

ABLE TRUST, THE (10/08)

Florida Governor's Alliance for the Employment of Citizens with Disabilities: This is a 501(c) (3) public-private partnership foundation established by the Florida Legislature in 1990 to provide Floridians with disabilities fair employment opportunities through grant programs and public awareness. 888-838-ABLE (2253); www.abletrust.org

ABSENTEE BALLOTS (10/08) (See: Voting)

ABUSE, CHILD or ELDER (10/08) (See also: Victim Resources)

DCF Hotline: If you believe the child or elder is in immediate danger, call the law enforcement agency of jurisdiction or 911. If you suspect a child or elder is being abused or neglected, call 800-96-ABUSE (962-2873); TDD: 800-453-5145; www.dcf.state.fl.us/abuse

Child Abuse Council: The Tampa-based non-for-profit Child Abuse Council operates 10 programs throughout Hillsborough County designed to stop abuse before it occurs, stop abuse that is occurring, and rebuild the child and family after abuse. 673-4646; www.childabusecouncil.com

Child Find of America: 800-I-AM-LOST (426-5678); Suspected parental abduction: 800-A-WAY-OUT (292-9688); www.childfindofamerica.org

Childhelp: Multiple programs relating to the prevention and treatment of child abuse. Staff can contact the proper authorities in any state. 800-4-A-CHILD (422-4453); www.childhelp.org

Child Welfare Information Gateway: Formerly National Clearinghouse on Child Abuse and Neglect. 800-394-3366; www.childwelfare.gov

Empowering Victims of Abuse: This program of Mental Health Care, Inc. provides specialized treatment for abused and/or traumatized children. 272-2888; www.mhcinc.org

End Violence Early (EVE) Program: This program of Mental Health Care, Inc. provides immediate clinical services to youths 7-15 who have been arrested for domestic violence. 740-4730; www.mhcinc.org

Family Source of Florida Parent Helpline: Provides a toll-free 24-hour counseling service for parents feeling overwhelmed or stressed with the responsibilities of parenting. 800-FLA-LOVE (352-5683)

ABUSE, CHILD-ON-CHILD SEXUAL (10/08) (See also: Children and Violence)

APPLE Trauma Response Center: Offers weekly group, individual, and family counseling on a sliding fee scale basis at the Crisis Center of Tampa Bay. 264-9955; www.crisiscenter.com/bapple.htm

Attainable Solutions: Certified juvenile sexual offender therapists are available to work with children and adolescents with sexual behavior problems. 933-1425; www.attainablesolutions.net

Child Protection Team Sexual Abuse Intervention Program: State-funded and based at Tampa General Hospital, this program assists families in Hillsborough County with treatment selection and safety planning. Services include expert forensic medical examinations, crisis intervention, case coordination, information and referral, and follow-up victim advocacy services. 251-8007; www.cms-kids.com/CPTTampa.htm

Florida Attorney General's Crime Victims Services Unit: Reimburses relatives of victims for mental health counseling expenses after review of police report and approval of application. 800-955-8771; www.myfloridalegal.com/victims

Mental Health Care, Inc.: Juvenile Sexual Offender Program serves youth ages 12-18 with demonstrated sexual behavior problems. 272-2244; www.mhcinc.org

Northside Mental Health Center: Juvenile sexual offender therapist provides weekly therapy to adolescents who have committed sexual offenses. 977-8700; www.northsidemhc.org

The Spring of Tampa Bay: Offers a 15-week treatment program for juvenile offenders, ages 10-17, and their parents. Sessions are held at the Central City Family YMCA. 228-7257

ABUSE, DOMESTIC VIOLENCE (10/08) (See also: Children and Violence; Victim Resources)

Break the Cycle: Helps teens avoid dating, domestic, and school violence. 888-988-TEEN (8336); www.breakthecycle.org

Crisis Center of Tampa Bay: 964-1964; www.crisiscenter.com

End Violence Early (EVE) Program: A program of Mental Health Care, Inc. in Tampa that provides immediate clinical services to youths 7-15 who have been arrested for domestic violence. 740-4730; www.mhcinc.org

Family Justice Center of Hillsborough County: On-site representatives of 2 dozen victim assistance agencies under one roof. 9309 North Florida Avenue, Suite 109, Tampa; 935-2015; www.fjchc.org

Florida Coalition against Domestic Violence: Hotline: 800-500-1119; TTY: 800-621-4202; www.fcadv.org

Mary and Martha House: Free, bi-lingual (English/Spanish) emergency shelter in Ruskin for abused women and their

children. It serves Apollo Beach, Gibsonton, Riverview, Ruskin, Sun City Center, and Wimauma. 645-7874
National Domestic Violence Hotline: 800-799-SAFE (7233); TTY: 800-787-3224; www.ndvh.org
National Resource Center on Domestic Violence: 800-537-2238; www.nrcdv.org
National Sexual Assault Hotline: 800-656-HOPE (4673); www.rainn.org
The Spring of Tampa Bay: Florida-certified domestic violence shelter in Tampa for abused women and their children. 247-SAFE (7233); www.thespring.org

ACCESSIBILITY (See: Americans with Disabilities Act; Assistive Technology Devices; Service Animals)

ACCIDENT REPORTING, MINOR (10/08)

Florida Department of Highway Safety and Motor Vehicles (DHSMV): Provides a self-reporting method for traffic accidents with no injuries, no towing needed, and less than \$500 in damage. Cannot be used for drunk driving accidents or hit and runs. Download at www.flhsmv.gov/fhp/html/crashrep.html; mail to DHSMV, Traffic Crash Records Section, Tallahassee, 32399.

ACCOUNTABILITY, State Government (See: OPPAGA)

ADMINISTRATIVE CODE, FLORIDA (See: Florida Administrative Code)

ADOPTION RESOURCES (10/08)

Catholic Charities: 631-4393; www.ccdosp.com
Child Welfare Information Gateway: 800-394-3366; www.childwelfare.gov/adoption/index.cfm
Children's Home Society: 740-4266; www.chsfl.org
Florida Adoption Information Center: 800-96-ADOPT (962-3678); www.dcf.state.fl.us/adoption
Hillsborough Kids, Inc.: 225-1105; www.hillsboroughkids.org
National Adoption Center: 800-TO-ADOPT (862-3678); www.adopt.org
The Florida Bar: 850-561-5600; Offers a free booklet on Florida adoptions updated in 2007 and available in English and Spanish. Download at www.flabar.org then Public Information, then Consumer Information, then "Adoption in Florida"

ADULT ASSISTED LIVING FACILITIES (10/08) (See also: Long Term Care Resources; Nursing Homes)

F.S. 429 Part I (www.leg.state.fl.us) regulates these facilities, which house elderly persons and adults with disabilities in the least restrictive and most home-like environment possible. An ALF provides housing, food service, and personal services for a period exceeding 24 hours for four or more adults not related to the owner or administrator by blood or marriage. Licensed by the Florida Agency for Health Care Administration. 850-487-2515 or toll free 888-419-3456; www.fdhc.state.fl.us

ADULT DAY CARE (10/08)

F.S. 429 Part III (www.leg.state.fl.us) regulates adult day care centers to enforce basic standards and ensure that therapeutic social activities and health and nutrition services are provided on a partial day basis to 3 or more functionally-impaired adults age 18 years or above in a protective environment yet as noninstitutional an atmosphere as possible. Licensed by the Florida Agency for Health Care Administration. 850-487-2515 or toll free 888-419-3456; www.fdhc.state.fl.us

Hillsborough County Department of Aging Services: Locations throughout Hillsborough County provide social and leisure activities in a protected setting. 272-5430; www.hillsboroughcounty.org/aging

Brandon Senior Center	612 N. Parsons Avenue	635-8064
Lutz Senior Center	112 First Avenue N.W.	264-3803
Plant City Senior Center	1205 S. Waller Street	757-3824
Riverside Senior Center	829 W. Dr. MLK Jr. Blvd. Suite 105	272-7108
Ruskin Senior Center	901 6 th Street, S.E.	672-1106
Westshore Senior Center	4102 W. Spruce Street	554-5156
Wimauma Senior Center	5615 North Street	671-7672

ADULT FAMILY CARE (10/08) (See also: Long Term Care Resources)

F.S. 429, Part II (www.leg.state.fl.us) defines adult family care as a full-time, family-type living arrangement in a private home, under which up to 5 persons are provided room, board, and personal care appropriate for the level of functional impairment. Licensed by the Florida Agency for Health Care Administration. 850-487-2515 or toll free 888-419-3456; www.fdhc.state.fl.us

ADULT SERVICES PROGRAM, Florida (10/08) (See also: Senior Citizens)

Florida Department of Children and Families: Serves vulnerable adults (elderly and disabled) who are victims of abuse, neglect, exploitation, or in need of services due to self-neglect, and who need assistance to remain in their homes in the community. Protective services include investigation and supervision, home and community based services, and placement services. Suncoast Region: 558-5580; www.dcf.state.fl.us/as

ADVANCED DIRECTIVES (See: Wills and Other Advance Directives)

AFFORDABLE HOUSING (See: Housing, Affordable)

AGE OF MAJORITY (10/08)

F.S. 743.07 (www.leg.state.fl.us) removes a disability of nonage for all persons 18 years old or older. Disability is not removed at age 18 in connection with alcoholic beverages pursuant to F.S. 562.11.

The Florida Bar: Publishes a free brochure for persons attaining the age of majority to inform them about their legal rights and responsibilities as adults. “Legal Guide for New Adults” covers such topics as voting, the court system, jury duty, federal income tax, driving (including insurance requirements), drinking laws, contracts, employment, consumer protection, landlord/tenant relationships, marriage, military service, and credit. . Send a self-addressed, stamped envelope to The Florida Bar Consumer Pamphlets, 651 E. Jefferson Street, Tallahassee 32399-2300 or download at www.flabar.org then “Public Information,” then “Consumer Information.”

AGING SERVICES, Hillsborough County Department of (10/08) (See also: Senior Citizens)

Provides a countywide system of social and health services that promote the social, physical and emotional well-being of the elderly and encourage their maximum independence. 272-6630; www.hillsboroughcounty.org

Alzheimer’s Disease Initiative Programs	272-5250	In-home Services	272-5934
Assisted Living Medicaid Waiver	272-5242	Retired and Senior Volunteer Program	272-5031
Community Care for the Elderly	272-5242	Senior Centers	272-6261
Elder Helpline	273-3779	Senior Adult Day Care Program	272-6261
Home and Community-Based Medicaid Waiver	272-5242	Senior Nutrition & Activity Program	272-5160
Home Care for the Elderly	272-5250	Saturday Respite Care Program	272-5250

AGRICULTURE (10/08)

Florida Department of Agriculture and Consumer Services: 800-435-7352; <http://www.doacs.state.fl.us>

Hillsborough County Agriculture Industry Development Program: 272-5506; www.hillsboroughcounty.org/econdev/agriculture

Hillsborough County Cooperative Extension Service: Programs include free workshops and publications about general agriculture; citrus, poultry and dairy; fruits and vegetables; ornamental horticulture; home economics; consumer education; and 4-H Master Homemaker and Master Gardner programs. 744-5519; <http://www.hillsboroughcounty.org/coopextension/>

U.S. Department of Agriculture: Plant City Service Center; 752-1474; www.usda.gov

AHCA (Agency for Health Care Administration) (See: Health Care Administration)

AIDS/HIV/STD RESOURCES (10/08) (See also: Sexually Transmitted Diseases)

American Social Health Association: STI Resource Center Hotline: 800-227-8922; www.ashastd.org
Centers for Disease Control: National Prevention Information Network: 800-458-5231; www.cdcnpin.org
Florida AIDS Hotlines: English: 800-FLA-AIDS (352-2437); Spanish: 800-545-SIDA (7432); Creole: 800-AIDS-101 (243-7101); TTD/TTY: 888-503-7118
Hillsborough County Health Department: HIV/AIDS Area 6 Program Office. 307-8015, x. 6510.
National AIDS Hotline: 800-448-0440
National Association of People with AIDS: www.napwa.org
Project Inform National HIV/AIDS Treatment Hotline: 800-822-7422; www.projinf.org
Tampa Bay AIDS Network: 769-5180; www.gcjfs.org/svc-aidsnetwork.htm

AIRLIFELINE (See: Cancer Patients, Air Transportation)

ALCOHOLISM INFORMATION and TREATMENT (10/08) (See also: Substance Abuse Information)

Agency for Community Treatment Service (ACTS): 246-4899; www.actsfl.org
Al-Anon/Alateen: Tampa: 881-9372; www.tampabayalanon.org
Alcoholics Anonymous: Tampa: 933-9123; www.aatampa-area.org
American Council on Alcoholism: 800-527-5344; www.aca-usa.org
Florida Department of Children and Families: Substance Abuse Program Office: Suncoast Region: 558-5700; www.dcf.state.fl.us/mentalhealth/sa
National Council on Alcoholism and Drug Dependence: Information and Referral: 800-NCA-CALL (622-2255);
National Intervention Network: 800-654-HOPE (4673); Tampa Affiliate: 915-7447; www.ncadd.org
Project Recovery: Centre for Women: 251-8437; www.centreforwomen.org
Salvation Army Adult Rehabilitation Center: 972-0471; www.salvationarmytampa.com

ALCOHOLIC BEVERAGE and TOBACCO REGULATION (10/08)

Alcohol: F.S. 562.11 (www.leg.state.fl.us) prohibits selling, giving, serving, or permitting serving of alcoholic beverages to anyone under 21. F.S. 562.111 prohibits the possession or consumption of alcoholic beverages by anyone under 21. F.S. 562.13 prohibits an alcohol vendor from employing any person under 18 although there are exceptions. The Florida Responsible Vendor Act, F.S. 561.701- 561.706, is intended to prevent the purchase and consumption of alcoholic beverages by minors by encouraging vendors to be proactive in eliminating unlawful sale and consumption. Report violators toll-free: 866-540-SUDS (7837).

Tobacco: F.S. 569.101 (www.leg.state.fl.us) prohibits selling, delivering, bartering, furnishing or giving any tobacco product to any person under the age of 18.

Florida Department of Business and Professional Regulation: The Division of Alcoholic Beverages and Tobacco enforces the laws referenced above. Tampa District Offices: Auditing, 272-2613; Licensing, 272-2610; Law Enforcement, 272-3257; www.myflorida.com/dbpr/abt/index.shtml

ALZHEIMER'S RESOURCES (10/08)

Alzheimer's Association: Gives referrals to family support groups nationwide. 24/7 helpline, 800-272-3900; TDD 866-403-3073; www.alz.org. CareFinder is an interactive web site sponsored by the association that lets you enter information about your needs and get a customized report with care recommendations. www.alz.org/carefinder/index.asp
Alzheimer's Caregiver Support Online: 866-260-2466; <http://alzonline.php.ufl.edu>
Alzheimer's Disease Education & Referral Center: Distributes two booklets, "Understanding Alzheimer's Disease" and "Understanding Memory Loss," published in 2006 by the National Institutes of Health. 800-438-4380; www.alzheimers.org
Alzheimer's Rural Care Healthline: 1-866-778-ARCH (2724)
Florida Department of Elder Affairs: Operates several Alzheimer's Disease Initiative Programs including memory disorder clinics, model day care programs, and caregiver respite. 800-963-5337; <http://elderaffairs.state.fl.us/english/caring.php>

Hillsborough County Department of Aging Services: Administers Alzheimer's Disease Initiative Programs locally. Model Day Care. 272-5250; Memory Disorder Clinic, 974-3100; www.hillsboroughcounty.org/aging/programsservices/alzheimers.cfm

Safe Return: This is a nationwide identification enrollment program that provides assistance when a person with Alzheimer's or a related dementia wanders and becomes lost. 888-572-8566; www.alz.org/we_can_help_safe_return.asp

Suncoast Alzheimer's Information Line: A service of the USF Gerontology Center. Offers memory screening by telephone for people who suspect a memory problem in themselves or a loved one. A telephone assessment takes less than three minutes; and, if a caller has a problem, recommendations will be made regarding the next steps to take. 974-4355 or 800-633-4563

USF Memory Disorder Clinic: One of 13 such state-funded clinics providing comprehensive assessments, diagnostic services, treatment, caregiver training, and respite services for providers and health care professionals. 974-2832

AMBLER, KEVIN – State Representative (District 47) (10/08)

3820 Northdale Boulevard., Suite 301A, Tampa 33624; 813-558-1333; if no answer, call 272-5865;
kevin.ambler@myfloridahouse.gov

AMBULANCE REGULATION (10/08)

Florida Bureau of Emergency Medical Services: Regulates EMS personnel licensure and certification. 850-245-4440; report unlicensed activity: 877-425-8852. www.doh.state.fl.us/demo/ems

Hillsborough County Public Transportation Commission: Regulates Basic Life Support (BLS) ambulance services. 272-5814; <http://www.hillsboroughcounty.org/publictransportation/faq/>

AMERICANS with DISABILITIES ACT (10/08) (See also: Disabilities; Gasoline Sales)

ADA Document Portal and Information Center: Hosted by the U.S. Department of Education. Search over 7,400 official ADA-related documents. 800-949-4232; <http://www.adata.org/adaportal/>

ADA Information Line: 800-514-0301; TTY: 800-514-0383; www.ada.gov/infoline.htm. Hosted by the U.S. Department of Justice.

