the Deaf Service Bureau of West Central Florida, Inc. at 813-930-7682 to secure the services of a qualified interpreter. These services are available 24 hours a day, 7 days a week. In District 8, the supervisor shall contact Deaf Service Center of SW Florida, Inc. at 239-461-0334 to secure the services of a qualified interpreter.
- The supervisor or designee is to secure an appointment with a qualified interpreter within a period that will not unreasonably delay, impede or deny services to the applicant or client.

- The supervisor is responsible for forwarding bills to the fiscal department for payment. Interpreter services cost is considered an expense where the service can be identified as occurring on behalf of a specific client or applicant. Payments of interpreter services for meetings or other group events should be handled in accordance with CFOP 60-16.

### **Utilization of Volunteers**

Staff may use volunteers as long as the volunteers' skill level is RID-Certified or QA-FRID screened.

### **Telecommunication Devices (TDD/TTY)**

Telecommunication Device for the Deaf (TDD) is a generic term encompassing various types of equipment that allow communication via typed messages instead of spoken conversation. One limitation to the use of a TDD is that there must be a machine at each end of the conversation.

Staff is to call **Florida Relay Service at 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD)** for communicating with a person who is hearing-impaired or speech-impaired and must use a TDD/TTY.

## List 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	TELEPHONE	TDD or 800	URL/Email
Advocacy Center for Persons with Disabilities	(800) 342-0826	(800) 346-4127 TDD	<a href="http://www.advocacycenter.org">www.advocacycenter.org</a>
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	
Brooks Jody Belcher Cape Coral (Sign Language)	239-810-9554		jodybelcher@hotmail.com
Bureau of Braille and Talking Book Library	(386) 239-6000		
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	<a href="http://www.caninecompanions.org">http://www.caninecompanions.org</a>
Deaf Service Bureau of West Central Florida, Inc. (Tampa)	813-930-7682	813-930-7586 813-930-7678	<a href="http://www.deafservicebureau.org/">www.deafservicebureau.org/</a>
Deaf Service Center of Pinellas (Pinellas Park)	727-541-4488		
Deaf Service Bureau of West Central Florida, Inc. (New Port Richey)	727-861-7015 Fax	727-861-7074 Voice or TDD	
Deaf Service Center of Manatee (Bradenton)	941-758-2539	941-758-3057	
Deaf Service Center of Florida (Venice)	941-758-2539 941-758-3565 Fax	941-758-3057	
Deaf Service Center of SW Florida Fort Myers	239-461-0334	239-461-0438 TTY	<a href="http://www.dsc.us">www.dsc.us</a>
Division of Blind Services	(850) 488-1330	(800) 342-1828	<a href="http://www.state.fl.us/db">www.state.fl.us/db</a>
Division of Vocational Rehab.	(850) 488-6210	(800) 451-4327 Voice or TDD	<a href="http://www.rehabworks.org">www.rehabworks.org</a>
FL Alliance for Assistive Services and Technology	(850) 487-3278	(850) 487-2805 TDD	<a href="http://faast.org">http://faast.org</a>
FL Governors' Alliance for the Employment of Disabled Individuals.	(850) 222-9859 I&R Specialist	(888) 838-2253 Voice or TDD	<a href="http://www.abletrust.org">www.abletrust.org</a>
Florida Clearing House on Disability Information	(850) 414-8908 Fax	(877) 232-4968 Voice or TDD	<a href="mailto:Simcokp@dms.state.fl.us">Simcokp@dms.state.fl.us</a>
Florida Relay Services	(800) 955-8770	(800) 995-8771 TDD	<a href="http://www.fri.org">www.fri.org</a>
Hearing Impaired Persons Center of Charlotte County	941-743-8347	941-743-9286 TTY	
Institute for Cultural Competency (State Contract)	888-626-2925		
MacDonald Training Center (Tampa)	813-870-1300		<a href="http://www.trac_tampa.homestead.com/macdonald.html">http://www.trac_tampa.homestead.com/macdonald.html</a>
Professional Interpreting Consultants (PIC) Hillsborough, Pinellas, Pasco & Hernando Counties	813-948-9225	813-948-9225	
Sign Language Associates (Brandon)	1-800-752-5777	301-946-9710 TTY	<a href="mailto:SLATampaBay@signlanguage.com">SLATampaBay@signlanguage.com</a>
Visually Impaired Persons of SW Florida	941-997-7797		

