

ATTACHMENT 2
NORTHWEST REGION
AUXILIARY AIDS AND SERVICES

Circuit 1

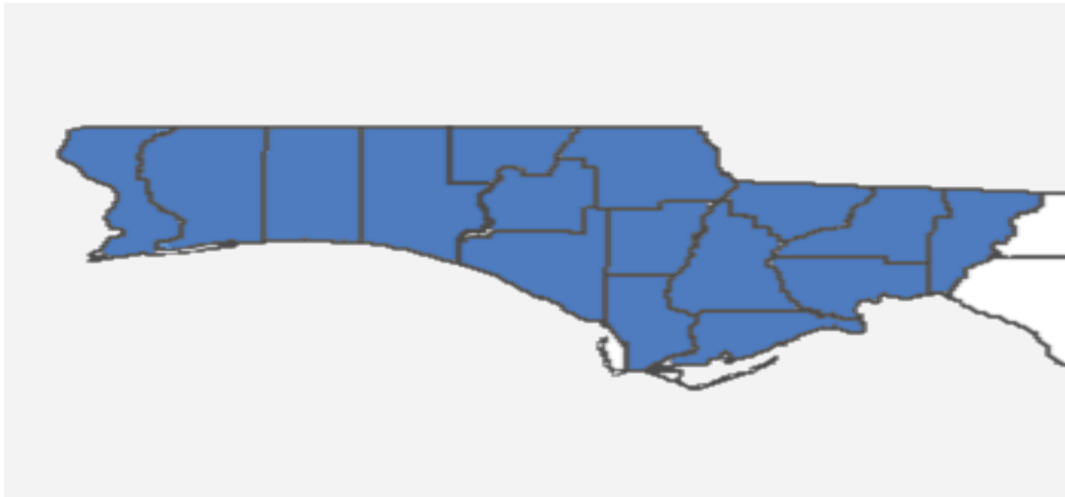
Escambia, Santa Rosa, Okaloosa and Walton Counties

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

Circuit 1

Program	Name	Telephone	Address	City	State	Zip
ALL-Circuit Community Relations	Lisa Carden	850-595-8216	160 Governmental Center, Suite 611	Pensacola	FL	32502
ESS	Susan Baker	850-483-6303	33 Brent Lane Suite #103	Pensacola	FL	32503
ESS	Sheila Rushing	850-344-0123	151 Eglin Parkway NE Suite A	Ft. Walton Bch	FL	32548
ESS	Patricia Hernandez	850-344-0148	450 –G Racetrack Rd	Ft. Walton Bch	FL	32548
Adult Protective Service	Carl Martin	850-483-6190	33 Brent Lane Suite 104	Pensacola	FL	32503
Adult Protective Service	Tom Watts	850-344-0187	151 Eglin Parkway NE, Suite A	Ft. Walton Bch	FL	32548
Family Safety	Pam Anderson	850-483-6635	160 Governmental Center, Suite 607	Pensacola	FL	32502
Family Safety	Pam Anderson	850-483-6635	3401 N 12th Ave Gulf Coast Kids	Pensacola	FL	32503
Family Safety	Tina Cain	850-564-2063	6557 Caroline Street	Milton	FL	32570
Family Safety	Tamara Tallmadge	850-983-4447	5643 N Stewart St (Santa Rosa Kids)	Milton	FL	32570
Family Safety	Jackie Henry	850-515-3320	8748 Ortega Park Drive	Navarre	FL	32566
Family Safety	Julie Yeadon	850-833-9237 Ext 284	401 McEwen Dr	Niceville	FL	32578
Family Safety	Chris Brace	850-603-6019	330 W James Lee Blvd	Crestview	FL	32536
Family Safety	Michele Carroll	850-401-6041	79 N Davis Lane	DeFuniak Springs	FL	32433
Family Safety	Teresa Gomez	850-344-0122	151 Eglin Parkway NE Suite A	Ft. Walton Beach	FL	32458
Child Care Regulation	Roger Thompson	850-483-6692	160 Governmental	Pensacola	FL	32502

