

ATTACHMENT 9
NORTHEAST FLORIDA STATE HOSPITAL
AUXILIARY AIDS AND SERVICES



SINGLE POINTS OF CONTACT

NAME	TITLE	TELEPHONE	CITY	COUNTY
Nekita Russell	Government Operations Consultant II	904-259-6211 x1139	Macclenny	Baker

NEFSH TELEPHONE INTERPRETER SERVICES AND DOCUMENT TRANSLATIONS

NEFSH is currently contracting with **McNeil Technologies/Telelanguage, Inc.** for the provision of interpreter services to clients with Limited-English Proficiency (LEP) as mandated by federal and state civil rights regulations. Staff must refer issues with **McNeil Technologies/Telelanguage, Inc.** to the Program Liaison and immediate supervisor. Contact number for **McNeil Technologies/Telelanguage, Inc.** is **1-800-514-9237**.

Telephone interpreter services can be accessed 24 hours a day by following these instructions. When placing a call to a non-English speaker, begin at step 2:

When receiving a call:

1. Place the non-English speaker on hold.
2. **Dial 1-888-628-9046.**
3. Telelanguage will ask for your Access Code (see below) as well as the language needed, and your name.
4. Once an interpreter has been added to your call, provide your information in three to four sentences 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.

NEFSH PROGRAMS ACCESS CODES:

Programs/Departments	Access Code
Director of Service Planning	3829
Service Team Coordinator 36D	3829-1
Service Team Coordinator 36B	3829-2
Service Team Coordinator 13-1E	3829-3
Service Team Coordinator 10	3829-4
Service Team Coordinator 15	3829-5
Service Team Coordinator 58W	3829-6
Service Team Coordinator 13-1W	3829-7
Service Team Coordinator 57E	3829-8
Service Team Coordinator 9	3829-9
Service Team Coordinator 32N	3829-10
Service Team Coordinator 58E	3829-11
Service Team Coordinator 57W	3829-12
Service Team Coordinator 17	3829-13
Service Team Coordinator 32S	3829-14
Service Team Coordinator 7	3829-15

Service Team Coordinator 8	3829-16
Senior Registered Nurse Supervisor – Nursing (Arthur Gladden)	3829-17
Senior Registered Nurse Supervisor – Nursing (Joan Johnson)	3829-18
Senior Registered Nurse Supervisor – Nursing (Pat Smith)	3829-19
Registered Nurse Specialist – Shady Oaks 13 (Aletha Harden)	3829-20
Registered Nurse Specialist – Shady Oaks 13 (Gail Crews)	3829-21
Director of Nursing (Troy Scrivens)	3829-22
Assistant Director of Nursing (Erin Baxley)	3829-23
Evening Shift Administrator (Rufus Johnson)	3829-24
Night Shift Administrator (vacant)	3829-25
Admissions Director (Rose Payne)	3829-26
Senior Registered Nurse Supervisor – Nursing (Travis Rhoden)	3829-27
Senior Registered Nurse Supervisor – Nursing (Charmanita Hughes)	3829-28
Senior Registered Nurse Supervisor – Nursing (Perma McKenzie)	3829-29
Senior Registered Nurse Supervisor – Nursing (Cheryl Cuthbertson)	3829-30
Senior Registered Nurse Supervisor – Nursing (Jeannice Todd)	3829-31

Note 1: These codes are for DCF NEFSH and Northeast Region staff working within NEFSH and are not to be shared with anyone. These codes shall be block from general publication.

Note 2: Unit supervisors must review the above instructions with staff. Each program will be charged for their use of the telephone interpreter services.

DOCUMENT TRANSLATIONS:

- Check the Multilingual Staff listing (pages 9-10, of this document) for availability of certified/qualified staff for translation of documents.
- If no staff is available, contact the Program Liaison for help in securing a document translator and notify the unit supervisor of the need of a translator.
- To obtain document translation services contact **McNeil Technologies/ Telelanguage, Inc.**

Interpreter Process

1. Interpreter Services are needed.
2. The Service Team Coordinator or requestor will contact Community Relations with the date, time and type of services needed. Community Relations will contact individuals on a rotation basis from the in-house interpreter list to arrange services. The name of the staff member providing the service will be given to the Service Team Coordinator or requestor.
3. If no one in-house is available, a phone call will be made to the Service Team Coordinator or requestors letting him/her know that McNeil Technologies interpreter services will need to be

requested. Only those persons with an authorized access code with McNeil Technologies will be granted services.

4. The person with the authorized access code will contact McNeil Technologies to arrange service. (Write down the name of the person providing services from McNeil Technologies in case you are disconnected.)
5. A record will be kept of the date and the length of time interpreter services were used. This information will be reported to Community Relations then forwarded to the SPOC along with any comments (good or bad) about the service.
6. Community Relations will send this information to the Purchasing Agent to verify the incoming invoice is correct.

Spanish Interpreter

A full-time staff person attached to Residential Operations provides interpretive services for individuals whose primary language is Spanish. The interpreter contacts individuals on admission and makes them aware of the availability of services. The interpreter maintains weekly contact with these individuals and provides a note in the medical record of any concerns, observations, or services provided.

The interpreter attends treatment teams, escorts to appointments both on and off campus, attends court hearings, and places phone calls for those needing Spanish to English or English to Spanish translation. In addition the interpreter attends treatment teams and the Recovery Centers to provide language assistance.

Translation of documents such as the Standards of Community Living are provided as requested.

MULTILINGUAL STAFF

NAME	LANGUAGE	PROFICIENCY
ALEXANDER, GABRIEL	Spanish	Speak
AMBROSE JR, ALTON	German	Speak/Read/Write
ARIAS, OLGA	Spanish	Speak
BLUE, RENITA	Spanish	Speak
CHISM, APRIL	Sign Language	Sign Lang Intermediate
DORNEVAL-FOX, MARIE	French	Speak/Read/Write
GOSAI, USHABEN	Hindi	Speak/Read/Write
HAYES II, THOMAS	German	Speak
HOANG, CAM	French/Vietnamese	Speak
HODGES, TARA	Spanish	Speak/Read
NSEYO, GRACE	Ibibio	Speak/Read/Write
OAKES, MERREDITH	Spanish	Speak
PANDIT, SHRUTI	Hindi	Speak
PAUL, FRANTZ	French	Speak
PHAM, TAN	Filipino	Speak/Read/Write