

Auxiliary Aids & Services Monitoring Plan 2021-2022

This plan delineates how New Horizons of the Treasure Coast, Inc. (NHTC) reviews and monitors the agency's performance and compliance with providing appropriate Auxiliary Aids and services to consumers and companions who are deaf or hard-of-hearing.

02/2022

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I. INTRODUCTION

A. New Horizons of the Treasure Coast, Inc. (NHTC) Policy

It is the policy of New Horizons of the Treasure Coast, Inc. (NHTC) to ensure that persons who are deaf or hard-of-hearing and their companions are afforded equal opportunity in employment and in receiving services as stipulated by Section 504 of the Rehabilitation Act of 1973 (hereinafter referred to as 'Section 504') and the Americans with Disabilities Act (ADA), as well as Department of Children and Families Operating Policy (DCF CFOP) 60-10, Chapters 1, 3 & 4.

B. Purpose

The purpose of this plan is to ensure that effective communication with deaf or hard-of-hearing consumers and/or their companions are taking place at NHTC. This plan describes how NHTC reviews and monitors their operational performance in providing appropriate auxiliary aids and compliance with:

1. Title II of the Americans with Disabilities Act (ADA);
2. Section 504 of the Rehabilitation Act of 1993;
3. Section M of the Settlement Agreement between the Department of Children and Families (DCF) and the United States Department of Health and Human Services (HHS) on January 26, 2010;
4. DCF Operating Procedures; and
5. SEFBHN Auxiliary Aids & Services Policies and Procedures.

C. Goals and Objectives

The goals and objectives reflected herein are designed to identify, describe, and ensure effective methods to monitor compliance and offer technical assistance as needed to the staff within the NHTC system of care network and to ensure adequate provision of auxiliary aids and services to persons and companions who are deaf or hard-of-hearing.

D. Area of Responsibility

The NHTC Single Point of Contact (SPOC) is responsible for the development, implementation, revision, and oversight of this monitoring plan.

E. NHTC is Subject to Monitoring

All NHTC staff that has direct contact with consumer and/or their companion who are deaf or hard-of-hearing will be subject to monitoring as set forth in this plan.

II. MONITORING PROTOCOL

A. Applicability, Frequency, Method

Monitoring of staff and processes at all sites on a quarterly and/or annually basis will take place during regularly scheduled monitoring visits. The NHTC SPOC will use the following Monitoring Methods:

1. Annually the DCF CFOP 60-10 CHP 3 & 4 and the DCF HHS Settlement Agreement and NHTC Policy and Procedure for Auxiliary Aids will be reviewed and updated as necessary.
2. Annual review and update, as necessary of the Auxiliary Aids and Services Plan.
3. Quarterly the SPOC will conduct Auxiliary Aids Staff Interviews at each program and site.

4. Quarterly the SPOC will conduct a review of Auxiliary Aids & Services utilized or recorded at each program and site.
5. Monthly the SPOC will submit the Auxiliary Aid Report to the DCF/Civil Rights Officer and the Managing Entity.

B. Deficiencies

If deficiencies are found in any area, NHTC SPOC will provide technical assistance and will ensure compliance to the applicable laws and State Operating Procedures. The SPOC will provide additional 1:1 training for any staff in need.

C. Monitoring Plan Review

This Monitoring Plan is reviewed annually and may be revised more frequently based on the monitoring outcomes contained in Section II. A. of this Monitoring Plan.

III. GUIDELINES FOR MONITORING

A. Notice

The NHTC SPOC may be notified at any time by the Civil Rights Officer of an on-site Auxiliary Aids and Services Monitoring. The notice may include a desk review and/or an on-site review, including a sample of HR records, if necessary. The SPOC will notify the Program Managers being audited, Division Director, Chief HR Officer, COO, and the CEO. Each Director will notify the satellite offices of the date and time of the audit in case the Civil Rights Officer determines that touring the various sites is part of the auditing criteria.

B. Auxiliary Equipment

The agency's auxiliary aid equipment shall be tested to ensure proper function, use and access by staff. Each location has been issued a "Pocketalker" which has been labeled with a property identification number. The Program Manager/Director is responsible for either testing the equipment or delegating the responsibility on a weekly basis.