**SunCoast Region**  
**Sign Language/Finger Spellers Directory**

<b>County</b>	<b>Last Name</b>	<b>First Name</b>	<b>Telephone</b>	<b>Street Address/ - Service Center</b>
Hillsborough	Connelly	Rosalyn	813-558-5632	9393 North Florida Avenue
Hillsborough	Pinamang	Mattie	813-233-2949	1313 North Tampa Street
Hillsborough	Mock	Darlene	813-233-4209	2002 E. 26 <sup>th</sup> Avenue
Pasco	Stephenson	Michael	727-834-3184	7601 Little Road

# Statewide Contract for Telephone Interpreter Services

The Department of Children and Families awarded the Interpreter Services Program (ISP) contract to Institute for Cultural Competency (ICC). This contract provides interpretation services for eligible refugees and entrants within the state of Florida. The Interpreter Services Program (ISP) provides at no cost, telephone interpretation, document translation and interpreter training to eligible agencies and organizations. The ISP program supports clients meeting immigration status of persons with the status of: Amerisian, Asylee, Cuban/Haitian Asylum Applicant, Cuban/Haitian Entrant, Cuban/Haitian Parolee, Refugee, and Victims of Trafficking. DCF clients meeting the above-mentioned eligibility requirements established under 45 CFR, Parts 400 and 401 are eligible for these services.

Interpreter Services must be also provided for non-refugees and ICC **will provide these services for a fee**. To establish an account with ICC, contact Jim Manczak at (888)626-2925.

## Telephone Interpreter Services:

Telephone interpreter services can be accessed 24 hours a day by following these instructions:

- A. When receiving a call:
1. Use conference hold to place the non-English speaker on hold.
  2. Dial 1-800-654-7064
  3. An ICC Customer Service Agent will ask for your "Access Code", language needed, and your name. In addition, the Service Agent may ask for the client's immigration status, alien reg. Number, date of birth, country of origin, and language (this information is needed to establish payment for the services through the Refugee Program). You will be put on hold momentarily and then an interpreter will be added to your call
  4. Once an interpreter has been added to your call, provide your information in three to four sentences or 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.
- B. When placing a call to a non-English speaker, get your interpreter first then conference call your client.

**SunCoast Region ICC Interpreters Access Code:**  
 (For District 8 information, please refer to Appendix G)

The access codes and contact information for each service center are as follows:

5585601	SunCoast Regional Office 9393 North Florida Avenue Tampa, FL 33612 Contact: Dianna Laffey 813-558-5693
5585607	Ruskin Service Center 201 14 <sup>th</sup> Avenue SE Ruskin, FL 33570 Contact: Patricia Howard 813-671-5199 Backup: Madeline Hughes 813-757-1626
5585611	Arcadia Service Center 805 N. Mills Avenue Arcadia, FL 34266 Contact: Linda Johnson 941-316-6161 Backup: Patricia May 941-714-7113
5585608	Bradenton Service Center 303 13 <sup>th</sup> Avenue E. Bradenton, FL 34208 Contact: Linda Johnson 941-316-6161 Backup: Patricia May 941-714-7113
5585606	New Port Richey Service Center 7601 Little Road New Port Richey, FL 34654 Contact: Nancy Sheren 727-834-3185 Backup: Nancy Levy 727-834-3183
5585602	Downtown Tampa Service Center (Park Trammel) 1313 N. Tampa Street, Suite 401 Tampa, FL 33602 Contact: Nancy Harlan 813-272-2051 Backup: Madeline Hughes 813-757-1626
5585603	Plant City Service Center 307 N. Michigan Avenue Plant City, FL 33563 Contact: Patricia Howard 813-671-5199 Backup: Madeline Hughes 813-757-1626
5585605	St. Petersburg Service Center 525 Mirror Lake Drive Suite 201 St. Petersburg, FL 33701 Contact: Angela Benjamin 727-217-7878 Backup: Donna Lytwyn 727-552-2549

5585604	Largo Service Center 11351 Ulmerton Road Largo, FL 33778-1630 Contact: Sheila Grant 727-598-3560 Backup: Nancy Flanders 727-588-7061
5585609	Sarasota Service Center 1864 17 <sup>th</sup> Street Sarasota, FL 34234-7501 941-316-6088
5585610	Venice Service Center 895 East Venice Avenue Venice, FL 34292-7038 941-483-5922

Note: Unit supervisors must review the instructions with staff. Each program will be charged for their use of the telephone interpreter services.

