**Overview**

As a subcontractor with Central Florida Behavioral Health Network (CFBHN), Project Return will adhere to and apply the following regulations as specified in the operating procedures (as applicable) and the other Federal regulations and policy guidance:

* Section 504 of the Rehabilitation Act of 1973;
* Americans with Disabilities Act of 1990;
* CFOP 60-10, Chapter 4;
* Appendix A Auxiliary Aids and Service Plan Review

Project Return will submit this plan to CFBHN for review and provide updates as required. The plan will be made available in alternative formats if requested by staff, clients, or companions.

Project Return will timely make available auxiliary aids or interpreters to persons with disabilities or limited-English proficiency to afford such persons equal opportunity to participate in or benefit from Project Return’s programs and services.

All clients are entitled to an equal opportunity to use and benefit from the programs and services of Project Return. This includes reasonable accommodations to ensure that programs and services are equally accessible to and equally effective for otherwise qualified persons with disabilities who have hearing, vision, or mobility impairments. Project Return will take reasonable steps to provide services and information in appropriate languages, other than English, to ensure that Limited-English Proficient persons are effectively informed and can effectively participate and benefit from its programs, services, and activities.

Provision of these accommodations is mandated by Federal Civil Rights Laws to ensure that all clients, applicants, and employees have equal opportunity to participate in or benefit from programs, services, and employment, regardless of disability or national origin.

This plan applies to all Project Return offices and programs. Clients include potential clients seeking services from Project Return.

**Single Point of Contact**

Project Return will designate a Single Point of Contact to ensure effective communication with deaf or hard of hearing customers or companions in accordance with Section 504, the ADA, and CFOP 60-10, Chapter 4. The name and contact information for Project Return’s Single-Point-of-Contact will be provided to the CFBHN Contract Manager with 14 calendar days of the effective date of this requirement.

The Single-Point-of-Contact will ensure effective communication with deaf or hard of hearing customers or companions in accordance with Section 504 and the ADA and coordinate activities and reports with Project Return’s other Single-Point of Contact.

**Employee Awareness and Training**

The Executive Director or designee will ensure that employees are aware of the requirements, roles & responsibilities, and contact points associated with compliance with Section 504, the ADA, CFOP 60-10, Chapter 4, and Appendix A Auxiliary Aids and Service Plan. New employees will receive training on how to provide auxiliary aids and services for persons with disabilities within 60 days of beginning employment. All employees will update their training annually and submit certification of completion to Administration. Employees will attest in writing that they have completed the required training(s) and are familiar with the requirements of Section 504, the ADA, and CFOP 60-10, Chapter 4. The attestation will be maintained in the employee’s personnel file.

Employees will be required to follow all the directives contained in the training and as updated.

**Notification**

Conspicuous notices which provide information about the availability of appropriate auxiliary aids and services at no cost to the deaf or hard-of hearing customers or companions will be posted in the main entrance lobby areas in each building and on bulletin boards or other common areas at each site serving clients. The notice also contains contact information for customers or companions to file grievances.

Notice available at <http://www.dcf.state.fl.us/admin/servicedelivery/publications.shtml>

The plan will also be posted on the agency website, www.projectreturn.org.

**Obtaining Services**

Project Return must timely obtain services on a 24/7 basis as needed and requested by the customer or companion. This includes certified sign language interpreters, qualified foreign language interpreters, access to TDD/TTY, Florida Relay Service, Video Remote Interpreting, Video Relay Interpreting, assistive listening devices, CART services. The customer or companion’s preference is the primary consideration in what auxiliary aid is obtained.

All interpreters must have certification. Project Return must verify certification and maintain a copy of certification for the record. An electronic copy of the certification(s) should be emailed to the Executive Director to be maintained for monitoring purposes.

Contact information for the following services will be maintained on the Auxiliary Aids and Services Quick Sheet:  
Certified Sign Language Interpreters  
Qualified Foreign Language Interpreter  
TDD/TTY  
Florida Relay Service  
Video Remote Interpreting  
Video Relay Interpreting  
Assistive Listening Devices  
Captioning in Real Time CART Services

An employee should contact the SPOC if s/he is not familiar with an auxiliary aid or service requested by a customer or companion.

Project Return does not host meetings, seminars, or conferences. However, in the event of such a forum, Project Return would secure the services needed by the customer, if they had not already been obtained as part of his/her current participation in Project Return services.

**Reporting and Documentation**

Project Return will document the customer’s or companion’s preferred method of communication and any requested auxiliary aids/services provided in the member’s record. These records must be retained by the SPOC to provide documented evidence of when Project Return provided the auxiliary aids and services to customers or companions.

Documentation, with supporting justification, must also be made if any request was not honored or if communication through an auxiliary aid or service for a customer or companion was ineffective. In these special circumstances, employees should contact the SPOC for more information.

If the customers or companions are referred to other agencies, Project Return will ensure that the receiving agency is notified of the customer’s or companion’s preferred method of communication and any auxiliary aids/service needs.

Project Return will submit compliance reports to CFBHN according to the current CFBHN contract requirement and as updated.

**Grievances**

Both customers and companions can refer complaints to:

Department of Children and Families (DCF)  
Office of Civil Rights  
1317 Winewood Boulevard  
Building 1, Room 110  
Tallahassee, FL 32399-0700  
(850) 487-1901; or TDD (850) 922-9220; or Fax (850) 921-8470

This information is provided on the notices that are conspicuously displayed at all locations.

**REFERENCES:**

CFOP 60-10-Chapter 4 (<http://www.dcf.state.fl.us/admin/publications/policies/060-10c4.pdf> )  
CFBHN Contract Terms and Conditions  
Notice-Poster <http://www.dcf.state.fl.us/admin/servicedelivery/docs/2010_DCF_Hearing%20Impaired.pdf>  
Appendix A Auxiliary Aids and Service Plan Review  
Auxiliary Aids/Services Quick Sheet  
Receipt and Acknowledgement of Section 504 and ADA Requirements  
Customer and Companion Auxiliary Aids and Services Record Form  
Customer or Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance Form  
Customer Feedback Form  
Monthly SPOC Reporting Form  
AQI Quality Interpreting Services, LLC Service Agreements  
Florida Relay Instructions for Placing or Receiving a Call  
Standards of Etiquette  
Useful Websites  
Critical Questions  
Communication Services Card