

# VISION

We at the Florida Center for Survivors of Torture envision a world in which every person enjoys human rights and every community torn apart by crisis is given the opportunity for healing and hope.

# VOICES



**FLORIDA CENTER FOR  
SURVIVORS  
OF TORTURE**

To arrange for an interpreter,  
contact VOICES:

*Interpreter@gcjfs.org*

14041 Icot Blvd.  
Clearwater, FL 33760

Phone: 727-450-7265  
727-450-7273  
Fax: 727-450-7285



*We're just a part of a larger picture...*

VOICES is one program of Gulf Coast Jewish Family Services, which each year helps over 30,000 individuals. Gulf Coast is a 501 © (3) nonprofit organization and all donations are tax deductible.

*Gulf Coast Jewish Family Services, Inc.*

*14041 Icot Blvd.*

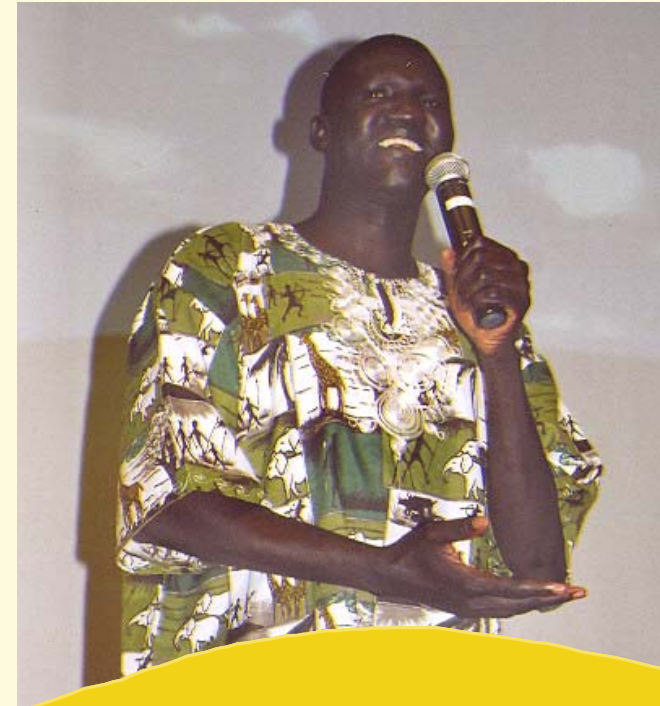
*Clearwater Florida 33760*

*(727) 479-1800*

*Michael A. Bernstein, LCSW, President/CEO*



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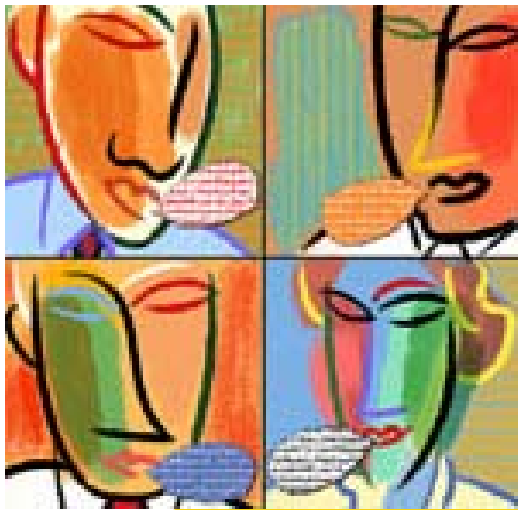
# VOICES

**Professional Spoken  
Language Interpreter  
Services**

**A program of Gulf Coast Jewish  
Family Services, Inc.**

## How do you provide services to someone who doesn't speak English?

Use a bilingual staff member?  
A family member? A language line?  
Each of these possibilities has limitations & risks. Untrained interpreters can make costly and even dangerous mistakes.



### What is your legal responsibility?

In the United States, all programs and services receiving federal funds are required to provide language access for all Limited English Proficient (LEP) clients who seek their services.

*(Title VI of the Civil Rights Act)*

## Benefits of a Culturally Competent Plan:

- You can provide all LEP consumers with professional interpreters who are bilingual and bicultural.
- You can ensure informed consent and increase staff productivity.
- You'll take an important step to achieve compliance for language access under OMH CLAS standards, NCQA and JCAHO accreditation as well as meet Title VI requirements.



**Let VOICES help you bridge the gap of language and culture**

### How VOICES can help:

- Access to a pool of professionally trained, spoken language interpreters & translators.
- Free training provided for your staff on *Working Effectively with Interpreters* .
- Easy scheduling, reasonable rates and monthly billing.
- Clients can more easily access your services and programs.

Some of the languages currently available include:

***Albanian, Arabic, Bosnian/Croatian/Serbian, Farsi, French, German, Haitian-Creole, Italian, Khran, Russian, Spanish, Kiswahili, Vietnamese***

**Don't see the language you need? Call us—we add new languages added frequently.**