Florida: F.S. 553.501 - 513 & F.S. 316.1955-196 (www.leg.state.fl.us). Compliance: 850-487-1824

Governor's Commission on Disabilities: Clearinghouse on Disability Information: 877-ADA-4YOU (232-4968); http://dms.myflorida.com/other_programs/commission_on_disabilities

U.S. Access Board: The Access Board is an independent Federal agency devoted to accessibility for people with disabilities. Half of its members are representatives from most of the Federal departments. The other half is comprised of members of the public appointed by the President, a majority of whom must have a disability. 800-872-2253; TTY: 800-993-2822; www.access-board.gov

ANIMALS, COMPANION (10/08) (See also: Animals, Service)

Companion animals in Florida are subject to both state law and local ordinances. F.S. 767 F.S. (www.leg.state.fl.us) provides for classification of a dog as dangerous, right to appeal, and penalties for attack. Hillsborough County Animal Ordinance: <http://www.hillsboroughcounty.org/animalservices/ordinance/>

Hillsborough County Animal Health Foundation: Conducts public awareness and pet owner education, sponsors a pet loss support group, and provides free literature, links to companion animal information, and disaster preparedness guidelines. Pet health hotline: 221-4804; www.hahf.org

Hillsborough County Animal Services: Conducts dog obedience classes, operates an early age foster home program, and offers spay and neuter vouchers to low-income pet owners. Online services include a dangerous dog registry, a searchable lost pet database, and photos of adoptable animals current in the shelter. 744-5660; after-hours emergencies: 654-6006; www.hillsboroughcounty.org/animalservices

Humane Society of Tampa Bay: Programs and services include adoption, spay/neuter, low-cost spay/neuter for feral or free-roaming cats, private pet cremation, a behavior helpline, and subsidized adoption fees and pet food for pets of eligible seniors. 876-7138; www.humanesocietytampa.org

ANIMALS, REMOVAL OF DEAD (10/08)

County roads: 744-5660	State roads: 744-6038	Tampa: 348-1126
Plant City: 757-9209	Temple Terrace: 989-7170	

ANIMALS, SERVICE (10/08)

The federal Americans with Disabilities Act defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. 800-514-0301; TTY: 800-514-0383; www.ada.gov/svcanimb.htm

Guide Dog Foundation for the Blind: 800-548-4337; www.guidedog.org

Guide Dogs for the Blind: 800-295-4050; www.guidedogs.com

Southeast Guide Dogs, Inc. (Palmetto): 800-944-DOGS (3647); www.guidedogs.org

ANIMALS, WILD (10/08)

Call the Wildlife Alert Hotline at 1-888-404-3922 in the event of an attack by a wild animal on a pet or a human with sightings being reported at MyFWC.com or calling 863-648-3200. Florida Wildlife Commission.

ANNUITIES (10/08)

F. S. 627.451 – 482 (www.leg.state.fl.us)

APOSTILLE (10/08)

A standard certification provided under the Hague Convention of 1961 for the purpose of authenticating documents for use in foreign countries. Foreign governments require that public documents originating from another country be accompanied by a notarial certificate or an apostille. These documents are issued by the Florida Department of State. Both the notarial certification and the apostille can be acquired at the Department of State, Division of Corporations, 2661 Executive Center Circle, Tallahassee, FL 32301, 850-245-6945; <http://notaries.dos.state.fl.us/location.html>

ARREST RECORDS, EXPUNCTION AND SEALING (10/08)

S. 943.0585 AND .059, Florida Statutes, and Florida Rules of Criminal Procedure 3.692 and 3.89.

<http://www.hillsclerk.com/publicweb/forms.aspx#ExpungementAndSealing>

ARTS COUNCIL OF HILLSBOROUGH COUNTY (10/08)

A public authority created by County Ordinance 89-26 for developing, coordinating, and promoting the performing and visual arts in Hillsborough County. 276-8250; <http://www.tampaarts.com/>

ASSISTIVE TECHNOLOGY (10/08)

F.S. 427.801-806, known as the Assistive Technology Device Warranty Act (www.leg.state.fl.us) regulates businesses that sell, lease, or manufacturing manual and motorized wheelchairs, motorized scooters, voice-synthesized computer modules, optical scanners, talking software, Braille printers and other similar devices.

Achieve Tampa Bay: Operates an equipment lending library: Lends adaptive chairs, stands, walkers, and bath seats to Hillsborough County residents. Families with children with disabilities may borrow items to use at home or school. Staff members with special training are available to assist families in choosing appropriate items for their children and to assist them in using the items properly. 239-1179; <http://achievetampabay.org/>

Florida Alliance for Assistive Services and Technology: Helps individuals to identify, acquire, finance, and learn to use all types of assistive technology. Regional demonstration centers allow people to try different devices and be fitted for size and customized features. 888-788-9216; www.faast.org. Local demonstration center is at Tampa General Hospital: 844-7591; TTD: 844-7767; <http://www.tgh.org/rehabilitation.htm>

Self Reliance Independence Lab: A Verizon-funded accessible computer lab for children, youth, and adults with disabilities to use in their quest for independence. The lab has accessible computer workstations. Equipment includes screen reader software, scan & read, head mouse, erko trackball, and internet access. Consumers may use this lab for job

search, to access online applications, housing information, employer websites and more. Independence Lab is open 5 days a week. 8901 N. Armenia Ave., Tampa. 375-3965; TTY: 375-3972. www.self-reliance.org

AUTOMATED TELLER MACHINES (10/08)

F.S. 655.960 - .965 (www.leg.state.fl.us) establishes requirements of lighting, mirrors and landscaping . Also requires providing users with information regarding safety precautions which may be established by rule of the Department of Banking and Commerce.

ATTORNEY GENERAL, Florida (10/08)

Tampa:

Capital Appeals	287-7910	Eminent Domain	287-7930
Children's Legal Services	272-0407	Lemon Law	287-7920
Civil	233-2880	Medicaid Fraud	287-7940
Criminal Appeals	287-7900	Statewide Prosecution	287-7960
Economic Crime	287-7950	Victim Services	287-7900

Tallahassee: 866-966-7226; TDD: 800-955-8771; www.myfloridalegal.com

ATTORNEY INFORMATION (See: Lawyers; Legal Assistance)

AUDITOR GENERAL, Florida (10/08)

Provides independent, unbiased, timely, and relevant information to the Legislature, entity management and citizens of Florida intended to improve the operations and accountability of public entities. 850-488-5534; www.state.fl.us/audgen

AUTISM RESOURCES (10/08)

Autism Information Center: Centers for Disease Control and Prevention: www.cdc.gov/ncbddd/autism

Autism Society of America: 800-3AUTISM (328-8476); Gulf Coast chapter, 727-786-8075; www.autism-society.org

Online Asperger Syndrome Information and Support (OASIS): www.udel.edu/bkirby/asperger

USF Center for Autism and Related Disabilities (CARD): Provides information, consultations, and maintains a list of local support groups. 974-2532; 800-333-4530; <http://card-usf.fmhi.usf.edu/>

AVIATION AUTHORITY, Hillsborough County (10/08)

Hillsborough County Aviation Authority: An autonomous unit of County government created by a special act of the legislature, Laws of Florida Chapter 83-424, as amended. It is charged with the operation of all publicly-owned aviation facilities within Hillsborough County. 870-8700; www.tampaairport.com

BAKER ACT (10/08) (See also: Marchman Act)

F.S. Chap 394, Part I (www.leg.state.fl.us) is also known as The Florida Mental Health Act.

BALD EAGLES (10/08)

Florida Fish and Wildlife Conservation Commission: Has state jurisdiction of the protection of imperiled species, including the bald eagle. Their website includes a nest locator and monitoring guidelines. Southwest Region (Lakeland): Information: 863-648-3200; emergency law enforcement: 813-558-5050; <http://myfwc.com/imperiledspecies/eagle.htm>

BANKRUPTCY (10/08)

American Bankruptcy Institute Consumer Education Center: Offers information on bankruptcy and alternatives. Website features a video on "Taking Charge of Your Finances." www.abiworld.org

U.S. Bankruptcy Court (Middle District of Florida): 800 N. Florida Ave., 3rd Fl., Tampa. 301-5065; www.flmb.uscourts.gov/tampa

BENEFITS, Government (10/08)

The website www.govbenefits.gov features a free online screening tool to help individuals determine potential benefit eligibility and find out how to apply. Includes benefit and assistance programs for veterans, seniors, students, teachers, children with disabilities, dependents, disaster victims, farmers, caregivers, job seekers, prospective homeowners and others. It is a collaborative effort of 10 federal agencies which also now includes state and local government benefits programs.

BERT J. HARRIS, JR., PRIVATE PROPERTY RIGHTS PROTECTION ACT (See: Private Property Rights Act)

BETTER BUSINESS BUREAU (10/08)

Better Business Bureau of West Florida: 727-535-5522; 800-525-1447; www.bbbwestflorida.org

BILLS PASSED BY THE LEGISLATURE, GUBERNATORIAL ACTION (10/08)

Pursuant to Article III, Section 8, Florida Constitution, every passed bill must be presented to the governor and will become law if he approves it or fails to veto it within seven consecutive days after presentation, although this is extended to 15 consecutive days if the legislature adjourns *sine die* or takes a recess of more than 30 days. A veto covers the entire bill except the general appropriations bill.

BILLS, LEGISLATIVE (10/08)

Information on passed or pending bills, staff analyses, status, and bill monitoring is available online (www.leg.state.fl.us) or from the Legislative Information Services Division. 800-342-1827.

BINGO REGULATION (10/08)

F.S. 849.0931 (www.leg.state.fl.us) Report local violations: 272-5400.

BIRTH CERTIFICATES (See: Vital Statistics and Records)

BIRTH DEFECTS (10/08)

Florida Department of Health Birth Defects Registry: 850-224-4444, ext. 2198, www.fbdr.org
March of Dimes Birth Defects Foundation: 888-663-4637; Spanish: 800-925-1855; www.marchofdimes.com

BIRTH PARENTS (10/08)

Concerned United Birthparents: 800-822-2777; www.cubirthparents.org

BLOODBORNE PATHOGENS, Occupational Exposure to (10/08)

U.S. Occupational Health and Safety Administration: Workers in many different occupations are at risk of exposure to bloodborne pathogens, including Hepatitis B, Hepatitis C, and HIV/AIDS. First aid team members, housekeeping personnel in some settings, and nurses are examples of workers who may be at risk of exposure. In 1991, OSHA issued the Bloodborne Pathogens Standard to protect workers from this risk. In 2001, in response to the Needlestick Safety and Prevention Act, OSHA revised the Bloodborne Pathogens Standard, 29 CFR 1910.1030, clarifying the need for employers to select safer needle devices and involve employees in identifying and choosing those devices. The standard also requires employers to maintain a log of injuries from contaminated sharps. Safety Florida Consultation Program at USF: 866-273-1105; <http://www.usfsafetyflorida.com/Index.aspx>
National office: 800-321-OSHA (6742); TTY: 877-889-5627; www.osha.gov

BOARD OF COUNTY COMMISSIONERS, Hillsborough County (See: Hillsborough County Government)

BOATING (10/08)

Florida Fish and Wildlife Conservation Commission: Southwest Region (Lakeland): Information: 863-648-3200; emergency law enforcement 813-588-5050; <http://myfwc.com/boating>

BREAST FEEDING (10/08)

Florida law encourages breast feeding and F.S. 383.015(www.leg.state.fl.us) provides it may be done in any location, public or private. Language in F.S. 800 definitions has also been amended to exempt breast feeding from unnatural and lascivious acts; exposure of sexual organs, and lewd, lascivious and indecent assault or act in the present of a child and in F.S. 847 definitions relating to harmful to minors, nudity, obscene, and sexual conduct.

La Leche League of Tampa: Breastfeeding support groups meet in Brandon, East Hillsborough, Northeast Tampa, and Northwest Tampa. 992-3664; <http://www.lllflorida.com/>

BUDGET CUTTING, Suggestions for State (10/08)

Florida Department of Financial Services: A GET-LEAN hotline takes suggestions for cutting Florida's multibillion-dollar budget. People may call with cost-saving suggestions and any tips on fraud or abuse; calls are confidential. Staffed 8:30 - 4:30, Mon. - Fri., answering machine after hours. 800-GET-LEAN (438-5326).

BUILDING CONSTRUCTION REGULATIONS (10/08)

Florida Department of Business and Professional Regulation: Construction Industry Licensing Board: Complaints: 850-487-1395; www.myflorida.com/dbpr/pro/cilb/cilb_index.shtml

BURGIN, RACHEL - State Representative (District 56) (11/08)

410 S. Ware Blvd., Suite 105, Tampa, FL 33619; 740-7655; if no answer, call 272-5865.
rachel.burgin@myfloridahouse.gov

BURNING REGULATIONS (10/08)

Florida Department of Agriculture & Consumer Services: The Department's Division of Forestry controls and authorizes open burning for the maintenance and continuous clearing of agricultural land. The DOF's open burning rules are at Chapter 5I-2, F.A.C. Persons actively involved in the commercial operation of a ranch, farm or grove may obtain a permit from DOF. Regional Field Office (Lakeland): 863-648-316; www.fl-dof.com

Hillsborough County Environmental Protection Commission: Most open burning is prohibited in Hillsborough County but there are some allowable exceptions. 627-2600; www.epchc.org/open_burning.htm

Tampa Fire Department: Issues permits authorizing burning within the city limits of Tampa to all applicants prior to their requesting an EPC authorization. 744-5541.

BUS SERVICE (10/08)

Bay Area Commuter Services: This is a private, non-profit commuter assistance program founded and funded by the State of Florida Department of Transportation to promote transportation alternatives to the single-occupant vehicle in the Tampa Bay area and surrounding counties. 282-8200; 800-998-RIDE (7433); www.tampabayrideshare.org

Hillsborough Area Regional Transit Authority (HARTLine): Created by F.S.163.567 -.572 and operates under interlocal agreements between Hillsborough County and the cities of Tampa and Temple Terrace. www.hartline.org

Executive Office: 223-6831	Schedules/Complaints: 254-4278	Lost & Found: 229-2986
Franklin Transit Center: 225-1629	Marion Transit Center: 229-2986	University Transit Center: 558-9030

BUSINESS AND PROFESSIONAL REGULATION, Florida Department of (10/08)

DBPR Customer Contact Center: 850-487-1395; Unlicensed Activity Complaints: 866-532-1440;
<http://www.myflorida.com/dbpr/reg/UnlicensedActivity.html>

Divisions: **Business Regulation** - Alcoholic Beverages and Tobacco; Land Sales, Condominiums, and Mobile Homes;

Hotels and Restaurants; Pari-mutuel Wagering. **Professional Regulation** - Professions and Professional Boards; Certified Public Accounting; Real Estate; Service Operations. Regulates the following industries, professions, and related businesses:

Apartments	Condominiums	Harbor Pilots	Pilotage Rate Review
Alarm System Contractors	Construction	Hotels	
Alcoholic Beverages	Cosmetology	Interior Design	Real Estate
Appraisers	Community Assn. Mgrs.		Restaurants
Architecture		Jai Alai	
Athlete Agents	Electrical Contractors		Surveyors
Auctioneers	Elevators	Labor Organizations	
Barbers	Employee Leasing	Landscape Architecture	Talent Agencies
Boxing		Land Sales	Timeshares
Building Code Inspectors	Farm Labor		Thoroughbred Racing
Business Agents	Food Service	Mappers	Tobacco
		Mobile Homes	
Cardrooms	Geologists		Veterinary Medicine
Certified Public Accountants	Greyhound Racing	Pari-Mutuel Wagering	
Child Labor		Pilot Commissioners	Yacht and Ship Brokers

Boards, Councils, and Commissions:

Architecture/Interior Design	Boxing	Electrical Contractors	Pilotage Rate Review
Asbestos Consultants	Building Code Inspectors	Employee Leasing	Surveyors and Mappers
Athlete Agents	Community Assn. Mgrs.	Geologists	Talent Agencies
Auctioneers	Construction Licensing	Landscape Architecture	Veterinary Medicine
Barbers	Cosmetology	Pilot Commissioners	

BUSINESS and FRANCHISE OPPORTUNITIES, Sale of (10/08)

Florida Department of Agriculture and Consumer Services: Requires nonexempt entities that sell or lease products, equipment, supplies, services, or franchises to a buyer for the purposes of starting a business to register and disclose certain information to prospective buyers. 800-435-7352; www.doacs.state.fl.us then “Consumer Issues” then “Business Opportunities Registration” or “Business Franchise Opportunities Registration.”