			Center			
Substance Abuse & Mental Health	Freda Lacey	850-487-3932	160 Governmental Center, 7 th Floor	Pensacola	FL	32502
Child Legal Services	Darlene Shores	850-483-6658	160 Governmental Center, Suite 711-F	Pensacola	FL	32502

Circuit 2

Program	Name	Telephone	Address	City	State	Zip
All-Circuit Community Relations	Adream Bennett	850-488-9875	2383 Phillips Road	Tallahassee	FL	32308
ESS	Pamela H. Williams	850-329-9825	2810 Sharer Road, Unit 24	Tallahassee	FL	32312
ESS	Tonja Smith	850-692-0818	6 South Key Street	Quincy	FL	32351
ESS	Darnella Tucker Natarsha Peacock (B/U)	850-778-4038 850-329-9929	2383 Phillips Road	Tallahassee	FL	32308
Adult Protective Services	Danny Black	850-488-0160	2383 Phillips Road	Tallahassee	FL	32308
Adult Protective Services	Kimberly Brown	850-663-7508	1236 Azalea Circle, Bldg 1236	Chattahoochee	FL	32324
Family Safety	Letitia McClellan	850-627-1262	305-F West Crawford Street	Quincy	FL	32351
Family Safety	Tanji Brown	850-488-0500	1000 West Tharpe Street, Suite 15	Tallahassee	FL	32303
Family Safety	Jhaismen Collins	850-926-0024	69 High Drive	Crawfordville	FL	32327
Child Care Regulation	Linda Halpin Jeanne Martin (B/U)	850-778-4034 850-344-0150	2383 Phillips Road	Tallahassee	FL	32308
Child Legal Services	Natalie Clayton	850-922-5231	1000 West Tharpe Street, Suite 15	Tallahassee	FL	32303

Circuit 14

Program	Name	Telephone	Address	City	State	Zip
All-Circuit Client Relations	Elizabeth T Ceasar	850-872-7648	2505 West 15th Street	Panama City	FL	32401
ESS	LaTonya Williams Yvette Colon (B/U)	850-872-7648	2505 West 15th Street	Panama City	FL	32401
ESS	Steve Kent Kathy Collins/U)	850-547-8530	117 South Waukesha Street	Bonifay	FL	32425

Adult Protective Svcs	Linda Rogers Ruth Peavy (B/U)	850-872-4830 ext 4	2505 West 15th Street	Panama City	FL	32401
Adult Protective Svcs	Michelle Green Sandra Register (B/U)	850-718-4404 850-718-0529	4481 Clinton Street	Marianna	FL	32446
Family Safety	Michael Guilfoye (B/U)	850-872-7600	910 Harrison Ave.	Panama City	FL	32401
Family Safety	Kathleen Graminski	850-872-7760	210 East 11th Street	Panama City	FL	32401
Family Safety	Barry Lee Zola Anderson (B/U)	850-415-5131	777 Main Street, Bldg G2	Chipley	FL	32428
Family Safety	Holly Cummings Jerry Corley (B/U)	850-718-0527	4481 Clinton Street	Marianna	FL	32446
Child Care Regulation	Linda Halpin Jeanne Martin (B/U)	850-778-4034 850-344-0150	2505 West 15th Street	Panama City	FL	32401
Child Legal Services	Susan Cobb	850-872-7670	910 Harrison Avenue	Panama City	FL	32401
Child Legal Services	Kelli Brooks Casey Barron (B/U)	850-547-8544	777 Main Street, Bldg G	Chipley	FL	32428
Child Legal Services	Christina Pumphrey (B/U)	850-718-0525	4481 Clinton Street	Marianna	FL	32446