- 709 - #7366
- CCSU - #7375
- CHOP tba
- FACT tba
- Ixoria - #7368
- Primary Care Clinic/Midway Outpatient - #7365
- Mental Health Court - #7369
- Okeechobee - #7370
- QI Training - #7377
- Stuart - # 7372
- TGH tba
- Vero - #7371
- Vero Learning Center - tba

IV. Assessing for Communication Needs

- A. 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 always recognize that the consumer and/or their companion's preference is 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.

V. 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 772-672-8383.

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)
- A.** 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).
- B.** 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 Tri-Customerservice@transperfect.com and copy the SPOC at spoc@nhtcinc.org with the

following information at least 7 days in advance:

- Provider's First & Last Name:
- Department/Reporting Unit (RU)
- Employee ID (if applicable):
- Appointment Date:
- Appointment Time & Time Zone:
- Type of Call (Med Mgmt., Psych. 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 (for example, it could be any number)**.
- Moving forward to schedule a RID Certified ASL Interpreter with your confirmation number call 1-855-886-2909, enter 8755454, enter 275 for ASL, 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 **8755454, PIN (your RU), enter 263 for ASL**, 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.
 - **Do Not Forget to Cancel a prescheduled ASL appointment if client cancels theirs, as soon as it happens. You email back on the same reservation email.**

If a Language Line Service is needed the provider should:

1. Dial 855-886-2901
 2. Enter 8755454
 3. Enter PIN (your RU)
 4. Select 3-digit language code from the list of 170 languages 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.
 6. Please do not forget to ask the interpreter for their first and last name, and their ID if they have one.
 7. 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 rrosario@trans-usa.org, and copy the SPOC at spoc@nhtcinc.org with the following information at least 7 days in advance:

- Providers First & Last Name
- Department/Reporting Unit(RU)
- Employee ID (if applicable)
- Appointment Date
- Appointment Time & Time Zone
- Type of Call (Med Mgmt., Psych. 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

Limited English Proficiency Consumers: NHTC will provide foreign language interpretation for any consumer who requests such assistance. If a Language Line Service is needed for Limited English Proficiency Consumers, the provider should

1. Dial 855-886-2901,
2. Enter 8755454
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.
6. 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.
7. 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.

VI. Document Review

The NHTC SPOC will review the following documents:

A. Auxiliary Aids and Services Plan

1. Communication Assessment and Waiver of Free Communication will be the basis of the audits and should be compared with the supporting documentation from current MMA's providing interpreting services, along with the invoicing from current providers.
2. When necessary, policies and procedures will be revised to reflect current DCF policy relative to providing auxiliary aids and services to consumers and/or their companions

who are deaf or hard-of-hearing.

3. The Service Plan should reference current auxiliary aids and services available for current and potential deaf or hard-of-hearing consumers and/or their companions, as well as the agency's process for providing these services in a timely manner.
4. The NHTC staff members are to verify that Sign Language Interpreters are certified by the Registry of Interpreters for the Deaf (RID.org) prior to the interpreter's commencing services. If prior scheduling is arranged for RID certified interpreter through TransPerfect Connect the interpreter verification is not needed. (All request should cc: SPOC at spoc@nhtcinc.org).

B. Policies and Procedures Addressing Accommodations, Auxiliary Aids, Accessibility, and Service Provision to Individuals with Disabilities

NHTC will review the agency's policies and procedures that address accommodations, auxiliary aids provision, accessibility, and service provision to individuals with disabilities. The focus of this review is to determine compliance of the agency's policies and procedures with auxiliary aids service requirements, implementation, and scope.

C. Auxiliary Aid Monitoring Plan

NHTC will review the monitoring plan annually, and will ensure the Auxiliary Aids, Service Reviews, Staff Interviews and Consumer Record Reviews are completed quarterly.

D. Auxiliary Aid Record Monthly Summary Reports

The SPOC will complete the HHS Reporting Form and submit to the Southeast Region Civil Rights Compliance Officer/ADA Coordinator. An additional copy will be submitted to SEFBHN, Program Innovation Manager.

E. Completed Self-Assessment

Every three years FL DCF will conduct Statewide Self-Assessments to evaluate the provider's ability and preparedness to provide auxiliary aids and services. The DCF 504/ADA Coordinator will distribute the self-assessment tool and provide a date for returning the self-assessment to DCF.

The NHTC SPOC and the Chief HR Officer will ensure that the assessment is completed. Copies of self-assessments and proof of submission shall be kept on file by SPOC and submitted to the DCF 504/ADA Coordinator if requested.