BUSINESS, Starting a New (10/08) (See also: Minority Business Enterprise; Small Business Resources)

Florida Small Business Development Center Network (FSBDCN): A statewide partnership between higher education and economic development organizations dedicated to providing emerging and established business owners with assistance enabling overall growth and increased profitability that contributes to the economic prosperity of the state. The local affiliate is the USF Small Business Development Center. Main Office: 1101 Channelside Dr., Suite 210; 905-5800; www.sbdc.usf.edu

Hillsborough County Economic Development Department: Operates a centrally located "First Stop" Small Business Information Center created to facilitate and promote the growth and development of the fastest growing business sector of the economy, small business. Here, current and potential business owners have access to small business information and can obtain general information as well as referral information to appropriate technical and financial assistance providers. 7402 N. 56th St., Suite 425; 914-4028; www.hillsboroughcounty.org/sbic

U.S. Small Business Administration: The SBA Answer Desk is the only national toll-free telephone service providing information to the public on small business problems and concerns; moreover, this service provides general information about SBA programs and other programs available to assist the small business community. 800-U-ASK-SBA (827-5722); TTY: (704) 344-6640; www.sba.gov

CABINET, Florida (10/08)

www.myflorida.com/myflorida/cabinet/index.html

Governor	Charlie Crist	850-488-4441	The Capitol, Tallahassee, FL 32399-0001
Attorney General	Bill McCollum	850-414-3300	The Capitol, Tallahassee, FL 32399-1050

Chief Financial Officer	Alex Sink	850-413-2850	The Capitol, Tallahassee, FL 32399-0300
Commissioner of Agriculture	Charlie Bronson	850-488-3022	The Capitol, Tallahassee, FL 32399-0810

CABINET, U.S. (10/08)

Agriculture	Ed Schafer, Secretary	AgSec@usda.gov www.usda.gov	202-720-3631
Attorney General	Michael Mukasey, Attorney General	www.usdoj.gov/ag/index.html	202-353-1555
Commerce	Carlos Gutierrez, Secretary	cgutierrez@doc.gov www.doc.gov	202-482-2112
Defense	Robert Gates, Secretary	www.defenselink.mil	703-545-6700
Education	Margaret Spelling, Secretary	www.ed.gov	202-401-3000
Energy	Samuel Bodman, Secretary	the.secretary@hq.doe.gov www.energy.gov	202-586-6210 or 800-DIAL-DOE
Health & Human Services	Michael Leavitt, Secretary	www.dhhs.gov	202-690-7000
Homeland Security	Michael Chertoff, Secretary	www.dhs.gov	202-282-8000
Housing & Urban Development	Steven Preston, Secretary	www.hud.gov	202-708-0417
Interior	Dirk Kempthorne, Secretary	webteam@ios.doi.gov www.doi.gov	202-208-3100
Labor	Elaine Chao, Secretary	www.dol.gov	202-693-6000
State	Condoleezza Rice, Secretary	www.state.gov	202-647-5291
Transportation	Mary E. Peters, Secretary	dot.comments@dot.gov www.dot.gov	202-366-4000
Treasury	Henry M. Paulson, Secretary	www.ustreas.gov	202-622-2000
Veterans' Affairs	Dr. James Peake, Secretary	www.va.gov	202-273-5400

CABLE TELEVISION (10/08)

The city and county are not cable television companies. The city and county monitor the cable companies' compliance with applicable laws.

City of Tampa Office of Cable Communication: 274-8217

Florida Department of Agriculture and Consumer Services: 800-435-7352.

Federal Communications Commission: 888-CALL-FCC (225-5322).

CALENDARS ON-LINE, TAMPA AREA (10/08)

Government meetings:

www.tampagov.net, then "Calendar"

<http://www.hillsboroughcounty.org/calendar/home.cfm>

Events: (charitable, entertainment, recreational, etc.)

Tampa Bay Convention & Visitors Bureau: www.visittampabay.com, then "Visitors," then "Calendar of Events"

Tampa Tribune: www.tampatrib.com, "Things to Do"

CAMPS FOR CHILDREN WITH CANCER AND OTHER SPECIAL NEEDS (10/08)

Association of Hole-in-the-Wall Camps: Paul Newman founded this association in 1988 to provide free camping

experiences for children with cancer and other serious illnesses. Florida's facility is Camp Boggy Creek in Eustis. 866-GO-BOGGY (462-6449); www.boggycreek.org; www.holeinthewallcamps.org

MySummerCamps.com: An online directory of summer camps searchable by audience, activity and geographical area, including over 500 camps for children with chronic illness (cancer, cystic fibrosis, diabetes, epilepsy, etc.), disabilities (developmental, learning, or physical), or other special needs including HIV/AIDS, obesity, and substance abuse. www.mysummercamps.com/camps/Special_Needs_Camps/index.html

CANCER, MEN (10/08)

National Cancer Institute: 800-4-CANCER (422-6237); www.cancer.gov/cancertopics/types/prostate

National Prostate Cancer Coalition: Offers a free informational DVD. 888-245-9455; www.fightprostatecancer.org

Man to Man Prostate Support Group: St. Joseph's Hospital, 3001 W. Dr. MLK Jr. Blvd., Tampa; 870-4747.

Men's Cancer Resource Center: 900 N. Ashley Dr., (John F. Germany Public Library), Tampa; 273-3652.

Us TOO International: Nonprofit prostate cancer education and support network: 800-808-7866; www.ustoo.com

CANCER PATIENTS, AIR TRANSPORTATION (10/08)

Corporate Angel Network: A nationwide, nonprofit air transport service for cancer patients to/from treatment centers. 914-328-1313; Toll-free Patient Line: 866-328-1313; www.corpangelnetwork.org

CANCER RESOURCES (10/08)

American Cancer Society: Brandon, 685-0670; Tampa, 254-3630; www.cancer.org

American Institute for Cancer Research: 800-843-8114; www.aicr.org

Cancer Answers: A toll-free nationwide telephone information service of the H. Lee Moffitt Cancer Center & Research Institute at USF. Registered nurses are available to speak personally with callers and answer cancer-related questions about diagnosis, treatment, new discoveries, new drug therapies, and the availability of research studies. 888-MOFFITT (663-3488), 8:30 am – 4 pm weekdays; <http://www.moffitt.org/>

Cancer Hope Network: A not-for-profit organization that provides free and confidential one-on-one support to cancer patients and their families by matching them with trained volunteers who have undergone and recovered from a similar cancer experience. 877-HOPENET (467-3638); www.cancerhopenetwork.org

National Cancer Institute: Provides information on all types of cancer and an online search tool to find clinical trials by cancer type and geographic location. 800-4-CANCER (422-6237); www.cancer.gov

CANCER, WOMEN (10/08)

National Cervical Cancer Coalition: 800-685-5531; www.nccc-online.org

Ovarian Cancer National Alliance: 866-399-6262; www.ovariancancer.org

Susan J. Komen For the Cure (Formerly Susan G. Komen Breast Cancer Foundation): Florida Suncoast affiliate: 727-734-7832; 877-506-6927; www.komensuncoast.org

St. Joseph's Hospital: Hispanic Breast Cancer Support Group. 870-4000

Network of Strength: 800-221-2141; Spanish: 800-986-9505; <http://www.networkofstrength.org>

CAREGIVERS RESOURCES (10/08)

American Association of Retired Persons: AARP offers tips on caring for parents and finding outside help. 800-677-1116; <http://www.aarp.org> then "Family, Home and Legal," then "Caregiving"

Eldercare Locator: A service of the U.S. Administration on Aging to help caregivers locate the federal area agency on aging and other community-based resources where the patient lives. 800-677-1116, 9 am – 8 pm weekdays; www.eldercare.gov

Family Caregiver Alliance: Publishes nearly 100 fact sheets in English, Spanish, and Chinese (\$2 each) plus a "Handbook for Long-Distance Caregivers" (\$5). Publications are available to download free online. The website also has a 50-state searchable resource map of caregiving programs nationwide as well as links to online discussion/support groups. For print copies of publications mail check and online order form to: Family Caregiver Alliance, 180 Montgomery St., Suite 1100, San Francisco, CA 94104; 800-445-8106; www.caregiver.org

Florida Department of Elder Affairs: Operates three respite programs for caregivers, including R.E.L.I.E.F. (Relief for Elders Living in Everyday Families). Also maintains a comprehensive Consumer Resource Guide which contains information on all aspects of caregiving as well as links to resource directories including resources by county. 850-414-

2000; <http://elderaffairs.state.fl.us>

Hillsborough County Aging Services: The Homecare for the Elderly Program provides subsidies to eligible people who care at home for relatives who otherwise are medically eligible for a nursing home. The Saturday Respite Care Program opens 6 Senior Centers on Saturdays from 9 – 2:30 to provide relief periods for caregivers of individuals who cannot be left alone. 272-5250; www.hillsboroughcounty.org/aging/programs/services

National Alliance for Caregiving: Maintains a one-of-a-kind online resource directory called Family Care Resource Connection with reviews and ratings of over 1,000 recommended books, videos, web sites, and other materials on caregiving; www.caregiving.org

National Association of Professional Geriatric Care Managers: Can help caregivers of the elderly assess the need for a professional geriatric care giver, find such a person in their area, and suggest what questions to ask and factors to consider before hiring outside help. 520-881-8008; www.caremanager.org

National Family Caregivers Association: Educates, supports, empowers and speaks up for the more than 50 million Americans who care for loved ones with a chronic illness or disability or the frailties of old age, reaching across the boundaries of diagnoses, relationships and life stages to address the common needs and concerns of all family caregivers. 800-896-3650; www.nfcares.org

CAR REPAIRS (See: Motor Vehicle Repairs)

CARS, FREE (See: Motor Vehicles, Low Income)

CELL PHONE DONATIONS (10/08)

Crisis Center of Tampa Bay: The Center's Rapid Response Program collects used cell phones, has them converted to connect only to 911, and provides them free to seniors, domestic violence victims, and other people at risk. A drop box is located outside the office for donations after business hours. One Crisis Center Plaza (Bearss Avenue west of Florida); 964-1964; www.crisiscenter.com

Secure the Call Foundation: Collects, converts to free 911 emergency lines, and distributes used cell phones to domestic violence shelters, neighborhood watch groups, school crossing guards, and senior centers. 888-883-6628; www.donatemycellphone.org

CHARITIES, EVALUATING (10/08) (See also: Solicitation of Contributions)

American Institute of Philanthropy: Publishes a "Charity Rating Guide and Watchdog Report" available for \$3 (check only) to AIP, P. O. Box 578460, Chicago, IL 60657-8460. 773-529-2300; www.charitywatch.org

Better Business Bureau Wise Giving Alliance: Promotes informed giving by listing financial information on hundreds of national nonprofits and indicating which ones meet the Council of Better Business Bureaus' fund-raising standards. 703-276-0100; www.bbb.org/charity

Charity Navigator: Includes articles, reports, studies, & tips plus multiple search features including browse-by category and filter by state. 201-818-1288; www.charitynavigator.org

Florida Department of Agriculture and Consumer Affairs: The website includes an explanation of the Solicitation of Contributions Act, a link to the applicable statute and section of the Florida Administrative Code, an online searchable Gift Givers Guide, and tips on giving. 800-HELP-FLA (435-7352); www.800helpfla.com/soc.html

National Consumer League: Operates the National Fraud Information Center and Internet Fraud Watch. Together they address elder fraud, online fraud, telemarketing fraud, and counterfeit prescription drugs. 202-835-3323; www.fraud.org

Philanthropic Research, Inc.: A public charity that promotes effective giving through informed decision-making. Its online databases include information on all tax-exempt nonprofits registered with the IRS. Currently, there are more than 1.5 million organizations in the database including information on more than 900,000 public charities, approximately 118,000 private foundations, and nearly half a million other exempt organizations. The basic database is free but requires registration. 757-229-4631; www.guidestar.org

CHECK WRITING (10/08) (See also: Worthless Checks)

F.S. 832.075 (www.leg.state.fl.us) specifies what kind of documentation a merchant may and may not require for identification when paying by check.

CHILD CARE FACILITIES REGULATION (10/08)

Florida Department of Children and Families: Suncoast Region: 558-1067; www.dcf.state.fl.us/childcare/licensing.shtml

Hillsborough County Department of Children's Services: Child Care Licensing Program: Website includes links to county child care ordinances and applicable statutes. 272-6487; www.hillsboroughcounty.org/childcarelicensing/home.cfm

CHILD CARE RESOURCES (10/08)

Child Care Aware: A federally-funded national nonprofit initiative to help parents find the best child care available in their area. 800-424-2246; TTY: 866-278-9428; www.childcareaware.org

Florida Agency for Workforce Innovation: The Child Care Resource and Referral Network is a statewide program that matches working parents and their children with appropriate child care providers; eligible parents may receive subsidized day care. Download the 2008 Child Care Resource and Referral Directory from the website. 886-357-3239; www.floridajobs.org/earlylearning/ChildCareResourceReferralNetwork.html. The Program is administered locally through Hillsborough County Public Schools. 744-8941; <http://www1.sdhc.k12.fl.us/~early.child/index.htm>

Florida Children's Forum: This is a private, not-for-profit organization committed to enhancing and improving the quality, affordability, and availability of child care and early education through a broad array of programs, services, and publications. 888-FL-CHILD (352-4453); www.fcforum.org

Florida Directory of Early Childhood Services: Housed at the Florida Children's Forum (see above) the Central Directory maintains a database of information on community services, counseling, diagnosis/evaluation, early intervention, education and training, equipment, medical screening, special education services, support groups, and therapies for children. A Resource Specialist is available 8 - 5 weekdays. 800-654-4440; www.centraldirectory.org

Hillsborough County Department of Children's Services: Early Head Start (ages 6 mos. – 4 years); Head Start (ages 3-4): 264-3821. www.hillsboroughcounty.org/childrenservices

National Child Care Information Center: NCCIC is a national clearinghouse and technical assistance center that links parents, providers, policy-makers, researchers, and the public to early care and education information. 800-616-2242; TTY: 800-516-2242; <http://nccic.org>

U.S. Department of Health and Human Services Child Care Bureau: Supports low-income working families through child care financial assistance. Website offers a variety of resources for parents, including information on choosing and finding help paying for day care and after school programs. www.acf.hhs.gov/programs/ccb/parents/index.htm

CHILD CARE, SICK CHILDREN (10/08)

KIDCare at Tampa General Hospital: A day care facility for children too sick to attend school or day care but well enough to leave home. Examples are children needing post-operative care, with activity restrictions due to orthopedic injuries, or with minor illnesses such as asthma. Reservations are taken up to 24-hours in advance and admission is on a first come-first served basis. The program accepts children of ages 2 months to 15 years with current immunizations and is open 5:30 a.m. – 7 p.m. weekdays at a cost is \$5 per hour. Please call ahead as some restrictions apply. 844-7192; <http://www.tgh.org/whywork.htm#q4>

CHILD CUSTODY (10/08) (See also: Child Support)

F.S. 61, Part II (www.leg.state.fl.us) governs child custody in Florida.