**Documents Translations:**

For document translations, contact:

Department of Children and Families  
Mr. John Porter, Contract Manager  
Email: [John\\_W\\_Porter@dcf.state.fl.us](mailto:John_W_Porter@dcf.state.fl.us)  
Telephone: (850) 413-9225

**DISTRICT 8 MULTI-LINGUAL STAFF  
and  
AUXILIARY AIDS RESOURCES**

**CHARLOTTE COUNTY**

**(941) 613-2000 OR S/C 739-2000  
TDD (239) 338-1432**

Clarius, Yvette **(Spanish)**  
Clermont, Elsie **(French/Creole)**  
Lamb, Lisa **(Sign Language/English)**  
Norman, Mary **(French)**  
Paulemon, Idelle **(French/Creole)**  
DeJesus, Lourdes **(Spanish)**  
Serra, Priscilla **(Spanish) 941-255-7681 Ext. 214 – AWI**  
Colson, Martine **(French/Creole/Spanish) 941-613-1448 SFWDB**  
Rodriguez, Manny **(Spanish) 941-613-1434 WFC**

**Institute for Cultural Competency (State Contract)**

Phone/Conference Calls – all languages  
Idelle Paulemon 941/613-2057

**Russian – Florida Relay Services 1-800-955-8770**

**HIP in Charlotte County (for Deaf and Hard of Hearing)**

24901 Sandhill Blvd., Suite 8  
Port Charlotte, Florida  
(941) 743-8347 TTY: (941) 743-9286

**COLLIER COUNTY - IMMOKALEE**

**(239) 657-3635 OR S/C 721-7172  
TDD (239) 338-1432**

Garcia, Veronica **(Spanish)**  
Lopez, Nereida **(Spanish)**  
Ramos, Nydia **(Spanish)**  
Rios, Fermaint **(Spanish)**  
Ruiz, Naomi **(Spanish)**  
Soto, Felix **(Spanish)**  
Henry, Nicole **(French/Creole)**  
Alvarado, Flora **(Spanish)**  
Reyna, Isabel **(Spanish)**  
Leonidas, Judex **(Creole)**  
Cajiao, Luis **(Spanish) 239-658-3310 AWI**  
Estrada, Joe **(Spanish) 239-658-3307 AWI**  
Pierre, Jean **(Creole) 239-658-3308 AWI**  
Serpas, Zully **(Spanish) 239-658-3305 AWI**

**Institute for Cultral Competency (State Contract)**

Phone/Conference Calls – all languages  
Bert Ferber – 239/643-9400

**Collier County Foundation for the Hearing Impaired, Inc.**  
P. O. Box 3092  
Naples, Florida 33939-3092  
(239) 793-3613

**COLLIER COUNTY – NAPLES**

**(239) 643-5900 OR S/C 747-1011  
TDD (239) 338-1432**

Collazo, John **(Spanish)**  
Cornelisse, David **(Spanish and Italian)**  
Gutierrez, Erika **(Spanish)**  
Homar-Ramos, Lizzette **(Spanish)**  
Kocsif, Erika **(Hungarian)**  
Martinez, Marta **(Spanish)**  
Rios, Fermaint **(Spanish)**  
Toledo, Ana **(Spanish)**  
Valenci, Luz **(Spanish)**  
Pagliarini, Angela **(Italian)**  
Montes, Laura **(Spanish)**  
Pierre, Djiny **(Creole/French)**  
Tarnowicz, Aneta **(Polish)**  
Maldonado, Wanda **(Spanish) – SFWDB**  
Ouillette, Jenine **(Russian) – Seniors Program**  
Rodriguez, Mary **(Spanish) – Seniors Program**  
Schuetz, Lidia **(Tagalog) – Seniors Program**  
Hernandez, Idela **(Spanish) – Vocational Rehabilitation**  
Travino, Emma **(Spanish) – Vocational Rehabilitation**  
Diaz, Norma **(Spanish) – Work Force Council**  
Diaz, Carlos **(Spanish) – Work Force Council**

**Institute for Cultural Competency (State Contract)**  
Phone/Conference Calls – all languages  
Bert Ferber – 239/643-9400

**HENDRY/GLADES COUNTIES – LABELLE**

**(863) 674-4157 OR  
S/C 744-4157  
(TDD 1-800-676-3777)**

Caban, Nellie **(Spanish)**  
Silva, Gloria **(Spanish)**  
Aguiliar, Estella **(Spanish)**  
Lombardo, Gabriella **(Spanish)**  
Torres, Adriana **(Spanish)**  
Mitchell, Mercedes **(Spanish)**