F. Case File Review

Consumer service records will be reviewed to ensure that the following documents have been properly completed, and that the progress notes reflect actions taken to ensure proper provision of auxiliary aids:

1. Customer or Companion Communication Assessment and Auxiliary Aid Record;
2. Customer or Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance;
3. Communication Plan for Ongoing services;
4. Customer or Companion Feedback Form (which customer and/or their companion should mail to Tallahassee, NOT kept in client record);
5. The progress note reflects the Limited English proficiency (LEP) needed, identified the language used, interpreters name and ID number; and

6. Interpreter/auxiliary aid service provider billing documentation, if applicable.
7. The number of case files to be reviewed will depend on the amount of auxiliary aid services provided by our agency for a specific time frame determined by DCF. If there are more than 10 case files for the quarter, then a minimum of 2 records shall be reviewed. If there are less than 10, then 1 record should be reviewed.

G. Personnel Files Review

The SPOC should review with the Chief HR Officer or designee a random sample of at least 2 personnel files per quarter to ensure:

1. Proof of auxiliary aid and civil rights training within 60 days of hire;
2. Annual refresher training; and
3. Employee Support for the Deaf and Hard-of-Hearing Attestation Form.

H. Consumer Complaints or Grievances

The complaint or grievance process should contain a provision allowing consumers or companions to file discrimination complaints with an external agency. The procedure must provide addresses and contact information for the external agencies, if applicable.

I. SPOC Position Description

NHTC position description for its SPOC, will ensure that the individual has the expertise necessary to serve in this role, and also that the position fulfills the requirements of the HHS Settlement Agreement. The SPOC's job description contains the responsibilities of the SPOC.

The Single Point of Contact (SPOC), for NHTC is the QI Assistant as outlined in the attached job description. The back-up SPOC for the agency is the QI Manager. 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.

J. Facility Inspection

1. The SPOC will verify that the three required notices:
 - a. (Interpreter Services for the Hearing-Impaired Poster,
 - b. DCF Non-discrimination Poster, and
 - c. Limited English Proficiency Poster) are posted in appropriate locations and are of appropriate size (11x17).
2. Ensure that the fire alarms have lights along with sound and for all satellite locations, a manual handheld blow horn to be blown 3 consecutive times. The blow horn will be accessible and visible in the staff support reception area.
3. Confirm that the provider's Auxiliary Aid and Services Plan is posted in the provider's website; and
4. Review the agency's public notifications, handbooks, and brochures to ensure they provide information for individuals with disabilities regarding auxiliary aids, and how to request this special accommodation.

K. Staff Interviews

NHTC SPOC will interview approximately 3 staff on a quarterly basis to include all locations which will be randomly chosen, to ensure that all staff understands the services NHTC provides to the deaf and hard-of-hearing customers and/or their companions.

VII. MONITORING OUTCOMES AND REPORTING

- A. During quarterly and annual reviews if the SPOC identifies any indicators of non-compliance they will be reviewed to determine if further training is necessary for staff, if the SPOC needs additional guidance from the Civil Rights Officer.
- B. The SPOC may be advised in writing by SEFBHN or the DCF 504/ADA Coordinator of an upcoming audit. NHTC is required to comply with their request and if there are any deficiencies the agency will be required to submit a Corrective Action Plan to SEFBHN or the Civil Right Officer within 30 days of receipt of the report.

VIII. Auxiliary Aid Resources

A. 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 your 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 does not 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.
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. 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 your 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 can translate your call. 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.

**NHTC AUXILIARY AIDS &
SERVICES MONITORING TOOLS**

AUXILIARY AIDS & SERVICES REVIEW

Date of Site Visit: _____

Location of Site Visit: _____

SPOC conducting Site Visit: _____

REQUIREMENTS

(Requirements of DCF CFOP 60-10 Ch 3 and 4, and the 2010 DCF-HHS Settlement Agreement)

