

ATTACHMENT 2

NORTHWEST REGION

AUXILIARY AIDS AND SERVICES

[Circuit 1](#)

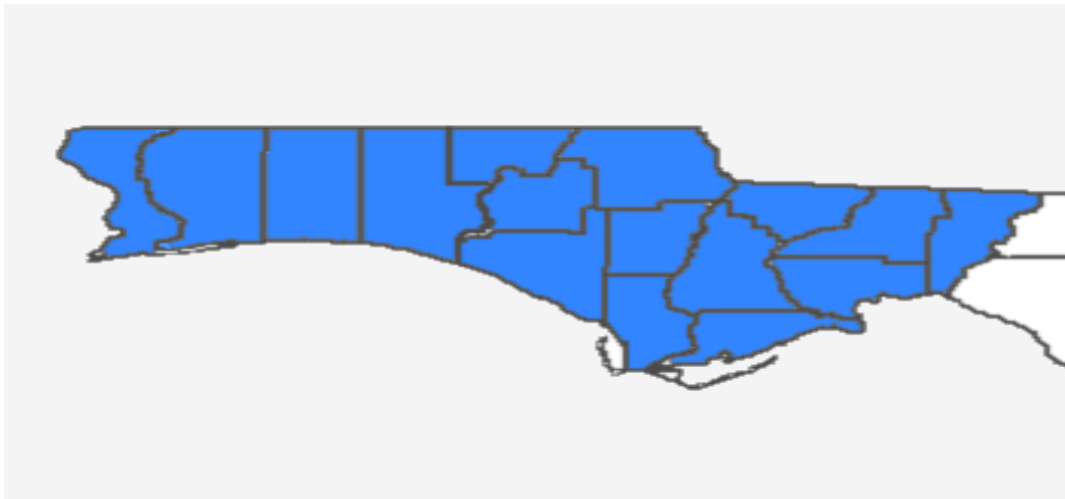
Escambia, Santa Rosa, Okaloosa and Walton Counties

[Circuit 2](#)

Gadsden, Leon, Jefferson, Liberty, Wakulla and Franklin Counties

[Circuit 14](#)

Holmes, Jackson, Washington, Bay, Calhoun, Gulf Counties



SINGLE POINTS OF CONTACT

Region Administration Lead Positions

Program	Name	Telephone	Address	City	Zip
ESS	Sheree Triplett-Roberts	850-483-6378	33 Brent Lane, Suite 104	Pensacola	32513
Child Care Regulation	Jeanne Martin	850-344-0150	151 Eglin Parkway NE Suite A	Ft. Walton Beach	32548
Regional Child Legal Service	Joye Clayton	850-410-1760	2383 Phillips Rd	Tallahassee	32308

Circuit 1

Program	Name	Telephone	Address	City	Zip
ALL-Circuit Community Relations	Lisa Carden	850-595-8216	160 Governmental Center, Suite 611	Pensacola	32502
ESS	Marixsa Griffith	850-483-6323	33 Brent Lane Suite #103	Pensacola	32503
ESS	Beckie Williams	850-344-0184	407 Racetrack Road	Ft. Walton Beach	32547
ESS	Patricia Hernandez B/U	850-344-0148	407 Racetrack Rd	Ft. Walton Beach	32547
Adult Protective Services		850-483-6190	33 Brent Lane Suite 104	Pensacola	32503
Adult Protective Services	Tom Watts	850-344-0187	151 Eglin Parkway NE, Suite A	Ft. Walton Beach	32548
Family Safety	Geanetta Salter	850-483-6639	160 Governmental Center, Suite 607	Pensacola	32502
Family Safety	Elise Dawson	850-595-6008	3401 N 12th Ave Gulf Coast Kids	Pensacola	32503
Family Safety	Stacy Amaro	850-564-2063	6557 Caroline Street	Milton	32570
Family Safety	Deborah James	850-983-4447	5643 N Stewart St (Santa Rosa Kids)	Milton	32570
Family Safety	Jackie Henry	850-515-3320	8748 Ortega Park Drive	Navarre	32566
Family Safety	Yari Mesa	850-833-9237	401 McEwen Dr.	Niceville	32578
Family Safety	Kimberly Hobbs	850-833-9237	401 McEwen Dr.	Niceville	32578
Family Safety	Charlotte Howell	850-603-6019	330 W James Lee Blvd	Crestview	32536
Family Safety	Michele Carroll	850-401-6041	79 N Davis Lane	DeFuniak Springs	32433
Family Safety	Teresa Gomez	850-344-0122	407 Racetrack Road	Ft. Walton Beach	32547
Family Safety	Solange Jones	850-344-0181	407 Racetrack Road	Ft. Walton Beach	32547
Child Care Regulation	Roger Thompson	850-483-6692	160 Governmental Center	Pensacola	32502

Child Legal Services	Darlene Shores	850-483-6658	160 Governmental Center, Suite 711-F	Pensacola	32502
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Circuit 2