## **HENDRY/GLADES COUNTIES CONT'D**

### **Institute for Cultural Competency (State Contract)**

Phone/Conference Calls – all languages  
Janice Mele – 863/674-2900

### **LEE COUNTY/FORD STREET**

**(239) 939-8104 (TDD –239-338-1432)**  
**Spanish Line (239) 939-8783**

Berger, Antonia **(Spanish and Portuguese)** 939-8113  
Dominiquez, Elizabeth **(Spanish)** 939-8727  
Hernandez, Yesid **(Spanish)** 939-8727  
Munoz, Veronica **(Spanish)** 939-8145  
Ortiz, Sheirys **(Spanish)** 939-8192  
Rodriguez, Vivian **(Spanish)** 939-8716  
Ruiz, Blanca **(Spanish)** 939-8723  
Tiangson, Rene **(Tagalog & Busaya (Phillipines))** 939-8753  
Chacon, Maria **(Spanish)** 278-7140 Ext. 120 **Workforce Innovation**  
Jones, Tina **(Spanish)** 278-7140 Ext. 168 **Workforce Innovation**  
Woywod, Carmen **(Spanish)** 939-4949 Ext. 28 **Workforce Coun. of SW FL**  
Santiago, Cynthia **(Spanish)** 939-3495 Ext. 151 **ACS State & Local Solutions**  
D-Amico, Susan **(Spanish)** 278-7150 Ext. 108 **Vocational Rehabilitation**  
Gonzales, Flora **(Spanish and TDD)** 278-7150 Ext. 105 **Vocational Rehab**  
Rivera, Lucy **(Spanish)** 278-7150 Ext. 106 **Vocational Rehabilitation**  
Canicosa, Helen **(Tagalog & Busaya (Phillipines))** 275-3100 ext. 217 **DESI**  
Lander, Joy **(American Sign Language)**

### **LEE COUNTY – JOSEPH P. D'ALESSANDRO COMPLEX 239/333-2822**

#### **Access on Time (Lee County) 1-888-748-7575**

Amaya, Nilsa **(Spanish)** 338-1194 (API)  
Arjona, Richard **(Spanish)** 338-1133 (API)  
Balmir, Jean **(Creole)** 338-1141 (PI)  
Ganosellis, Susan **(Spanish/French/Greek)** 338-1218 (ESS)  
Hofer, Elsa **(Spanish)** 338-1518 (ESS)  
Jimenez, Ylonka **(Spanish)** 338-1301 (PI)  
Lowe, Stacey **(Spanish)** 338-1426 (PI)  
Marrero, Elizabeth **(Spanish)** 338-1486 (DCR)  
Ortiz, Maria **(Spanish)** 338-1157 (PI)  
Prado, Frank **(Spanish)** 338-1160 (PI)  
Rivera, Ivette **(Spanish)** 338-1145 (PI)  
Matheus, Magda **(Creole and French)** 338-1285 (FS)  
Tico Translating (Spanish – Lee County only) 1-877-493-3313

**Institute for Cultural Competency (State Contract)**

Phone/Conference Calls – all languages

Tara Glaze – 239/338-1137

**American Sign Language**

Hadassa Gilliland

(239) 565-5846 Cell

(239) 368-1205 (Home)

**Kathryn Perrington**

P.O. Box 762

Estero, Florida 33928

C: (239) 785-8821

W: (239) 590-7821

B: (239) 939-4346

**Natalie Belcher**

(239) 699-5751 Cell

(239) 242-0570 Home

**Deaf Services Center**

1860 Boy Scout Drive

Suite B208

Fort Myers, Florida

(239) 461-0334

TDD (239) 461-0438

**Deaf Services of Manatee-Sarasota**

5107 14<sup>th</sup> Street West

Bradenton, Florida 34231

(941) 758-2539 TDD

Voice 758-3564

**Deaf Services of Sarasota**

7254S. Tamiami Trail

Sarasota, Florida 34231

(941) 921-5447 Voice/TDD

**Blind Services**

2830 Winkler Avenue

Fort Myers, Florida

(239) 278-7130

**Vicki Luttrell, Director**

**Twin County Deaf Service Center**

2201 Englewood Road

Englewood, Florida 34295

(941) 475-8225 (Voice) (941) 475-8335 TDD

**FLORIDA RELAY SERVICES**

1-800-955-8770 (VOICE)

1-800-955-8771 (TDD/TTY)

(239) 338-1432 (TDD/TTY for entire District 8)

1-800-855-2884 (TDD/Spanish)

1-877-955-8707 (French/Creole)

1-800-855-2885 (Spanish/Voice)

**ACCESS clients only** – Telephone Interpretation and Translation Services 1-877-452-6482