No.	Description	Yes	No	N/A
1.	Confirm that the provider's Auxiliary Aids & Services Plan is posted on the provider's website.			
2.	Does each location identify who the SPOC and Civil Rights Officer are?			
3.	Ensure the Pocketalkers and other Aux Aids are secured and functioning properly on a weekly basis by the Designee. (Review Log)			
4.	Confirm that Interpreter Services for the Hearing-Impaired Posters are up-to-date.			
5.	Confirm that DCF Non-discrimination Posters are up-to-date.			
6.	Confirm that the Limited English Proficiency Posters are up-to-date.			
7.	Review the agency's public notifications, handbooks, and brochures to ensure they provide information for individuals with disabilities regarding Auxiliary Aids, and how to request special accommodations.			
8.	Confirm that the current Civil Rights Posters are posted on all units in all 3 languages with the Civil Rights Officers name/phone number and NHTC Corporate Compliance Officer name/phone number.			
9.	<p>Confirm that the staff has access to the form which is embedded in our new EHR System "Credible," and is identified as DCF Communication. The paper version of the forms are posted on the website under the QI Department (Auxiliary Aid Forms) in case the EHR System goes down:</p> <ul style="list-style-type: none"> • Customer or Companion Communication Assessment and Auxiliary Aid Service Record. • Customer or Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance. If an ASL is used it should be documented that the RID Certification was verified and documented. • The NHTC staff members should verify that the Sign Language Interpreters are certified by the Registry of Interpreters for the Deaf (RID.org) prior to the interpreter's commencing services. If prior scheduling is arranged for RID certified interpreter through TransPerfect Connect the interpreter verification is not needed. (All requests should cc: SPOC at spoc@nhtcinc.org). 			

	<ul style="list-style-type: none"> Entry in the client record about distribution of Customer or Companion Feedback Form. Form is handed to client or companion. (The actual form is to be mailed by client to Tallahassee). 			
10.	Ensure that the SPOC maintains a copy of the Auxiliary Aid Record Monthly Summary Reports and an e-mail receipt from HHS should be kept as proof of monthly report submission.			

AUXILIARY AIDS STAFF INTERVIEWS

Date of Site Visit: _____

Location of Site Visit: _____

SPOC conducting Site Visit: _____

REQUIREMENTS

(Requirements of DCF CFOP 60-10 Ch 3 and 4, and the 2010 DCF-HHS Settlement Agreement)

No.	Item Being Monitored	Response
1.	What is your understanding of DCF-HHS Settlement Agreement regarding provision of Auxiliary Aids and services to customers and companions who are deaf or hard-of hearing?	We never deny services, they are for scheduled and unscheduled appts., and the services are provided at no cost to the customer and/or their companions.
2.	Who is your agency's Single-Point-of-Contact (SPOC) for questions or issues regarding the provision of Auxiliary Aids?	SPOC Olivia Garcia, QI Assistant, 772-672-8383 and her back up is Andrea Gates-Gonzalez, QI Manager, 772-672-8344.
3.	Please provide the name of the Civil Rights Officer/Southeast Region DCF ADA/504 Coordinator.	Shenna M. Fluriach
4.	If a person came to NHTC requesting Auxiliary Aids and services, what would you do?	We would assess what their needs are and schedule an appointment if they prefer or connect with a Certified ASL interpreter via TransPerfect, if a live interpreter is requested one will be called on site w/in 2 hours. Translations USA.
5.	What is the agency's process for assessing the communication needs of customer or companions, who are deaf, hard-of-hearing, have a disability, or have Limited English Proficiency (LEP)?	The initial appointment is to establish their needs and to ensure that all requirements are met according to the HHS Settlement Agreement. This would include an interpreter, listening device or any other material necessary.
6.	Describe the forms that need to be completed when providing auxiliary aids. Do you feel confident filling them out?	Communication Assessments, Communication Waivers, and the client's record should be documented accordingly. The client should also receive a Feedback form that gets mailed to the Civil Rights Officer.
7.	Where are the completed required forms maintained after completion?	The original remains connected to the EHR record, and the SPOC prints a copy for the monthly report sent to the ADA Coordinator and SEFBHN.
8.	Do you know of any circumstances where the agency discriminated against or treated a customer or client unfairly when	Never