Program	Name	Telephone	Address	City	Zip
All-Circuit Community Relations	Adream Bennett	850-488-9875	2383 Phillips Road	Tallahassee	32308
ESS	Pamela H. Williams	850-329-9825	2810 Sharer Road, Unit 24	Tallahassee	32312
ESS	Tonja Smith	850-692-0818	6 South Key Street	Quincy	32351
ESS	Darnella Tucker Natarsha Peacock (B/U)	850-778-4038 850-329-9929	2383 Phillips Road	Tallahassee	32308
Adult Protective Services	Kerry Goodman	850-895-8275	6 South Key Street	Quincy	32351
Family Safety	Letitia McClellan	850-692-0820	6 South Key Street	Quincy	32351
Family Safety	Terrence Watts	850-488-0500	325 John Knox Rd – Bldg S	Tallahassee	32303
Family Safety	Jason Simmons	850-926-0024	69 High Drive	Crawfordville	32327
Child Care Regulation	Linda Halpin Jeanne Martin (B/U)	850-778-4034 850-344-0150	2383 Phillips Road	Tallahassee	32308
Child Legal Services	Natalie Clayton	850-922-5231	1000 West Tharpe Street Suite 15	Tallahassee	32303
Substance Abuse & Mental Health	Ximena Smith	850-778-4079	2383 Phillips Road	Tallahassee	32303

Circuit 14

Program	Name	Telephone	Address	City	Zip
All-Circuit Client Relations	Elizabeth T Ceasar	850-872-7648	2505 West 15th Street	Panama City	32401
ESS	LaTonya Williams Yvette Colon (B/U)	850-691-0570 850-491-0673	2505 West 15th Street	Panama City	32401
ESS	Steve Kent Kathy Collins (B/U)	850-401-6052 850-401-6050	117 South Waukesha Street	Bonifay	32425
Adult Protective Services	Linda Rogers Ruth Peavy (B/U)	850-872-4830 ext. 4	2505 West 15th Street	Panama City	32401
Adult Protective Services	Michelle Green Sandra Register (B/U)	850-718-4404 850-718-0529	4481 Clinton Street	Marianna	32446
Family Safety	Michael Guilfoye (B/U)	850-872-7600	910 Harrison Ave.	Panama City	32401
Family Safety	Kathleen Graminski	850-872-7760	210 East 11th Street	Panama City	32401

Family Safety	Lacie Williams Zola Anderson (B/U)	850-415-5131 850-252-9078	777 Main Street, Bldg. G2	Chipley	32428
Family Safety	Holly Cummings Jerry Corley (B/U)	850-718-0527	4481 Clinton Street	Marianna	32446
Child Care Regulation	Linda Halpin Jeanne Martin (B/U)	850-778-4034 850-344-0150	2383 Phillips Road	Tallahassee	32308
Child Legal Services	Rachael Pascual	850-872-7670 ext. 3102	910 Harrison Avenue	Panama City	32401
Child Legal Services	Kelli Brooks Casey Barron (B/U)	850-547-8544	777 Main Street, Bldg. G	Chipley	32428
Child Legal Services	Christina Pumphrey (B/U)	850-718-0525	4481 Clinton Street	Marianna	32446
Substance Abuse & Mental Health	Shawna Peterson	850-691-0526	2505 West 15 th Street	Panama City	32401

ASSISTIVE LISTENING DEVICES (ALD)

SERVICE CENTER	LOCATION	PROGRAM	CONTACT
1PA Chappie James	160 Governmental Center 6th Floor Pensacola, Florida	ESS, API, CCL, CPI, CLS, SAMH	Joyce Moss Administrative Assistant 850- 595-8211
2PT CPI		CPI	Dorothea Jones Administrative Assistant Office: 850- 595-0532
1PT Gulf Coast Kids House	3401 North 12th Street Pensacola, Florida	CPI	Elise Dawson Child Protective Investigator Supervisor 850-595-6008
12PT Brent Service Center, ESS and API	33 Brent Lane, Suite 104 Pensacola, Florida	ESS	Chris McClendon Staff Assistant 850-595-8932
		API	Susan Burt Administrative Assistant 850-595-8935
1PT Santa Rosa Kids House	5643 North Stewart Street Milton, Florida	CPI	Stacy Amaro Child Protective Services 850-983-4447
2PT Milton Service Center	6557 Caroline Street Milton, Florida	CPI	Renee Tolbert Administrative Assistant 850-626-3030

1PT API West Florida Community Care Center	5500 Stewart Street Milton, Florida	API	Audrey Jones Human Services Counselor 850-626-3108
1PT Navarre Service Center	8748 Ortega Park Drive Navarre, Florida	CPI	Fay Holley Family Support Worker 850-936-6160
1PA Ft. Walton Beach Service Center (Crystal Center)	151 Eglin Parkway NE Suite A Ft. Walton Beach, Florida	CPI	Patricia Morris Administrative Assistant 850-833-3800 ext. 112
2PT ACCESS/CPI/API		API	Tom Watts Protective Services Program Administrator 850-833-3800 ext. 107
1PT ESS Storefront	450-G Racetrack Road Ft. Walton Beach, Florida	ESS	Patricia Hernandez Economic Self- Sufficiency Supervisor 850-833-3758
1PT Emerald Coast Children's Advocacy Center	401 McEwen Street Niceville, Florida	CPI	Julie Yeadon Child Protective Investigator Supervisor 850-833-9237
6PT Crestview Service Center	728 North Ferdon Blvd, Suite 4 Crestview, Florida	API/CPI	Gina Boutwell Clerk Typist Specialist 850-689-7742
1PT DeFuniak Springs Service Center	79 North Davis Lane DeFuniak Springs, Florida	API/CPI	Debra Woodward Record Technician 850-892-8640