CHILD CUSTODY/FATHERS' SUPPORT GROUPS (10/08)

American Coalition for Fathers and Children: This is a national non-profit organization dedicated to promoting shared parenting after divorce. 800-978-3237; www.acfc.org

Fathers Resource & Networking Center: FRANCS serves as a community-wide hub for fatherhood initiatives, activities and services, providing resources, support, information and education to enable dads to address the challenges and celebrate the joys of positive fathering and involvement with their children. FRANCS is for all dads... married, single, divorced, foster, surrogate, expectant and mentors. Programs include a Nurturing Dads course, Boot Camp for New Dads, and informal monthly Dad's Dinners. 3108 W. Azelee St., Tampa; 356-1293; <http://www.childabusecouncil.com/>

CHILD RESTRAINTS, MOTOR VEHICLES (10/08)

F.S. 316.613 (www.leg.state.fl.us) requires child passengers 5 and under to be restrained, with specific requirements by age. Up to age 4, must be a separate device; 4 and 5 may be a separate carrier, an integrated child seat, or a seat belt. A website sponsored by the Florida Department of Transportation includes link to the statutes as well as information on choosing and using child seats. <http://www.usa.safekids.org/>

American Academy of Pediatrics: Distributes a brochure, Car Safety Seats: A Guide for Families 2008, that lists models of children's car seats that comply with federal motor vehicle safety standards, and manufacturers' telephone numbers; includes infant and convertible booster seats for older children; www.aap.org/family/carseatguide.htm

Florida Highway Patrol: Hosts a Child Passenger Safety website that includes a children's video "Riding in My Booster Seat" and links to child seat ratings and local troopers who are Certified Child Passenger Safety Technicians. The certified technician for Hillsborough Pasco, Pinellas, and Polk counties is Trooper Reginald Edwards, 11305 N. McKinley Dr., Tampa; 632-6859, ext. 329; <http://www.flhsmv.gov/fhp/CPS/>

Hillsborough County Sheriff's Office: 15 Child Passenger Safety Seat Technicians are available throughout the County. The website lists individual locations and phone numbers plus a child safety seat use chart and a link to up-to-date recall information; 247-8000; www.hcso.tampa.fl.us then "Directory" then "Child Passenger Safety Seats."

National Highway Traffic and Safety Administration: Operates a comprehensive Child Passenger Safety Program. The website includes current recall information, online and printable child seat complaint forms, information on air bags and children, and a Child Safety Seat Inspection Station Locator. 888-327-4236; www.nhtsa.dot.gov, then Quick Link's dropdown menu to Child Safety Seat Information. A related website features a 2008 Child Passenger Safety Planner in English and Spanish. www.boosterseat.gov

CHILD SAFETY (10/08) (See also: Child Restraints, Motor Vehicles; Internet Safety)

Safe Steps: A public-private sector collaborative project to help Florida parents keep their children safe from criminals lurking on the Internet, in shopping malls, and on the streets. www.safestepsfla.net

Florida Attorney General: Hosts Children's Safety Center, an interactive website of questions and answers that quizzes kids on a range of safety topics including accidents, answering the phone, bicycle safety, bad weather, bullying, drugs and alcohol, fire, getting lost, poison, stray dogs, staying home alone, strangers, weapons, etc. 866-966-7226; www.myfloridalegal.com/kids/kids.html

National Program for Playground Safety: A federally funded, university-based project that has assembled the largest and most comprehensive clearinghouse of outdoor play area safety information and resources in the United States. Website includes information for parents, teachers, day care providers, youth organizations, elementary school administrators, and playground planners. 800-554-PLAY (7529); www.playgroundsafety.org

Safe Sitter: The only national nonprofit organization devoted exclusively to babysitter training. The program is offered locally at St. Joseph's Hospital (870-4747), University Community Hospital (615-7300) and New Tampa Family YMCA. (866-9622) 800-255-4089; www.safesitter.org

Tampa Fire Department: Hosts an "Education Station" for preschool children and their parents in an old fire station in Ybor City. Books, games and other furnishings for the Education Station were purchased through an education grant from the Federal Emergency Management Agency. The Education Station is also available for day care center and pre-school field trips, and young children's birthday parties. 274-8241; www.tampagov.net/dept_Fire_rescue

U.S. Consumer Product Safety Commission: A new Kidd Safety website features interactive games that teach safety to children. www.cpsc.gov/kids/kidsafety

CHILD SUPPORT, FLORIDA (10/08)

Child support obligations are determined by the courts pursuant to statutory guidelines in F.S. 61.30 (www.leg.state.fl.us) The guidelines set out the schedule applied to the parents' combined net income to determine minimum child support which may be varied plus or minus 5%. A worksheet can be found at <http://dor.myflorida.com/dor/childsupport/guidelines.html> The Florida Department of Revenue is responsible for enforcement. A delinquent child support obligation may result in suspension of a driver's license and motor vehicle registration under F.S. 322.058 and .059 and/or a professional license or certificate under F.S. 61.13015 and 409.2551 and .2598 (www.leg.state.fl.us). 800-622-KIDS (5437); www.myflorida.com/dor/childsupport

CHILDREN AND FAMILIES, Florida Department of (10/08)

Tampa Program Offices:

Adult Services: 558-5580	Developmental Disabilities: 558-5540	Family Safety: 558-5600
Alcohol, Drug Abuse & Mental Health: 558-5700	Economic Services: 558-5670	

CHILDREN, GRIEVING (10/08)

Suncoast Kid's Place: A free service which aims at helping children ages 3 to 18 work through their grief in coping with the death of a loved one. Van Dyke United Methodist Church, 17030 Lakeshore Road, Lutz. 990-0216; <http://www.suncoastkidsplace.org/>

CHILDREN, LOW-INCOME HEALTH INSURANCE (10/08)

Florida KIDCARE: The official statewide health insurance program for uninsured children under 19. 888-540-5437; TTY: 877-316-8748; www.floridakidcare.org

CHILDREN, MISSING (See: Runaways)

CHILDREN with SPECIAL NEEDS, RESOURCES for (10/08)

Baby FASST: An early intervention program of Mental Health Care, Inc.(Tampa) that offers developmental and behavioral screenings and in home services to children 5 and under with mild developmental delays and/or mild to moderate behavioral problems. 272-2888

Easter Seals Florida: Operates several programs/facilities locally for infants and very young children with, or considered at-risk for, developmental disabilities: Early Intervention Center: 236-5589; Teen Parent East (Plant City): 707-7430; Teen Parent West (Tampa): 233-2655, ext. 231; Regional Office: 988-7633; <http://fl.easterseals.com>

Hillsborough County Department of Children's Services: Operates the Severe Emotionally Disturbed Treatment Program (day & residential) & In-Home Respite Services for Children with Developmental Disabilities. 264-3807, ext. 127

National Dissemination Center for Children with Disabilities: Online resources include database searchable by state for links to government agencies, parent groups, and disability organizations. 800-695-0285; www.nichcy.org

CHILDREN and VIOLENCE (Prevention and Treatment Programs) (10/08)

BILY (Because I Love You): Support group for parents of hard-to-handle children. www.bily.org.

End Violence Early: (EVE): A program of Mental Health Care, Inc. in Tampa that provides immediate clinical services to youths 7-15 who have been arrested for domestic violence. 740-4730.

Positive Spin (Positive Support for Parents in Neighborhoods): A program which works to help families overcome the pressures of crime, poverty and unemployment. The primary goal is to keep children out of the state protection system by interacting with parents, children, friends and relatives to build a network that people can turn to before the authorities are called in. 977-7677.

SHOCK Education Program: This bold, 6-week, 12-class program of the 13th Judicial Circuit in Hillsborough County demonstrates to youth ages 12-18 the consequences of bad decisions involving drugs, guns, and violence. Field trips include visits to hospitals, funeral homes, and other places to avoid through responsible choices. Candidates need not be offenders; the program accepts parent referrals. 272-6766; www.fljud13.org/jdp/SHOCK.html

CHILDREN'S BOARD, Hillsborough County (10/08)

Created pursuant to F.S. 125.901 (www.leg.state.fl.us) and implemented by county ordinance; ad valorem tax approved by referendum. Funds nearly 180 programs that focus on children from birth to age 8 and reaches close to 90,000 children. 229-2884; www.childrensboard.org.

CHILDREN'S SERVICES, Hillsborough County Department of (10/08)

Administration	264-3821
Child Care Licensing	272-6487
Child and Family Counseling	903-3455
Emergency Shelter/Foster Care Group Home	264-3807
Haven W. Poe Runaway Services Center	272-6606
Head Start	272-5140
In-Home Respite Services	264-3807
Parent Education Program	264-3807
Severely Emotionally Disturbed Treatment Services	264-3807

CHILDREN'S SERVICES, Other (10/08)

Big Brothers Big Sisters of Tampa Bay	769-3630; www.bbbsfl.org
Boys & Girls Clubs of Tampa Bay	875-5771; www.bgctampa.org
St. Joseph's Children's Advocacy Center	615-0589; www.sjbhealth.org
Children's Advocacy Center Foundation	272-7179; http://childrensadvocacycenterfoundation.com
Children's Home	855-4435; www.childrenshome.org
Children's Forum	888-FL-CHILD (352-4453); www.fcforum.org
Florida Family Healthline	800-451-BABY (2229)
Joshua House	949-8946
Ophelia Project of Tampa Bay	514-9555
Rainbow Family Learning Centers (therapeutic child care for abused children, a project of the Child Abuse Council)	813-673-4646, ext. 286
WIC: Women, Infants and Children	800-342-3556; Tampa, 307-8074; www.fns.usda.gov/wic
YMCA Foster Home Recruitment Project	684-1371

CHOLESTROL CALCULATOR (See: Health Assessment Tools)

CIGARETTES, SALES (See: Alcohol and Tobacco Regulation)

CITIZENSHIP AND IMMIGRATION (10/08) (See also: Immigration Resources; Refugee Assistance)

U.S. Citizenship and Immigration Services: 800-375-5283; TTY 800-767-1833; www.uscis.gov

CITRUS (10/08)

Florida Department of Citrus: Website includes a list and links to groves that offer public tours. Lakeland Office: 863-499-2500; www.floridajuice.com

CITY INFORMATION (10/08)

City of Tampa City Hall Plaza Tampa 33602 274-8211 www.tampagov.net	City of Plant City Post Office Box C Plant City 34289 659-4200 www.ci.plant-city.fl.us	City of Temple Terrace Post Office Box 16930 Temple Terrace 33687 989-7100 www.templeterrace.com
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Florida League of Cities: 800-342-8112; www.flcities.com

CIVIL RIGHTS (10/08) (See also: Discrimination)

City of Tampa, Human Rights Office: 274-5835;

http://www.tampagov.net/dept_community_affairs/programs_and_services/human_rights/

Florida Commission on Human Relations: 850-488-7082; TTD (ASCII): 800-955-1339; TTD (Baudot): 800-955-8771;

Complaints: 800-342-8170; <http://fchr.state.fl.us>

Hillsborough County Equal Opportunity Office: 272-6554; www.hillsboroughcounty.org/equalopp

National Association for the Advancement of Colored People (NAACP): Works to ensure the political, educational, social and economic equality of all U.S. citizens and to eliminate racial prejudice and discrimination through democratic processes. 877-NAACP-98 (622-2798); www.naacp.org Hillsborough County Chapter: 234-VOTE (234-8683); www.hillsboroughnaacp.org

National Association of Minority Contractors: 202-678-8840; <http://www.namcdc.net/>

National Partnership for Women & Families: 202-986-2600; www.nationalpartnership.org

National Women's Law Center: 202-588-5180; www.nwlc.org

National Urban League: Tampa/Hillsborough: 229-8117; www.nul.org

U.S. Commission on Civil Rights: 404-562-7000; TTY: 404-562-7400; Complaints, 800-552-6843; TTY: 800-877-8339; www.usccr.gov

U.S. Equal Employment Opportunity Commission: 800-669-4000; TTY: 800-669-6820; Tampa Field Office: 228-2310,

TTY: 228-2003; www.eeoc.gov

CLEAN INDOOR AIR (10/08)

F.S. 386.201 - .2125 (www.leg.state.fl.us) sets forth Florida's Clean Indoor Air Act.

Indoor Air Quality Information Clearinghouse: 800-438-4318; Asthma Hotline: 886-662-8822; Smoke-Free Home Hotline: 886-766-5337; Radon Helpline: 800-767-7236; www.epa.gov/iaq/index.html

CLEMENCY (10/08)

Florida Parole Commission: Office of Executive Clemency: 850-488-2952; <https://fpc.state.fl.us/Clemency.htm>
U.S. Department of Justice: Office of the Pardon Attorney: 202-616-6070; www.usdoj.gov/pardon/clemency.htm

CLERK OF CIRCUIT COURT, Hillsborough County (10/08)

The Clerk is a constitutional officer who serves as record keeper to the Thirteenth Judicial Circuit and the Board of County Commissioners; 276-8100; www.hillsclerk.com

To contact the following departments/divisions, call **276-8100** and then the applicable extension:

ADA Assistance	272-7040	Jury Services	4747
Appeals (Civil and Criminal)	4771	Juvenile	3942
Case Management Unit	272-5173	Juvenile Diversionary Programs	272-6766
Children's Justice Center	272-7179	Juvenile Drug Court	272-5518
Circuit Civil	4365	Marriage Licenses	4366
Circuit Criminal (Felony)	4368	Mediation and Diversion Services	272-5642
County Civil	4382	Mental Health	4594
County Criminal (Domestic Violence)	4307	Probate, Guardianship & Trust	4360
County Criminal (Misdemeanor)	4357	Records (Board of County Commissioners)	4567
Domestic Violence Program	272-6423	Records (Thirteenth Judicial Circuit)	3461
Drug Court Diversionary Program	276-8190	Small Claims	4362
Elder Justice Center	276-2726	State Attorney	272-5400
Family Law	4358	Tax Deed Sales	4768
Family Law (Domestic Violence)	4356	Traffic	276-8200
Foreclosure Sales	4784	Value Adjustment Board	6731
Indigent Screening	3886	Victim Assistance/Victim Notification	272-6472
Interpreter Center	272-5940	Worthless Check Unit	272-5339

Online records search at <http://publicrecord.hillsclerk.com> (You must visit the courthouse to view an actual file.)

CLOTHING DONATION PROGRAMS (07/07)

Dignity U Wear Foundation: A Florida based charity that partners with Steinmart to provide new clothing and personal care products through participating local charitable organizations to children and their families who are homeless, battered, abused, and left behind. See the website for a list of recipient agencies in Hillsborough County. 888-364-1305; www.dignityuwear.com

Sisters Empowering Women (SEW): This is a Riverview-based non-profit group that grew from providing prom dresses for teens into a multi-service organization helping teens and women succeed educationally and in the workplace. 300-2208 or 622-6517

CLOTHING, EMERGENCY (See: Food, Clothing, and Shelter - Emergency)

COBRA (10/08)

Consolidated Omnibus Budget Reconciliation Act of 1987 (Public Law 100-203): Requires employers with 20 or more employees to continue to offer coverage in their group health insurance plan to certain former employed, retirees, spouses,

and dependent children. 877-279-7959; www.cobraininsurance.net

COLLEGE, PREPAID PLANS (10/08)

College Savings Plan Network: www.collegesavings.org

Florida Prepaid College Board: Manages the Florida Prepaid College Plan and Florida College Investment Plan. 800-552-GRAD (4723); TTY: 877-431-3691; www.florida529plans.com

Independent 529 Plan: 888-718-7878; www.independent529plan.org

SavingforCollege.com: 800-400-9113; www.savingforcollege.com

COMMUNITY AFFAIRS, Florida Department of (10/08)

The Department oversees community planning and housing and community development. 877-352-3222; TDD: 800-226-4329; www.dca.state.fl.us

COMMUNITY ALLIANCES (10/08)

F.S. 20.19 (www.leg.state.fl.us) provides for an alliance of stakeholders, community leaders, client representatives, and human services funding organizations be a focal point for community participation and governance of community-based services under the umbrella of the Florida Department of Children and Families. Tampa Office: 229-2884.