	he/she requested an Auxiliary Aid?	
9.	Would you honor a customer and/or their companion refusal for Auxiliary Aids if the information exchanged is considered to be essential?	We are obligated to inform the client that by law and as a result of the HHS Settlement Agreement we can honor them having someone in the room of their choice to sign; however, we must provide a Certified ASL Interpreter in the room to ensure that the information being provided by the provider is being conveyed accurately. This is because of the sensitivity of the information surrounding psychiatric diagnosis and medications.
10.	Would you provide the same Auxiliary Aids and services to a companion of a client? Any differences?	There is no difference between the services provided to a companion of a client.
11.	Have you received training on the provision of Auxiliary Aids? If so, how often?	At Orientation and annually through the annual reading and through random quarterly training by the SPOC at different locations.
12.	When is the agency required to provide Auxiliary Aids and services for customers or companions who are deaf and hard-of-hearing?	Services will be provided to Customers and Companions at every session.
13.	Under what circumstances can the agency deny Auxiliary Aids?	No circumstances at all.
14.	What are the timeframes for providing an interpreter for a scheduled appointment?	The Certified Interpreter should have already been scheduled and the ASL Interpreter should already be on board and if it is a location where VRI is connected it will be available within 3-5 minutes.
15.	What are the timeframes for providing an interpreter for a non-scheduled appointments and emergency situations?	If we are utilized a live ASL Interpreter they would be onsite within 2 hours; however, if we are using VRI the interpreter would be available within 3-5 minutes
16.	What would you do if after providing an auxiliary aid service you find out that the communication was not effective?	That's why it is imperative to check with the client throughout the session to ensure that the communication is effective. If it was not and through TransPerfect request another interpreter and report it to the Customer Service Department so that we don't get charged for the call or ASL Service and attempt to reschedule the appointment if that is what the provider and client are requesting.
17.	What do you do if the interpreter does not	Ensure to document in the chart that the

	show up?	interpreter did not show and if it was through Trans-USA, call Rose Rosario and she can send someone within the hour. We can also give the client the option of VRI.
18.	What types of Assistive Listening Devices does your program have? Do you know how to use them? Do you find them effective?	We have Pocketalker that are available at each location and are very effective for those clients that may be hard of hearing and do not have hearing aids.
19.	Does the agency charge the customers any fees for the provision of Auxiliary Aids?	At no time.
20.	Do you make notations in the client's record regarding the services provided as it relates to Auxiliary Aids?	Documentation of services provided are documented at every session and the forms that were used.
21.	Do you provide clients, who are deaf or hard-of-hearing with the Customer Feedback Forms?	Yes, and if the client cannot afford the stamp and/or envelope the agency will provide that as well. It also gets documented in the chart that the client and/or companion was provided the Feedback form.
22.	Do you note in the client's record that you provided the customer with the form?	Yes
23.	Are there any areas related to the provision of Auxiliary Aids where you would like additional training?	Every staff member is aware that the SPOC is available to come on site for Staff Monthly, Quarterly and or Annually Refresher Meetings at any one of the locations within New Horizons.
24.	Have you received any complaints regarding the agency's process for providing Auxiliary Aids or services? If so, what was the nature of the complaint? How were they resolved?	There was an appointment at Children's with a provider and for some reason the front desk was not aware of the Auxiliary Aids needs and the appointment was rescheduled. That should not happen. Staff will connect with Certified ASL interpreter via TransPerfect Connect and set up the session. Any questions contact SPOC.
25.	How does any staff member verify that the Sign Language Interpreters are certified and when should the certification be checked out?	When the interpreter arrives on site support staff should ask the ASL Interpreter for the RID Certification, if they don't have it, you must look on RID.com and pull a copy of it. It is mandatory that we now have a copy of their certification and if it is VRI when the interpreter comes online all their interpreters are RID Certified. Ask them for their first & last name and their ID # if they have one.

AUXILIARY AID & SERVICES CONSUMER RECORD REVIEW

Date of Record Review: _____

Location of Record Review: _____

SPOC conducting Record Review: _____

REQUIREMENTS

(Requirements of DCF CFOP 60-10 Ch 3 and 4, and the 2010 DCF-HHS Settlement Agreement)

Date of Review	A	B	C	D	E	F
	Communication Assessment Completed? Was contact regarding satisfaction, made with this client?	Auxiliary Aid/Services/ Request/ Waiver Form Completed?	Was an Auxiliary Aid/ Services Requested?	Auxiliary Aid/ Services provision documented in the consumer chart/record?	Was a Communication Plan completed for the provision of ongoing services?	The invoice/bill for communication services was present for the service event?
PLEASE PROVIDE COMMENTS ON QUALITY OF A THROUGH F, AND FURTHER INFORMATION FOR ANY "NO" ANSWERS						

Section A:	
Section B:	
Section C:	
Section D:	
Section E:	
Section F:	