OTHER AVAILABLE SERVICES/RESOURCES

Interpreters and VRI link services are available through:

Circuit 1

**Professional Interpreting Services for the
Deaf, Inc.**

Stacy Lawrence, Contact Person
Email: stacysigns@yahoo.com
pisdinc@yahoo.com

850-477-2876
850-791-0840

Sign Language Services, Inc.

Joni Caraway – Contact Person
Email: slsjc@yahoo.com

850-912-6811 (Office)
850-232-3538 (Cell & Text)

Circuit 2 and 14

Ability 1st

Lisa Ferguson – Contact Person

Email: lisaferguson@ability1st.info

850-575-9621

850-208-3134 (Video Phone)
866-926-1123 (Toll Free Video Phone)

Partners in Communication

Rebecca Ray – Contact Person

Email: RequestPIC@embarqmail.com

850-942-6882

850-556-4235

Sign Language Interpreter Services/Resource Center 850-228-5776

Carol Ross –Contact Person

(Always check certification status of interpreters, must be certified)

Email: americansignlanguage@hotmail.com

Professional Interpreting Services for the Deaf, Inc.

Stacy Lawrence, Contact Person

Email: stacysigns@yahoo.com and pisdinc@yahoo.com

850-477-2876

Sign Language Services, Inc.

Joni Caraway – Contact Person

Email: slsjc@yahoo.com

850-232-3538

850-356-4101 (cell)

Robin L. Reusch

Sign Language Interpreter

3900 Becora Court

Panama City, Florida 32405

Email: rlreusch2@comcast.net

850-441-3895

(860) 460-1717 (preferred #)
(850) 441-3895

The Center for Independent Living

(Operates as a disability resource center.)

Janet Kahn – Executive Director

Email cilnf@nettally.com

850-575-9621 (Voice)

850- 575-5740 (TDD)

Services for those individuals with vision loss, Braille translation, and specialized computers for individuals with low vision are available through:

Lighthouse of the Big Bend

3071 Highland Oaks Terrace

Tallahassee, Florida 32301

Wayne S. Warner – Contact Person

Email: www.lighthousebigbend.org

888-827-6033

850-942-3658, ext. 210

Video Remote Interpreter Services (VRI)

The Video Remote Interpreter Service (VRI) has been set up in the Northwest Region ACCESS offices to provide qualified sign language interpreters and other auxiliary aids and services to deaf and hard-of-hearing persons using its programs and services across the State.

Birnbaum Interpreting Services (BIS) has been contracted to provide the video interpreter services on a pre-paid basis. If the interview will be more than 1 hour, two interpreters will be used at no extra charge.

Below are guidelines for using this service.

Each circuit has its own user name that all users in that circuit will use. Only one user within a circuit can be on the VRI system at a time. For example: C-1 there are 2 sites but only 1 user name so only one of the sites can be on the system at a time.

Tracking is essential in using this service. When an interpreter has been scheduled, email Pam Hight with the date of the interview, name of employee who will conduct the interview, service site, and deaf customer's name. Any invoices received from BIS are to be sent to Pam Hight. Before attempting the first call set up a scheduled TEST Demo on the VRI system. All you have to do is call and tell the BIS operator you are placing a test call to show staff. It is important to be sure to say it is a test so the call will not be charged.

On Demand Interview Request. You can contact an interpreter without a scheduled appointment by doing the following:

1. Log in to the VRI System --User names are: NWDCF1 for C-1, NWDCF2 for C-2, and NWDCF3 for C-14. Password for all user names is bisvri
2. Click on the any of the contacts in your contact list.
3. Once the call has been answered give the
 - Client ID: 12815 (Always use this number DCF is the client in this instance)
 - Employee's name that is calling in
 - What service site you are calling from. (Bonifay, Ft. Walton, Quincy, etc.)
 - Deaf customer's name

Scheduling an Interview. If you know your customer is coming in for an interview you can schedule the interpreter in advance by doing one of the following:

1. Going to the website of www.bisscheduling.com .
2. Faxing your request. The fax request sheets are attached as well as the Request Form Guide.
3. Calling 1-877-247-8742
4. Emailing your request to connie.anderson@bisworld.com. You will need to give the following information to schedule the interview:
 - Client Id: 12815 (Always use this number DCF is the client in this instance)
 - Employee's name that is calling in.
 - On-site Contact information: Where you are located and phone number or email address of the employee or supervisor who can be contacted if needed.

- Deaf customer's name.

After the Call. Once the call has been completed, please email Pam Hight pam_hight@dcf.state.fl.us with the date of the interview, service site of the interview, name of employee who conducted the interview, customer name and how many minutes were used to complete the interview.