COMPREHENSIVE PLANNING (See: Growth Management)

CONCEALED WEAPONS (See: Weapons)

CONDOMINIUM REGULATION (10/08)

F.S. 718 (www.leg.state.fl.us) provides for oversight by the Florida Department of Business and Professional Regulation, Division of Florida Land Sales, Condominiums, and Mobile Homes: 800-226-9101; www.myflorida.com/dbpr/lsc

CONGRESS, U.S. (10/08)

All states have two Senators in Washington who represent all citizens in the state. Your Congressman or Congresswoman in the House of Representatives represents you by district. To identify the Congressman or Congresswoman for your district, call the Hillsborough County Legislative Delegation, 272-5865, or the Supervisor of Elections, 272-5850; www.votehillsborough.org then "Find My Precinct."

CONGRESS WATCH (See: Public Citizen/Congress Watch)

CONGRESSIONAL DELEGATION, Hillsborough County (10/08)

Name	Address	Telephone	Fax	Website with E-mail Link
Senator Mel Martinez	3802 Spectrum Blvd. Suite 106, Tampa 33612 356 Russell Office Bldg. Washington, DC 20510	813-977-6450 202-224-3041	813-977-6593 202-228-5171	http://martinez.senate.gov/public
Senator Bill Nelson	801 N. Florida Ave. 4 th Fl., Tampa 33602 716 Hart Office Bldg. Washington, DC 20510	813-225-7040 202-224-5274	813-225-7050 202-228-2183	http://billnelson.senate.gov
Congressman Gus Bilirakis (District 9)	10941 N. 56 th Street Temple Terrace 33617 1630 Longworth HOB Washington, DC 20515	813-985-8541 202-225-5755	813-985-0714 202-225-4085	http://bilirakis.house.gov/
Congresswoman Kathy Castor (District 11)	4144 N. Armenia Ave., 300 Tampa 33609-6435 317 Cannon HOB Washington, DC 20515	813-871-2817 202-225-3376	813-871-2864 202-225-5652	http://castor.house.gov

Congressman Adam Putnam (District 12)	650 E. Davidson Street Bartow 33830 1725 Longworth HOB Washington, DC 20515	863-534-3530 Toll-free: 866-534-3530 202-225-1252	863-534-3559 202-226-0585	www.house.gov/putnam
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CONSTITUTION, Florida (10/08)

Copy available from Hillsborough Delegation office, 272-5865; Online: www.leg.state.fl.us

CONSTITUTIONAL OFFICERS, Hillsborough County (10/08)

County: Pat Frank, Clerk of the Court: 276-8100; www.hillsclerk.org.
 Rob Turner, Property Appraiser: 272-6100; www.hcpafl.org.
 David Gee, Sheriff: 247-8200; www.hcso.tampa.fl.us.
 Buddy Johnson, Supervisor of Elections: 272-5850; www.votehillsborough.org
 Doug Belden, Tax Collector: 635-5200; www.hillstax.org
State: Mark Ober, State Attorney: 272-5400; www.sao13th.com
 Julianne Holt, Public Defender: 272-5980; <http://pd13.state.fl.us>

CONSULS and HONORARY CONSULS, Tampa Bay Area (10/08)

Greet dignitaries and solve problems for foreign students, investors, shippers and workers. Contact through Irma Bridgeford, Director of the Tampa-Hillsborough International Protocol Office, 276-9457.

CONSUMER RESOURCES (10/08)

County	Telephone	Web
Citizen Action Center	272-5900	www.hillsboroughcounty.org/about/helpfulnum.cfm
Consumer Protection Agency	903-3430	www.hillsboroughcounty.org/consumerprotection
Cooperative Extension Service	744-5519	www.hillsboroughcounty.org/coopextension
State		
Agriculture & Consumer Services	800-HELP-FLA	www.800helpfla.com
Attorney General	866-966-7226	http://myfloridalegal.com/consumer
Public Service Commission	800-342-3552	www.floridapsc.com/consumers
Federal		
Aviation Consumer Protection Division	800-255-1111	http://airconsumer.ost.dot.gov
Citizen Information Center	888-8-PUEBLO	www.pueblo.gsa.gov
Consumer Action Website*	202-501-1794	www.consumeraction.gov
Consumer Product Safety Commission	800-638-2772	www.cpsc.gov
Federal Trade Commission	877-FTC-HELP	www.ftc.gov
FirstGov for Consumers		www.consumer.gov
Recalls (by government agencies)		www.recalls.gov
Other		
8 on Your Side (WFLA Channel 8)	800-338-0808	http://wfla.com/8onyourside/reportaproblem.htm
Action (St. Petersburg Times)	727-893-8171	www.sptimes.com/columns/action.shtml
Better Business Bureau of West Florida	800-525-1447	www.bbbwestflorida.org
*Website includes links to a 2008 handbook, consumer assistance directory, consumer organizations, corporate consumer offices, and a sample complaint letter.		

CONTINUING CARE CONTRACTS (10/08)

F.S. 651 (www.leg.state.fl.us) defines and regulates continuing care contracts.

CONTRACT CANCELLATION (10/08)

Federal Trade Commission: "The Cooling-Off Rule: When and How to Cancel a Sale."
www.ftc.gov/bcp/edu/pubs/consumer/products/pro03.shtm

Florida Attorney General: www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Cool-Off Rule.”

COOPERATIVE EXTENSION SERVICE, Hillsborough County (10/08)

This is a collaborative educational service between Hillsborough County and the University of Florida. Program areas include general agriculture, citrus, beef and dairy, home economics, family life, consumer education and 4-H Clubs and Master Gardner programs. 744-5519; www.hillsboroughcounty.org/coopextension

CORPORATIONS (10/08)

Florida Department of State Division of Corporations: Regulates all Florida corporations, both profit and not-for-profit. 800-755-5111. Online searching and document filing: www.sunbiz.org

CORRECTIONS, Florida Department of (10/08)

Citizens' Services	Toll-free: 888-558-6488	Victim Assistance	Toll-free: 877-8-VICTIM
Inmate Information	850-488-2533	Website	www.dc.state.fl.us
Juvenile Justice	850-488-1850	Hillsborough Correctional Institution	671-5022
Parole Commission	850-922-0000	Tampa Probation Circuit Office	233-3450
Public Records	850-488-1503	Hillsborough Pre-Trial Intervention	975-6524

COUNTIES, CHARTER (10/08)

Counties in Florida which operate with a charter, with the effective date of the charter:

Alachua - 1987	Clay - 1991	Lee - 1996	Osceola - 1992	Sarasota - 1971
Brevard - 1994	Columbia - 2002	Leon - 2002	Palm Beach - 1985	Seminole - 1989
Broward - 1975	Duval - 1968	Miami-Dade 1957	Pinellas - 1980	Volusia - 1971
Charlotte - 1986	Hillsborough - 1983	Orange - 1987	Polk - 1998	

For a copy of Hillsborough's charter, call 272-5865; Online: www.hillsboroughcounty.org/countycharter

COUNTY INFORMATION (10/08)

Florida Association of Counties: 850-922-4300; www.fl-counties.com

Hillsborough County: Consult the blue pages of the phone book or www.hillsboroughcounty.org

COURT DOCKETS (10/08)

Second District Court of Appeals: Website provides for online searches by case number, party, attorney, lower court case number, or date filed. www.2dca.org

Thirteenth Judicial Circuit: Website provides for online searches by name, party, case number, or bond. You must visit the courthouse to view an actual case file. <http://publicrecord.hillsclerk.com>

COURT, SMALL CLAIMS (10/08)

Handles disputes that do not exceed \$5,000. 276-8100, ext. 4362; www.hillsclerk.com

CREATING FUTURES (See: Employment Training/Information Technology)

CREDIT APPLICATIONS, UNSOLICITED (10/08)

Stop receiving unsolicited credit card applications by using the opt-out service sponsored by the major credit agencies and endorsed by the Federal Trade Commission. 888-567-8688; TDD: 877-730-4105; www.optoutprescreen.com

CREDIT COUNSELING INFORMATION (10/08)

Federal Trade Commission: Hosts a credit website that offers advice on all aspects of managing credit, including choosing a credit counselor and a “must do” list for people on debt management plans. www.ftc.gov/credit

Financial Literacy Resource Center: An online searchable database of education materials in all formats about all aspects of financial planning and money management. Hosted by the National Endowment for Financial Education. www.smartaboutmoney.org

Florida Attorney General: Hosts a website with extensive information about choosing a credit counseling agency and avoiding credit repair scams. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Credit Counseling and Debt Management” and “Credit Repair Scam”

National Endowment for Financial Education: This non-profit foundation is dedicated to helping all Americans acquire the information and gain the skills necessary to take control of their personal finances. It focuses on credit and debt management, saving and investing, and retirement planning. 303-741-6333; www.nefe.org

National Foundation for Credit Counseling: A national clearinghouse and accreditation organization for credit counseling agencies throughout the country who meet the highest standards for quality. 800-388-2227; www.nfcc.org
The agency also has a site to assist in finding a reputable debt counselor: www.debtadvice.org

CREDIT FILE SECURITY FREEZE (10/08)

Florida Department of Agriculture and Consumer Services: Offers information on its website on the implications of placing a security freeze on your credit file. To place a security freeze on your credit files, send \$10 to each of the credit reporting companies at the following addresses. There is no charge if you have been a victim of identity theft, but you must send a copy of your police report, investigative report, or complaint filed with a law enforcement agency.

www.800helpfla.com/scams/securityfreeze.html

Equifax	P. O. Box 105778, Atlanta, GA 30348	888-766-0008
Experian	P. O. Box 9554, Allen, TX 75013	888-397-3742
Trans Union	P. O. Box 6790, Fullerton, CA 92834	800-680-7289

CREDIT REPORTS (10/08)

Federal Trade Commission: The law allows you to receive a free copy of your credit report annually from each of the three major national credit bureaus. For a summary of your rights under the new law, and guidance in obtaining your reports efficiently while guarding against scams, visit the Federal Trade Commission’s credit website which includes links to obtaining free credit reports and disputing credit report errors. www.ftc.gov/credit

How to Order Your Free Credit Reports: You can order all 3 annual credit reports by calling 877-322-8228, by downloading the Annual Credit Report Request Form available on the FTC website and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281, or online. www.annualcreditreport.com

CRIMES COMPENSATION (See: Victim Resources)

CRIST, VICTOR – State Senator (District 12) (10/08)

11961 N. Florida Ave., Suite B, Tampa 33612, 975-6658; if no answer, call 272-5865. crist.victor.web@flsenate.gov

CULP, FAYE - State Representative (District 57) (10/08)

4302 Henderson Blvd., #105, Tampa 33629, 272-2920; if no answer, call 272-5865. faye.culp@myfloridahouse.gov

CYBERSTALKING (10/08) (See also: Internet Safety)

Florida Computer Crime Center: This website hosted by the Florida Department of Law Enforcement offers tips to prevent cyberstalking as well as a link to F.S. 784.048, which defines it as “engaging in a course of conduct to communicate, or to cause to be communicated, words images, or language by or through the use of electronic mail or electronic communication, directed at a specific person, causing substantial emotional distress to that person and serving no legitimate purpose.” www.fdle.state.fl.us/fc3/cyberstalking.html

DACCO (See: Substance Abuse)

DADS (See: Child Custody/Fathers' Support Groups)

DANCE STUDIO REGULATION (10/08)

F.S. 501.143 (www.leg.state.fl.us) regulates ballroom dance studios and individuals offering ballroom dance lessons or services in Florida.

Florida Attorney General: Offers consumer information on dance studios. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then "Dance Studios"

Florida Department of Agriculture and Consumer Affairs: This agency issues the required licenses and monitors compliance. 800-342-7352; www.800helpfla.com/dance.html

DAY CARE (See: Child Care)

DEAF PERSONS, RESOURCES for (See: Hearing Impaired Persons, Resources For)

DEBT COLLECTION (10/08) (See also: Credit)

Debt collection practices in Florida are regulated by federal and state law: Both prohibit harassment.

Federal Trade Commission: The website summarizes the federal law, known as the "Fair Debt Collection Practices Act." <http://www.ftc.gov/os/statutes/fdcpajump.shtm>

Florida Attorney General: Offers consumer information about debt collection attempts. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then "Debt Collection"

Florida Office of Financial Regulation: Website has direct links to state law (F.S. 559 Part V and FAC 69V-180) and information about its role in collection agency oversight. www.flofr.com/finance/licensing-h.htm

DEBT MANAGEMENT (See: Credit Counseling)

DEBTORS ANONYMOUS (10/08)

An international 12-step fellowship program that provides mutual help in recovering from compulsive spending. 781-453-2743; www.debtorsanonymous.org. Tampa Chapter, St. John's Episcopal Church 906 S. Orleans Ave., Tampa, FL 33606. Meets in Lowry Room, Tuesday: 6:00 - 7:15 PM

DENTAL CARE and REFERRAL (10/08)

Hillsborough Community College Dental Clinic: Provides dental hygiene services including exams, x-rays, and preventive services including cleanings, fluoride, and sealants. Hours vary by semester; call for appointment. 253-7527.

Hillsborough County Dental Research Clinic: Provides dental work for public assistance clients; could be subject to a minimal co-payment; located at Erwin Technical Center. 238-7725.

Hillsborough Healthcare: Covers emergency dental care for County residents already enrolled in certain plans. For eligibility and authorization call 272-5040.

West Coast District Dental Association: Gives referrals to dentists and dental clinics and fields patient questions and complaints (member dentists only). 931-3018; www.wcdental.org

Suncoast Community Health Centers: Provides limited dental services (including preventive) to medically underserved residents of eastern and southern Hillsborough County. Sliding scale discounts are available to eligible persons upon proof of income.

Dover Health Center	14618 SR 574	349-7700
Plant City Health Center	508 N. Maryland Avenue	349-7600
Ruskin Health Center	2814 14 th Avenue SE	349-7800

Zendah Grotto Dentistry for Handicapped Children (Masonic Order): Provides dental care for special-needs children

under 18. 872-0812

DEPRESSION AND BIPOLAR ALLIANCE (10/08)

The Web site: <https://www.facingus.org/> offers interactive features to help people create personal wellness tools to assist in their recovery. Users will be able to develop a wellness plan to keep a personal – and private – online journal of their feelings, share tips; consult a library of shared tips; and browse art, audio and video presentations, including personal video stories.