MULTILINGUAL STAFF

Circuit 1

Name	Language	Proficiency	Phone	City	County
Quang Nguyen	Vietnamese	Speak/Read/Write	850-437-8974	Pensacola	Escambia
Jessica Steele	Spanish	Speak/Read/Write	850-689-7771	Crestview	Okaloosa
Rosemary C Johnson	Spanish	Speak	850-689-7711	Crestview	Okaloosa
Bruni Napier	Spanish	Speak	850-833-3746	Ft. Walton Beach	Okaloosa
Clint Akins	French, Malagasy, Spanish	Speak	850-833-3800 x.143	Ft. Walton Beach	Okaloosa
Angela Kennedy	Spanish	Speak	850-833-9237 x288 850-598-9814	Niceville	Okaloosa
Izaura Zapata	Spanish	Speak/Read/Write	850-833-3758	Ft. Walton Beach	Okaloosa
Natlalie Augustin	Spanish	Speak	850-936-6153	Navarre	Santa Rosa

Circuit 2

Sandra Porras- Gutierrez	Spanish	Speak/Read/Write	850- 488-0684 After Hours 566-5486	Tallahassee	Leon
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Jahan Bahmani	Farsi	Speak/Read/ Write	850-228-3866	Tallahassee	Leon
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Circuit 14

Elizabeth Ceasar	Vietnamese	Speak/Read/Write	850-747-5453	Panama City	Bay
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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	Tamara Tallmadge 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	ESS	Patricia Morris Administrative Assistant 850-833-3800 ext. 112
2PT ACCESS/CPI/API		API	Tom Watts Protective Services Supervisor 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	330 West James Lee Blvd 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

Florida Relay Services

For Non-Hearing Persons, using a TDD, dial 1 800 955-8771

For Hearing Persons (Operated by MCI) 1-800-955-8770

NOTE: TDD and other assistive devices are available through this agency – Free of charge to certified eligible Customers. This also includes training, maintenance and repair.

Florida Telecommunication Relay, Inc. provides TDDs, volume control phones, etc.

Hearing interpreters and communications link services (relay) are available through:

Circuit 1

Professional Interpreting Services for the Deaf, Inc. 850-477-2876
850-791-0840
Stacy Lawrence, Contact Person
Email: stacysigns@yahoo.com
pisdinc@yahoo.com

Sign Language Services, Inc. 850-912-6811 (Office)
850-232-3538 (Cell & Text)
Joni Caraway – Contact Person
Email: slsjc@yahoo.com

Circuit 2 and 14

Ability 1st 850-575-9621
Lisa Ferguson – Contact Person
Email: lisaferguson@ability1st.info
850-208-3134 (Video Phone)
866-926-1123 (Toll Free Video
Phone)

Partners in Communication 850-942-6882
Rebecca Ray – Contact Person 850-556-4235
Email: RequestPIC@embarqmail.com

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 850-477-2876
Deaf, Inc
Stacy Lawrence, Contact Person
Email: stacysigns@yahoo.com
pisdinc@yahoo.com

Sign Language Services, Inc. 850-232-3538
Joni Caraway – Contact Person 850-356-4101 (cell)
Email: slsjc@yahoo.com

Robin L. Reusch 850-441-3895
Sign Language Interpreter
3900 Becora Court
Panama City, Florida 32405 (860) 460-1717 (preferred #)
Email: rlreusch2@comcast.net (850) 441-3895

The Center for Independent Living 850-575-9621 (Voice)
(Operates as a disability resource center.) 850- 575-5740(TDD)
Janet Kahn – Executive Director
Email cilnf@nettally.com

Telephone interpretation, document translation, and interpreter training for refugee customers are available through:

Command Technologies, Inc. 850-894-5023
Killlearn Center Boulevard, Suite A-5
Tallahassee, Florida 32309

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

Lighthouse of the Big Bend 888-827-6033
3071 Highland Oaks Terrace
Tallahassee, Florida 32301
Wayne S. Warner – Contact Person 850-942-3658 ext 210
Email: www.lighthousebigbend.org

Video Remote Interpreter Services (VRI)

The Video Remote Interpreter Service (VRI) has been set up in the Northwest Region ACCESS offices to be in compliance with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) Settlement Agreement with Florida 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. Email 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.