DEVELOPMENTAL DISABILITIES (See: Disabilities; Mentally Challenged Persons, Resources for)

DIET and EXERCISE (See: Fitness)

DIRECT MAIL ADVERTISING (See: Junk Mail)

DISABILITIES, RESOURCES for PERSONS with (10/08)

(See also: Animals, Service; Americans with Disabilities Act; Assistive Technologies; Disaster Planning for Persons with Disabilities; Hearing Impaired Persons, Resources for; Library Services for the Blind; Mentally Challenged Persons, Resources for; Scholarships for Students with Disabilities; Vision Impaired persons, Resources for)

Achieve Tampa Bay: Offers programs and services in the areas of employment, childcare, pre-school, information and referral, therapy, respite, supported living, and loans of assistive devices to disabled persons of any age throughout a 6-county area. 239-1179; www.achievetampabay.org

Advocacy Center for Persons with Disabilities: A federally-funded nonprofit agency in Florida which provides advocacy and protective services for Floridians with disabilities including monitoring residential programs, safeguarding individual rights, and promoting access to assistive technologies. Statewide: 800-342-0823; TDD: 800-346-4127; Spanish 800-350-4566; www.advocacycenter.org

All People's Life Center: This is a Hillsborough County recreation center for persons with disabilities that offers after school programs, summer day camp, teen outings, sports training, and Special Olympics. 6105 E. Sligh Ave., Tampa; 744-5978; www.hillsboroughcounty.org/parks/recreation/therapeutics.cfm

Bakas Equestrian Center: Provides basic to advanced horseback riding lessons, shows, trail rides, and social events to people age 4 through adult with physical and/or mental disabilities. Hillsborough County operates the center, which is accredited by the North American Riding for Handicapped Association and staffed by NARHA-certified instructors. 11510 Whisper Lake Trail, Tampa; 264-3890; www.hillsboroughcounty.org/parks/recreation/bakascenter.cfm

Benefit Eligibility Screening Tool (BEST): An online assessment to help people determine potential eligibility for disability benefits under the Social Security Administration; http://connections.govbenefits.gov/ssa_en.portal Applications: 800-772-1213; TTY: 800-325-0778; www.ssa.gov/applyfordisability

Enable America: A Tampa-based nonprofit organization working to eliminate barriers to independent living and to foster employment, civic involvement, and social inclusion for those with disabilities so they become fully engaged in the economy and their communities. Website includes profiles of over 50 local organizations and the services they provide to people with disabilities. 222-3212; 877-ENABLED (362-2533); www.EnableAmerica.org

Florida Agency for Persons with Disabilities: Operates programs statewide for Floridians with mental retardation, cerebral palsy, epilepsy, autism, and spina bifida. Suncoast Area Office, 233-4300; <http://www.apd.myflorida.com/>

Goodwill Industries-Suncoast, Inc.: Operates several programs locally to help people with disabilities find and retain suitable employment. 888-279-1988; www.goodwill-suncoast.org

Human Development Center: A state-funded non-profit organization with facilities in Tampa and Seffner serving adults with developmental disabilities through vocational training and behavioral, psychological, residential, and supported living services. It operates 7 group homes, a day training center, and greenhouse/nursery. 872-6250; www.hdcinc.org

Job Accommodation Network: A free service of the U.S. Department of Labor Office of Disability Employment Policy. 800-526-7234; TTY: 877-781-9403; www.jan.wvu.edu

National Rehabilitation Information Center: A web-based library of over 65,000 articles and documents on all types of disabilities, as well as free brochures and a free 65-page consumer guide entitled "Choosing a High-Quality Medical Rehabilitation Program: A Field Guide for People with Disabilities." 800-346-2742; www.naric.com

Self Reliance, Inc., Center for Independent Living: Provides life skills training, counseling, peer support and mentoring, information and referral, wheelchair ramps for homes, medical equipment services, and an Independence Lab with accessible computer technology. 8901 N. Armenia Ave., Tampa. 375-3965; TTY: 375-3972; www.self-reliance.org

DISABILITY SCHOLARSHIP PROGRAMS (See: Scholarship Programs for Students with Disabilities)

DISASTER PLANNING for PERSONS with DISABILITIES (10/08)

America Red Cross: Hosts a website of resources especially designed for people with disabilities. The website is available in 14 foreign languages and large print. www.prepare.org/disabilities/disabilities.htm

Disability Preparedness Resource Center: Provides practical information on disaster preparedness for people with disabilities and those who care for them. www.disabilitypreparedness.gov

Federal Emergency Management Agency (FEMA): Website offers disaster preparation tips for special needs populations, including a link to a 20-page brochure entitled “Preparing for Disasters for People with Disabilities and other Special Needs.” www.fema.gov/plan/prepare/specialplans.shtm

Florida Agency for Persons with Disabilities: Website offers an overview of disaster planning for people with disabilities, caregivers, providers, and emergency shelter personnel. <http://www.apd.myflorida.com/disaster/>

Hillsborough County Emergency Management: Operates three special needs shelters in Hillsborough County. Pre-registration is required. 236-3800; <http://www.hillsboroughcounty.org/emergency/>

Ready America: The U.S. Department of Homeland Security hosts this website, which includes a section for people with disabilities and other special needs, including step-by-step instructions on making a plan, assembling a kit, and other information including a downloadable brochure. www.ready.gov/america/getakit/disabled.html

University of Florida Extension Service: Website offers a checklist for disaster planning for people with disabilities and their caregivers. <http://edis.ifas.ufl.edu/FY751>

DISASTER PREPAREDNESS and RECOVERY (10/08)

Disaster Assistance Insurance Helpline: Hosted by the Florida Department of Financial Services: 800-22-STORM (227-8676).

Disasterville: A permanent exhibit at Tampa’s Museum of Science and Industry (MOSI). Guests can “walk through interactive towns and experience the impact of a variety of simulated natural disasters and walk away prepared to take action to minimize the effects of nature’s fury in their lives.” Featured weather phenomena include floods, hail, hurricanes, lightning, tornadoes, wildfires, volcano, earthquakes, and tsunamis. 987-6000; www.mosi.org/disasterville.html

Federal Alliance for Safe Homes (FLASH): A Florida-based nonprofit organization dedicated to promoting disaster safety and property loss mitigation. Helps homeowners make their homes more hurricane resistant; focuses on homeowners with older pre-code homes and those with previous hurricane damage. 877-221-SAFE (7233); www.flash.org

Federal Emergency Management Agency (FEMA): 800-621-FEMA (3362); TTD: 800-462-7585; www.fema.gov

Florida Attorney General: Hosts a toll-free hotline on hurricane-related price gouging and publishes tips on how to avoid becoming a price gouging victim. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Price Gouging after a Hurricane”

Florida Department of Financial Services: Hosts a web page of disaster and storm information for consumers, including a hurricane toolkit, insurance checklist, and a variety of related publications, toll-free telephone numbers, and links. www.fldfs.com/Consumers/hurricane_2007/index.htm

Florida Division of Emergency Management: The State Emergency Response Team maintains an interactive disaster planning website that allows Floridians to create and print a personalized family disaster plan to save for future emergencies. The website also includes tips on dealing with specific weather hazards, including drought, flooding, heat wave, hurricanes, lightning, and wildfires. <http://floridadisaster.org/index.asp>

Florida Hurricane Mitigation Program: Provides grants to help qualified homeowners with the cost of certain home improvements designed to protect their dwellings against hurricanes. Website includes information on free wind inspections, tips on choosing a contractor, and information on saving money on insurance premiums. 866-513-6734; www.mysafefloridahome.com

Hillsborough Animal Health Foundation: Provides information on emergency shelter during hurricanes or disasters including free brochures published by HAHF, The Humane Society of the U.S., the ASPCA, and the American Red Cross, as well as a comprehensive list of local animal hospitals offering emergency shelter and the capacity of each. 221-4804; www.hahf.org then Literature, then Hurricane Preparedness For shelters outside Hillsborough County see www.petswelcome.com

Hillsborough County Emergency Management: Coordinates the evacuation and sheltering of county residents in the event of natural or manmade disasters. Also promotes disaster preparedness and damage mitigation and coordinates post-disaster recovery efforts. The website offers preparedness tips and tools, including an evacuation assessment using aerial maps, to let residents locate their evacuation zone and the locations of shelters and sandbag distribution sites. 272-6900; www.hillsboroughcounty.org/emergency

Institute for Business and Home Safety: A Tampa-based nonprofit initiative of the insurance industry to reduce the social

and economic effects of natural disasters and other property losses by conducting research and advocating improved construction, maintenance and preparation practices: 286-3400; www.disastersafety.org

Next of Kin Registry: This non-partisan, non-profit, organization is a free emergency information link that could be life-saving in natural disasters and other emergencies, such as a missing child, Alzheimer's patient, or international traveler. It is a secure database that lets people store emergency contacts and medical and other vital information to be available to registered emergency response agencies. The State of Florida is a registered participant and the registry is endorsed by FEMA and the International Red Cross. www.nokr.org

Salvation Army Emergency Disaster Services: 962-6611

U.S. Department of Homeland Security: Citizen Line: 202-282-8000; www.dhs.gov

DISCRIMINATION (10/08) (See also: Civil Rights)

9 to 5, National Association of Working Women: Job Survival Hotline, 800-522-0925; www.9to5.org

City of Tampa Human Rights Office: Facilitates mediation conferences for employment discrimination complaints. 274-5835; www.tampagov.net/dept_community_affairs/programs_and_services/human_rights/index.asp

Florida Commission on Human Relations: Enforces Florida's civil rights laws which ban discrimination on the basis of race, color, religion, sex, national origin, age, disability, marital status or familial status. The Commission investigates complaints in the areas of areas of employment, housing, public accommodations and state employee whistle-blower retaliation. 850-488-7082; <http://fchr.state.fl.us>

Hillsborough County Equal Opportunity Administrator: Implements the county's Human Rights Ordinance, which prohibits discrimination in housing, employment, public procurement and public accommodations based on race, color, sex, age, national origin, religion, disability, marital status, and also based on familial status in housing. 272-6554; www.hillsboroughcounty.org/equalopp

Housing Discrimination Hotline: 800-669-9777; TTY: 800-927-9275; www.hud.gov/offices/fheo

U.S. Equal Employment Opportunity Commission: 800-669-4000; TDD 800-669-6820; www.eeoc.gov

U.S. Office of Special Counsel for Immigration-Related Unfair Employment Practices: Interpreters available: Worker Hotline: 800-255-7688; TDD: 800-237-2515; www.usdoj.gov/crt/osc

DISPUTES (See: Mediation and Diversion)

DISSOLUTION of MARRIAGE (Divorce) (10/08)

F.S. 61 (www.leg.state.fl.us) governs divorce in Florida.

American Academy of Matrimonial Lawyers: Florida chapter website offers some useful publications, such as "10 Tips for Divorcing Parents," "Stepping Back from Anger," and a Children's Bill of Rights. 995-0970; www.aamlflorida.org

DOCKS, SEAWALLS, and STRUCTURES OVER WATER (10/08)

Tampa Port Authority: 905-7678; www.tampaport.com

DOCTORS (See: Physicians)

DOCUMENT CERTIFICATION, FOREIGN (See: Apostille)

DOMESTIC VIOLENCE (See: Abuse)

DO NOT CALL REGISTRIES (10/08) (See also: Junk Mail)

Federal Trade Commission: Information: www.ftc.gov/donotcall

Register a home or cellular phone number or file a complaint: 888-382-1222; TTY 866-290-4236; www.donotcall.gov

Florida Department of Agriculture and Consumer Services: Operates the state's Do-Not-Call List. There is a nominal annual fee to cover the cost of maintaining and enforcing the program. Each residential phone number is \$10 the first year and \$5 per year thereafter. 1-800-HELP-FLA (435-7352); www.800helpfla.com/nosales.html

DO NOT RESUSCITATE ORDERS (10/08) (See also: Wills and Other Advance Directives)

Florida Department of Health: The Division of Emergency Medical Operations (DEMO) offers Do Not Resuscitate Order

(DNRO) forms and wallet cards attesting to informed decision and consent to provide, withhold, or withdraw specific medical treatments. The website also offers a wealth of information, FAQs, and a 4-page booklet “Do Not Resuscitate but Do Treat with Care,” explaining how DNROs work. 850-245-4440; www.doh.state.fl.us/demo/trauma/dnro.html

DRIVER LICENSES (10/08)

Florida Department of Highway Safety and Motor Vehicles: 850-922-9000; <http://www.flhsmv.gov/>
 On-line renewal: www.gorenew.com. Set an office appointment online: <http://www.flhsmv.gov/offices/hillsborough.html>

4100 W. Dr. MLK Jr. Blvd.	Tampa	871-7375	10137 E. Adamo Dr.	Brandon	740-7535
2814 E. Hillsborough Ave.	Tampa	272-3771	2211 N. Falkenburg Rd.	Brandon	635-5200
14610 Livingston Ave.	Tampa	558-1130	3002 College Ave.	Ruskin	635-5200
6283 W. Waters Ave.	Tampa	635-5200	408 W. Renfro St.	Plant City	757-9047

DRIVING SCHOOLS (Defensive Driving, Drug Education) (10/08)

Tampa Area Safety Council: Teaches defensive driving skills in classes and online and provides substance abuse education and evaluation for persons convicted of driving under the influence. 248-3009; <http://tampasafetycouncil.org>

DRUG ABUSE INFORMATION and HOTLINES (See: Substance Abuse)

DRUG FREE WORKPLACE (10/08)

Drug Free America Foundation, Inc.: 727-828-0211; www.dfaf.org
Institute for a Drug Free Workplace: 703-288-4300; www.drugfreeworkplace.org
Office of National Drug Control Policy: Drug Free Workplace Program. 800-666-3332; www.whitehousedrugpolicy.gov/prevent/workplace
U.S. Department of Labor: Drug Free Workplace Advisor: www.dol.gov/elaws/drugfree.htm

DRUGS, PHARMACEUTICAL (See: Prescription Medicine Resources)

DUI CLASSES (See: Driving Schools)

EARLY CHILDHOOD RESOURCES (See: Child Care Resources)

ECONOMIC SELF-SUFFICIENCY (10/08) (See also: Workforce Florida; Workforce Innovation)

ACCESS Florida (Automated Community Connection to Economic Self-Sufficiency): Toll-free telephone numbers:

800-955-8770	877-955-5334 (STS)	877-955-8260 (VCO)	877-955-8773 (Spanish)
800-955-1339 (ASCI)	800-955-8771 (TTY)	877-955-8707 (French Creole)	www.myflorida.com/accessflorida

Agency for Workforce Innovation: Florida’s lead state workforce agency directly administers the state’s labor market statistics, unemployment compensation, early learning, and workforce development programs. 850-245-7105; <http://floridajobs.org>

Goodwill Industries-Suncoast, Inc.: Hillsborough County programs include career assessment and planning, Choices to Work (light duty work for people recovering from on-the-job injuries), JobWorks and IMPACT (employment opportunities for people with disabilities), Project Bridge (helping juvenile ex-offenders find jobs), temporary staffing, and vocational evaluation. 888-279-1988; www.goodwill-suncoast.org

Mental Health Care, Inc.: This Tampa nonprofit agency contracts with the Department of Vocational Rehabilitation to operate a supported employment program for functional persons with mental illness. Includes work skills training, job development, coaching and long-term support. 673-4622; www.mhcinc.org

Tampa Bay WorkForce Alliance: Provides job search assistance and referrals, career assessment, skills training, informational seminars, and networking opportunities. 740-4680; www.workforcetampa.com

WorkForce Brandon	9350 Bay Plaza Blvd., Suite 125	Brandon	930-7832
WorkForce Plant City	2001 E. Cherry (HCC Campus)	Plant City	930-7880

WorkForce South Shore	5950 Frond Way	Apollo Beach	930-7600
Workforce Tampa	9215 N. Florida Avenue	Tampa	930-7400

Tampa Bay's Marketplace: This website hosted by the St. Petersburg Times lets employers and job seekers post and search openings and resumes by job category. www.jobs.tampabay.com

EDUCATION, State Board of (10/08) (See also: School Board, Hillsborough County)

Florida Department of Education: 850-245-0505; www.fldoe.org/board State Board of Education Administrative Rules: www.fldoe.org/rules

EDUCATION, COLLEGE REACHOUT (10/08)

College Reachout Program: USF operates an enrichment program for low-income and educationally disadvantaged secondary students in Hillsborough County with the academic ability and motivation to attend college. 974-3713; <http://www.ugs.usf.edu/catalogs/0809/colreach.htm>

EDUCATION, COMPLAINTS (Public Schools) (10/08)

First talk with appropriate personnel at your child's school. If you cannot resolve the problem, and still believe your complaint is valid, call the administrative offices of the School Board at 272-4050.

EDUCATION, CONTINUING (10/08)

University of South Florida: Offers professional development and personal enrichment courses, computer training, reading skills test preparation, testing services, and programs for seniors in classes lasting from 2 days to weekly over a few months. 974-7984; www.outreach.usf.edu

EDUCATION, FINANCIAL AID (10/08)

Contact the Financial Aid Office of the educational institution.

Free Application for Federal Student Aid (FAFSA): Sponsored by the U.S. Department of Education, this is the only official application process for federal student grants and loans. 800-4-FED-AID (433-3243); TTY: 800-730-8913; www.fafsa.ed.gov

Florida Department of Education: The Office of Student Financial Assistance administers state scholarships and grants and federal family education loans. 800-366-3475; www.floridastudentfinancialaid.org

EDUCATION, FLORIDA SCHOOL LAWS (10/08)

The 2007 edition of Florida School Laws is available for \$13.00 from Lexis Publishing by phone, mail, or fax. Order by title or ISBN: 9781422441503. 800-833-9844; <http://bookstore.lexis.com/bookstore/product/13200.html>

EDUCATION, INTERNATIONAL (See: Linkage Institutes)

EDUCATION, PUBLIC SCHOOLS (10/08)

Hillsborough County Public Schools: <http://apps1.sdhc.k12.fl.us>.

Choice Information Line	272-4692	Nutrition Services	840-7092
Diagnostic & Learning Resources	837-7777	Parent Education Center	272-0665
District Office	272-4000	Psychological/Behavioral Services	273-7095
Early Childhood Learning	744-8941	Social Work Services	273-7090
Health Services	273-7020	Special Assignment	272-4096
Magnet Program	272-4811	Transportation Services	982-5500

EDUCATION, SCHOOL BOARD (See: School Board, Hillsborough County)

ELDER ISSUES (See: Senior Citizens)

ELDER JUSTICE CENTER (See: Senior Citizens' Legal Assistance)

ELECTIONS (10/08) (See also: Voting)

Federal Election Commission: 800-424-9530; www.fec.gov

Florida Department of State Division of Elections: 850-245-6200; <http://election.dos.state.fl.us>

Hillsborough County Supervisor of Elections: 272-5850; www.votehillsborough.org

ELECTRIC REGULATION (See: Utility Regulation)

EMERGENCY PLANNING and MANAGEMENT (See: Disaster Preparedness and Recovery)

EMPLOYEE LEASING COMPANIES (10/08)

F.S. 46.520-.535 (www.leg.state.fl.us) regulates employee leasing companies. The Florida Department of Business and Professional Regulation monitors compliance. Website contains information about, licensing, FAQs, and links to applicable sections of statutes and code. 850-487-1395; <http://www.myflorida.com/dbpr/pro/emplo/index.html>

EMPLOYMENT, PUBLIC (10/08)

City of Plant City	659-4233	http://www.plantcitygov
City of Tampa	274-8115	www.tampagov.net
City of Temple Terrace	506-6430	http://www.templeterrace.com/hr/jobs.htm
Hillsborough Community College	253-7030	https://jobs.hccfl.edu
Hillsborough County Civil Service	272-5625	http://hccsb.org
Hillsborough County Public Schools	272-4164	www.sdhc.k12.fl.us/HumanResources
Hillsborough County Unclassified	272-5130	www.hillsboroughcounty.org/hr/management
State of Florida	877-562-7287 TTY:866-221-0268	https://peoplefirst.myflorida.com
University of South Florida	974-2011	http://usfweb2.usf.edu/HR/employment/index.html
Federal Employment		www.federaljobsearch.com

EMPLOYMENT, DISADVANTAGED YOUTH (10/08)

Job Corps: A federally-funded residential education and job training program for adolescents who need multiple support services. Also supported by business, labor, volunteers, and advocacy organizations. Job Corp centers in Florida are in Gainesville, 352-377-2555; Homestead, 305-257-4800; Jacksonville, 904-360-8200; and Miami (Carol City), 305-626-7800; JOBS 0-733-JOBS (5627); <http://jobcorps.doleta.gov>

Workforce Empowerment: A federally-funded program operated by the Tampa Metropolitan YMCA, 110 E. Palm Ave., Tampa, to help disadvantaged youth age 16-22, especially those who are aging out of foster care, get ready for the work force. Mentors help in areas like education, child care, and life skills, such as banking and personal finance. 223-4202; www.tampaymca.org

EMPLOYMENT HOTLINE (10/08) (See also: Labor; Whistleblower Hotlines)

Job Survival Hotline: This is a free service offered by 9to5, National Association of Working Women. It provides information on legal rights and strategies to win fair treatment on the job. 800-522-0925; www.9to5.org

EMPLOYMENT STANDARDS ADMINISTRATION (10/08)

The ESA is the largest agency within the U.S. Department of Labor. It enforces and administers laws governing legally-mandated wages and working conditions, including child labor, minimum wage, overtime, family and medical leave, unemployment compensation, equal employment opportunity, and union elections. 886-4-USA-DOL (487-2365); TTY: 877-889-5627; www.dol.gov/esa

EMPLOYMENT TRAINING/INFORMATION TECHNOLOGY (10/08)

Creating Futures is an initiative launched by private companies in the information technology industry to educate, train, certify and provide job placement assistance for returning veterans. The cost is free to all participants with the cost covered by organizational sponsors. The program is tailored to help individuals with various skill levels. Returning veterans, people with disabilities, youthed-at-risk and dislocated workers interest in participating in the program should contact www.creatingfutures.us

ENDANGERED SPECIES MANAGEMENT (10/08) (See also: Bald Eagles; Panther Net)

Florida's Endangered and Threatened Species Act is set forth in F.S. 372.072 (www.leg.state.fl.us). It gives the Florida Fish and Wildlife Conservation Commission jurisdiction over endangered, threatened, or imperiled species, currently listed at 118. The website includes the complete list and information on how the designation is determined, as well as extensive information on the most prominent species including black bears, Florida panther, Florida manatee, and sea turtles. Toll-free 24-hour emergency hotline to report wildlife law violations: 888-404-FWCC (3922); Hillsborough County 24-hour law enforcement: 558-5050; <http://myfwc.com/imperiledspecies>

ENERGY ASSISTANCE (10/08) (See also: Weatherization Assistance)

Low-Income Home Energy Assistance Program (LIHEAP): A federal program implemented locally by the Hillsborough County Department of Health and Social Services to provide home energy assistance to eligible households in the form of crisis payments not to exceed \$400 per season: 272-6770; www.hillsboroughcounty.org/hss/socialservices
LIHEAP Clearinghouse: 850-488-7541; www.liheap.ncat.org/profiles/Florida.htm

Medical Watch: A Tampa Electric program to provide priority service restoration in the event of power outages to customers certified by a Florida-licensed physician as medically dependent upon electricity-power life support equipment. 225-5051; www.tampaelectric.com/community/socialservices

SHARE: This collaborative program between Tampa Electric and the Salvation Army helps elderly TECO customers who are low-income or disabled pay their energy related bills. Eligibility determination: 226-0055; TYY: 228-4613; www.tampaelectric.com/community/socialservices

ENTERPRISE FLORIDA (10/08)

Enterprise Florida is a public private partnership created by F.S. 288.901 (www.leg.state.fl.us) to provide a skilled workforce, attract new industry, expand existing business and industry, and advance the state's economic development goals. Tampa field office: 276-9458; www.eflorida.com

ENVIRONMENTAL PROTECTION (10/08)

Florida Department of Environmental Protection: Southwest District Office, 632-7600; www.dep.state.fl.us

Hillsborough County Environmental Protection Commission: Created by a special act of the Florida legislature. Enabling legislation is available on the Website. 627-2600; <http://epchc.org>

Sierra Club: Tampa Bay Group: 727-824-8813; <http://florida.sierraclub.org/index.asp>

U.S. Environmental Protection Agency: 800-241-1754; Tampa Office: 741-3054; www.epa.gov

EPILEPSY (10/08)

Epilepsy Services of West Central Florida: 870-3414; www.epilepsyservices.com

EQUAL OPPORTUNITY OFFICE, U.S. (See: Civil Rights; Discrimination)

ERGONOMICS (10/08)

U. S. Occupational Safety and Health Administration (OSHA): Tampa office: 5807 Breckinridge Parkway, Suite A; 626-1177; Tampa Consultation Program for Employers: USF SafetyFlorida 866-273-1105; www.usfsafetyflorida.com National office: 800-321-OSHA (6742); TTY: 877-889-5627; www.osha.gov/SLTC/ergonomics

ETHICS, Florida Commission on (10/08)

The Commission was created in 1976 as part of the “Sunshine Amendment” to the Florida Constitution. Both the amendment and the “Code of Ethics for Public Officers and Employees” enacted by F.S. 112, Part III, are available on the Commission’s website. 850-488-7864; www.ethics.state.fl.us

EVICCTIONS (See: Landlord/Tenant Regulations)

EXCAVATION (See: Underground Facilities Damage Prevention and Safety)

EXERCISE CLUBS and FITNESS SPAS (See: Health Studios)

EXPRESSWAY AUTHORITY, Hillsborough County (10/08)

F.S. 348.50 (www.leg.state.fl.us) created the authority, which has jurisdiction over the Selmon Crosstown Expressway. 272-6740; www.tampa-xway.com

EYE CARE (See: Vision Care)

FCAT (See: Florida Comprehensive Assessment Test)

FAITH-BASED CHARITIES (10/08)

White House Office of Faith-Based and Community Initiatives: 202-456-6708; www.fbc.gov Florida affiliate: 800-825-3786; www.volunteerfloridafoundation.org/about_faithbased.php

FAMILY CARE COUNCIL, Florida (10/08)

The Council operates pursuant to F.S. 393.502 as an advisory body to the state’s Agency for Persons with Disabilities. A link to the enabling legislation is on the web site. Hillsborough County is in the Suncoast Region, which is one of 15 statewide. 233-4318; 800-470-8101; www.fccflorida.org

FAMILY and MEDICAL LEAVE ACT (10/08)

FMLA guarantees eligible employees of covered employers the right to a limited amount of unpaid leave and continuity of benefits to care for certain family members in the event of illness, injury, birth, or adoption. Also guarantees a comparable job upon returning to work. 866-4-USWAGE (487-9243); TTY: 877-889-5627; www.dol.gov/esa/whd/fmla

FAMILY SERVICES (10/08)

Catholic Charities: 631-4370; www.ccdosp.com

Family Service Association: Tampa: 238-3727; Brandon: 571-1684.

Florida Department of Children and Families (DCF): 558-5900; www.state.fl.us/cf_web

Hillsborough County Department of Children’s Services: 264-3821; www.hillsboroughcounty.org/childrensservices

Hillsborough County Department of Health and Social Services: 272-5040; www.hillsboroughcounty.org/hss

Hispanic Services Council: Tampa: 936-7700; Plant City: 659-8566; Apollo Beach: 641-3565;

www.hispanicservicescouncil.org

Lutheran Services Florida: 875-1408; www.lsfnet.org

Salvation Army Family Services: 226-0055; www.salvationarmytampa.com

Tampa Jewish Family Services: 960-1848; www.tjfs.org

FAMILY SUPPORT and RESOURCE CENTERS (10/08)

A project of the Hillsborough County Children’s Board in partnership with other agencies. Programs include childbirth preparation, breastfeeding, and parenting classes; child development play groups; parent and child activities; peer-support groups for parents, fathers, and teens; tutoring; GED and ESOL classes, and job skills training. 229-9884; www.childrensboard.org/familyresources/family_support.htm

Brandon	1277 Kingsway Road	740-4634
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Plant City	809 W. Renfro Street	764-0694
Ruskin	201 14 th Avenue SE	641-5600
Tampa Central	1002 E. Palm Avenue	204-1741
Tampa West	7520 W. Waters Avenue	356-1703
Tampa North	1401-A E. Fowler Avenue	558-1877
Tampa South	3106 W. Azeele Street	356-1293, ext 247
Wimauma	18240 US Hwy 301 S.	672-5321

FANS (home cooling), **LOW INCOME** (See: Neighborhood Service Centers)

FATHERS RESOURCE and NETWORKING CENTER (FRANC): (10/08) (See also: Child Custody)

Franc is a multi-faceted service center that serves as a hub for community-wide fatherhood initiatives, activities, and programs, including Boot Camp for New Dads, Nurturing Dads Program, Dads Dinners, legal services, and father-child outings. 356-1293; <http://www.childabusecouncil.com/>

FAXES, JUNK (10/08) (See also: Do Not Call; Junk Mail)

Federal Communications Commission: The do-not-call lists do not apply to faxes, but unsolicited faxes may be illegal under the rules of the Federal Communications Commission. Contact the FCC regarding incidents. You can file a complaint by completing the FCC’s online Consumer Complaint Form (FCC Form 1088) or by calling the FCC toll-free at 888-CALL-FCC (225-5322); TTY: 888-TELL-FCC (835-5322). You can also fax the complaint form or a letter summarizing the complaint toll-free to 866-418-0232, or mail it to FCC, Consumer & Governmental Affairs Bureau, Consumer Complaints, 445 12th Street SW, Washington, DC 20554. www.fcc.gov/cgb/complaints.html

Florida Attorney General: F.S. 365.1657(1) provides: "It is unlawful for any person to use a machine that electronically transmits facsimiles of documents through connection with a telephone network to transmit within this state unsolicited advertising material for the sale of any real property, goods or services." F. S. 365.1657(1) further provides that the Attorney General may file suit to stop the person from Faxing people advertisements without their permission and to impose monetary penalties for violations of the statute. www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then Unsolicited Facsimile Transmissions

FEDERAL COMMUNICATIONS COMMISSION (10/08)

The FCC is a federal agency that regulates interstate and international communications by radio, television, wire, satellite and cable. 888-CALL-FCC (225-5322); TTY: 888-TELL-FCC (835-5322); www.fcc.gov

FEDERAL REGISTER (10/08)

The Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents. Issues from 1994 forward are available online. Issues prior to 1994 are available at the nearest Government Depository Library (University of South Florida Library, University of Tampa Library, John F. Germany Public Library). Purchase print copies from the U.S. Government Printing Office. Call 866-512-1800 for availability of issues by date and cost. www.gpoaccess.gov/fr

FICTITIOUS NAMES, BUSINESS (“Doing Business As”) (10/08)

Florida Department of State: Search, register, or renew a fictitious business name with the Florida Department of State, Division of Corporations. 850-245-6058; www.sunbiz.org

FIRE PREVENTION and CONTROL (10/08)

Florida State Fire Marshall’s Office: Operates pursuant to F.S. 633 (www.leg.state.fl.us). The Bureau of Fire Prevention handles inspections, plans review, boiler safety, and regulatory licensing. The website includes the full text of the enabling legislation as well as a complete list of approved fireworks products. The sale of fireworks in Florida is governed by F.S. 791 (www.leg.state.fl.us). State Fire Marshall’s Tampa Field Office: 972-8604; Consumer Helpline: 800-342-2762; www.fldfs.com/sfm

Hillsborough County Fire Rescue: The Fire Prevention Division presents safety programs to clubs, schools, and

businesses and reaches over 100,000 children annually. To schedule a presentation for your group, or for specific information on fire prevention and fireworks permits, call 272-6600; www.hillsboroughcounty.org/firerescue
Tampa Fire Rescue: The Public Education Division offers programs relating to fire safety (business, home, and kitchen), baby sitting safety, swimming pool safety, poison prevention and intervention, high rise education, elderly falls education, and fire extinguisher and smoke detector training. It also operates an Education Station for pre-schoolers and their parents in an old fire station in Ybor City. 274-7011; www.tampagov.net/dept_Fire_rescue

FIREARMS (See: Weapons)

FIRST AMENDMENT FOUNDATION (See: Meetings, Open Government)

FISHING (10/08)

Florida Fish and Wildlife Conservation Commission: Regulates freshwater and saltwater fishing. Licenses are required except under 3 circumstances: persons under 16; Florida residents fishing from land or a bridge, dock, or pier; persons fishing from a for-hire vessel with a valid vessel license. <http://myfwc.com/fishingareas.html> Purchase fishing licenses toll-free at 888-FISH-FLORIDA (347-4356), online at <http://myfwc.com/license.html> or at any county tax collector's office. Hillsborough County locations: 635-5200; www.hillstax.org

FITNESS (10/08)

SmallStep: The U.S. Department of Health and Human Services hosts a website that separates fact from fiction and provides an activity tracker, recipes, and newsletters for adults and "cool stuff" for kids. www.smallstep.gov

FITNESS CENTERS (See: Health Studios)

FIVE WISHES (10/08) (See: Wills and other Advance Directives)

FLAGS (10/08)

Florida Department of State: Sells and loans both State and U.S. flags.

Buy: To purchase a flag, send a check or money order payable to the Florida Department of State to Idella Brown, Florida DOS, R.A.Gray Building – MS #12, 500 South Bronough Street, Tallahassee, FL, 32399-0250. Please specify at time of order if you would like a flag that has been flown over the Capitol. Sizes and prices: 850-245-6457; <http://www.dos.state.fl.us/office/admin-services/flag-sales.cfm>

Borrow: The Division of Library and Information Services has a variety of flags available for loan up to 28 days including U.S. and Florida flags, flags of the other 50 states, and United Nations flags, including poles and bases. To borrow a flag, you must have a valid state library card. Lending Services -AV: 850-245-6653; <http://dlis.dos.state.fl.us/library/flags.cfm>
Protocol for displaying: <http://www.dos.state.fl.us/office/admin-services/flag-protocol.cfm>

FLORIDA ADMINISTRATIVE CODE (10/08)

Rules promulgated pursuant to F.S. 120, the Administrative Procedures Act (www.leg.state.fl.us) by agencies of the state which have been empowered with rulemaking authority by the Legislature. Multiple volumes. Rule changes noticed through Florida Administrative Weekly. Available at the Hillsborough County Law Library, 501 E. Kennedy Blvd., Suite 100, 272-5818, or online at <https://www.flrules.org/default.asp>

FLORIDA CHILDREN'S FORUM (10/08) (See: Child Care Resources)

FLORIDA COMPREHENSIVE ASASSESSMENT TEST (FCAT) (10/08)

Florida Department of Education: The FCAT is part of Florida's overall plan to increase student achievement by implementing higher standards. Administered to students in Grades 3-11, the test contains two basic components: criterion-referenced tests measuring selected benchmarks in mathematics, reading, science, and writing, and norm-referenced tests in reading and mathematics, measuring individual student performance against national norms. Website includes scores, reports and sample test materials. 850-245-0505; <http://fcat.fldoe.org>

FCAT Explorer: An interactive website to help students practice the skills tested on the FCAT. www.fcatexplorer.com

FLORIDA DIRECTORY OF EARLY CHILDHOOD SERVICES (See: Child Care Resources)

FLORIDA GOVERNMENT ACCOUNTABILITY REPORT (See: OPPAGA)

FLORIDA HOUSE ON CAPITOL HILL (10/08)

Florida House in Washington, D.C. is an educational, hospitality, and visitors' center for Floridians in the nation's capital. Number One Second Street, N.E., Washington, D.C., 20002. 202-546-1555; <http://floridaembassy.com/>

FLORIDA HUMANITIES COUNCIL (10/08)

FAC is the state affiliate of the National Endowment for the Humanities and is housed on the USF campus in St. Petersburg. 727-873-2000; www.flahum.org

FLORIDA INFORMATION (10/08)

Toll-free directory of state agencies: 866-693-6748, Press 3; www.myflorida.com

A one-stop WebSite that offers measurements of the state's performance in a half dozen areas ranging from public education and the economy to crime and transportation. www.FloridaPerforms.com (10/08)

FLORIDA KINSHIP CENTER (See: Grandparents Resources)

FLORIDA EXECUTIVE BRANCH (10/08)

Agriculture and Consumer Services	Financial Services	Management Services
Business and Professional Regulation	Fish & Wildlife Conservation	Military Affairs
Children and Families	Health	Parole Commission
Citrus	Health Care Administration, Agency for	Persons with Disabilities, Agency for
Community Affairs	Highway Safety & Motor Vehicles	Public Service Commission
Corrections	Insurance Regulation, Office of	Revenue
Education	Juvenile Justice	State
Elder Affairs	Law Enforcement	Transportation
Environmental Protection	Legal Affairs	Veteran Affairs
Emergency Management	Lottery	Workforce Innovation, Agency for

FOOD BANKS and FOOD RECOVERY PROGRAMS (10/08)

America's Second Harvest of Tampa Bay: As a certified affiliate of the national America's Second Harvest network, this food bank serves 10 counties in west central Florida. Through its combined efforts with over 300 partner charities and churches, America's Second Harvest of Tampa Bay currently distributes enough food in a single week to provide over 50,000 meals. 254-1990; www.a2htampabay.org

Farm Share: 850-222-9595; www.farmshare.org

Florida Association of Food Banks (FAFB): 850-224-0711; www.fafb.org

Florida Department of Agriculture: The Bureau of Food Distribution and FAFB coordinate the recovery and redistribution of food discarded by farmers/vegetable packers. 850-488-3022; www.florida-agriculture.com/foodprograms

Food Research and Action Center: 202-986-2200; www.frac.org

Tampa Jewish Family Services Community Food Bank: 960-1848; www.tjfs.org/?page_id=21

United Food Bank and Services of Plant City: Housed in Hillsborough County's Plant City Neighborhood Service Center. 764-0625.

FOOD, CLOTHING, and SHELTER, EMERGENCY (10/08)

For direction on obtaining assistance call 2-1-1. (See also: Low Income Assistance)

FOOD, DRUG, and COSMETICS REGULATION (10/08)

U.S. Food and Drug Administration: 888-INFO-FDA (463-6332); www.fda.gov

FOOD PURVEYORS (See: Hotel and Restaurant Regulation)

FOOD SAFETY (10/08)

Center for Food Safety and Applied Nutrition: 888-SAFEFOOD (723-3366); TTY: 800-877-8339; www.cfsan.fda.gov
U. S. Department of Agriculture: Meat and Poultry Hotline: 888-674-6854; TTY: 800-256-7072; Food Safety Gateway: www.foodsafety.gov.

FOOD STAMPS (10/08)

Florida Department of Children and Families: 866-76ACCESS (762-2237); www.dcf.state.fl.us/ess/foodstamps.shtml

800-955-8770	877-955-5334 (STS)	877-955-8260 (VCO)	877-955-8773 (Spanish)
800-955-1339 (ASCI)	800-955-8771 (TTY)	877-955-8707 (French Creole)	www.myflorida.com/accessflorida

Plant City Service Center	307 N. Michigan Avenue	757-9065
Ruskin Service Center	201 14 th Avenue S.E.	671-5066
Tampa Downtown Service Center	1313 N. Tampa Street, 4 th Floor	272-2476

FOREST LEGACY PROGRAM (10/08)

This is a U.S. Forest Service federal grant program administered in Florida Department of Agriculture and Consumer Services, Division of Forestry. It aims to protect and conserve important forest areas that are threatened by conversion to non-forest uses. 850-414-9929; www.fl-dof.com/forest_management/forestlegacy_index.html

FORESTRY CAMPS and WORKSHOPS (10/08)

Florida Department of Agriculture and Consumer Services:

Contests and Resident Camps: The Division of Forestry holds a statewide contest each September, and hosts a six-day resident camp each July, for high school age members of Future Farmers of American (FFA). 352-754-6865; www.fl-dof.com/training_education/ffa_contest.html

Day Workshops: The Division also offers free 1-day workshops in Bear Creek Educational Forest for groups of up to 60 students on school, scout, or other youth organization field trips. The facility includes an air-conditioned classroom, 3 nature trails, an arboretum, a picnic shelter, modern restrooms, and water fountains. Programs feature animal adventures, ecosystem exploration, fire management, forester for a day, orienteering, photosynthesis, soil digs, and tree ID. 850-488-1871; www.fl-dof.com/state_forests/lake_talquin/bear_creek_educ.html

FORMS, COURT APPROVED (10/08)

Thirteenth Judicial Circuit Court: Offers a wide variety of court- approved family law forms for use by individuals representing themselves. www.fljud13.org/formspage.asp

FOSTER CARE (10/08)

Hillsborough Kids, Inc.: 225-1105; www.hillsboroughkids.org

FOSTER GRANDPARENTS (See: Grandparents, Resources for)

FRANCHISES (See: Business and Franchise Opportunities)

FRAUD, GOVERNMENT (See also: Inspectors General)

Get Lean Line: Confidential hotline to report fraud or waste by state employees or agencies: 800-GET-LEAN (438-5326).

Fraud, Seniors: Florida's Chief Executive Officer's task force to protect the stat's elderly from financial fraud; anyone

having questions or wishing to call suspicious financial activity should call the CFO's hotline: 1-888-MY-FL-CFO (693-5236).

FUNERAL DIRECTORS, FACILITIES, and CEMETARY SERVICES (10/08)

Florida Department of Financial Services: The Division of Funeral, Cemetery, and Consumer Services regulates funeral directors, embalmers, cemeteries, and crematoria, including those engaged in funeral planning and pre-need sales. 850-413-3039; www.fldfs.com/FuneralCemetery

FUNDRAISING (See: Charities; Grants; Solicitation of Contributions)

GALVANO, BILL – State Representative (District 68) (10/08)

1023 W. Manatee Avenue, Suite 715, Bradenton 34205; 941-708-4968; if no answer, call 813-272-5865.
bill.galvano@myfloridahouse.gov

GAMBLING HOTLINES (10/08)

Florida Council on Compulsive Gambling: A nonprofit organization under state contract to raise public awareness and prevent compulsive gambling. Website includes information for specific populations, such as youth, college students, and seniors. Toll-free hotline is funded by the Florida Lottery: 888-ADMIT-IT (236-4848); www.gamblinghelp.org
National Council on Problem Gambling: 800-522-4700; www.ncpgambling.org

GAME PROMOTION INDUSTRY (10/08)

F.S. 849.094 (www.leg.state.fl.us) regulates games and contests that promote the sale of consumer products.

Florida Attorney General: Offers additional consumer tips. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then Sweepstakes

Florida Department of Agriculture and Consumer Services: Monitors and enforces compliance with the law. Information or complaints: 800-435-7352; www.800helpfla.com/sweeps.html

GASOLINE and OIL, INSPECTION of MEASURING DEVICES (10/08)

F.S. 525 (www.leg.state.fl.us) requires gasoline pumps to be tested and certified regularly as to proper calibration. Florida Department of Agriculture and Consumer Services, Division of Standards, Bureau of Petroleum Inspection monitors and enforces compliance. 800-435-7352; www.doacs.state.fl.us/standard/petro

GASOLINE SALES, ASSISTANCE to DISABLED PERSONS (10/08)

F.S. 526.141(5) (a) (www.leg.state.fl.us) requires full-service gas stations selling gas at a lower price for self-service to have an attendant available to dispense gas from a self-service pump upon request by a customer with a proper exempt parking permit or license plate when the qualifying person is the driver. The Florida Department of Agriculture and Consumer Services monitors compliance. Complaints: 800-435-7352. The Americans with Disabilities Act requires self-service gas stations to provide refueling assistance, upon request, and at no additional charge beyond the self-serve price, to an individual with a disability. The only exception is if the service station is a convenience store operating on a remote control basis with a single employee. 800-514-0301; TDD: 800-514-0383; www.ada.gov/gasserve.htm

GAY AND LESBIAN RESOURCES (10/08)

Coalition for Fair Adoption: 870-3575; www.fairadoption.org

COLAGE (Children of Lesbians and Gays Everywhere) Tampa Bay: 727-547-6280; www.colagetampabay.com

Equality Florida: 870-EQFL (3735); www.eqfl.org

National Center for Lesbian Rights: Florida Regional Office: 727-490-4260; www.nclrights.org

Parents and Friends of Lesbians and Gays: www.pflag.org

Straight Spouse Network: 201-825-7763; www.straightspouse.org

Trevor Project: Works to prevent suicide among gay and lesbian teens. Information: 310-271-8845; 24-hour toll-free

confidential helpline: 866-4-U-TREVOR (488-7386); www.TheTrevorProject.org

GIRLS, RESOURCES for (10/08)

Centre for Girls: A project of the Centre for Women, the Centre for Girls provides outreach and support to girls ages 10 to 18 in a place just for them. Open after school, on Saturdays, and during the summer. Programs are designed to improve self-esteem, resolve developmental issues, and promote responsible behavior and a healthy lifestyle. All programs have parent components and community service projects. Services are free. 251-8437; www.centreforwomen.com

Ophelia Project of Tampa Bay: Coordinated by the YMCA and based on a national initiative, this project offers programs for girls and young women up to age 24, including the Girl's Health Initiative, to foster self-esteem, confront gender stereotypes, and learn leadership skills. 514-9555; <http://www.opbi.org/opheliatampa/>

Pace Center for Girls: A non-residential delinquency prevention provider operating in 21 locations statewide, targeting the unique needs of females 12 to 18 who are identified as dependent, truant, runaway, ungovernable, delinquent, or in need of academic skills. Hillsborough County: 739-0410; <http://www.pacecenter.org/Hillsborough.htm>

P.O.W.E.R. for Girls: Hosted by Big Brothers Big Sister Tampa Bay with funding from the Florida Department of Juvenile Justice, this gender-specific program focuses on the special needs of adolescent girls 7-15, identifying risk factors and fostering an environment that nurtures non-delinquent behavior. 769-3630; <http://www.bbbsfl.org/>

Triad Girls' Groups: Conducted by Mental Health Care, Inc., with funding from the Florida Department of Juvenile Justice, these 18-week groups serve adolescent females with functioning difficulties due to emotional problems, substance abuse, violence or trauma. The groups aim to improve self-concept, self-control, and coping/social skills to avoid involvement with the criminal justice system. 740-4730.

GLORIOSO, RICH – State Representative (District 62) (10/08)

110 W. Reynolds Street, Suite 204, Plant City, FL 33563; 813-757-9110; if no answer call 813-272-5865.
rich.glorioso@myfloridahouse.gov

GOVERNMENT INFORMATION, General (10/08)

Government is generally divided into three jurisdictions: federal, state and local (which is further divided into city or county). Before calling one of your elected officials for assistance, check the listings in this booklet to see if you can resolve the problem directly. If not, try to identify what level of government can respond best. Examples are immigration or military - federal; food stamps or workers' comp -- state; potholes or animal control - local (city or county). If you do not know which elected official represents you, look first on the back of your voter registration card - there are boxes which identify them by district number and you can then locate them in the blue pages of your phone book. If you don't have a voter card or can't find it, you can identify the elected official by calling the Hillsborough County Legislative Delegation, 272-5865 or the Supervisor of Elections at 272-5850. See also our listings under Legislative Delegation; Senators, State; Representatives, State; Congress, U.S.; or city officials and county officials by city or county name.

GOVERNMENT INFORMATION, Federal (10/08)

Phone numbers for Federal offices and agencies: 800-FED-INFO (333-4636); www.usa.gov

GOVERNMENT INFORMATION, Florida (See: Florida Information)

GOVERNMENT LOANS, Federal (10/08)

This website is a collaboration among 6 federal agencies to be a one-stop gateway to Federal loan information, including agriculture, business, disaster relief, education, housing, and veterans loans. www.GovLoans.gov

GOVERNOR, Florida (10/08)

The Honorable Charlie Crist, Governor, State of Florida, The Capitol, Tallahassee, FL 3239-0001, 850-488-4441; Local Office: USF, 140 7th Avenue South, BAY-208, St. Petersburg, FL 33701; 727-873-4760. <http://www.flgov.com/>

GOVERNOR'S MANSION TOURS (See: Tours)

GRANDPARENTS, RESOURCES for (10/08)

Florida Kinship Center: The center provides information and supportive resources for kin caregivers. Its services include a Kinship Care Warmline to offer supportive listening and helpful information for grandparents and other relatives caring for children in Florida. USF School of Social Work, 974-1328; 800-640-6444; <http://www.flkin.org/>

Foster Grandparents: This is a national program of Senior Corps, a volunteer organization of more than half a million Americans over 55. In Hillsborough County the local affiliate is Seniors in Service of Tampa Bay. 932-5228; www.seniorsinservice.org/foster.htm

Grandparent Information Center: The AARP hosts this resource for grandparents raising grandchildren, as well as grandparents just wanting to make the most of their relationship with their grandchildren including visitation, educational, and gift issues. 888-OUR-AARP (687-2277); <http://www.aarp.org/family/grandparenting/>

GRANDPARENTS' VISITATION (of Minor Children) (10/08)

F.S. 752 (www.leg.state.fl.us) governs grandparents' visitation rights in Florida. Note: As recent Florida Supreme Court cases have directly impacted grandparents' visitation rights, you may want to consult an attorney.

GRANTS (10/08)

Many Florida agencies and departments award project grants. To search for grant opportunities, go to www.myflorida.com and select "Find an Agency" then select the applicable agency or department and peruse its programs.

Catalog of Federal Domestic Assistance: Provides access to a database of all federal programs available to state and local governments, and domestic public, quasi-public, and private profit and nonprofit organizations and institutions, specialized groups, and individuals. Search website, which is updated daily, or download the 2006 print edition. www.cfda.gov

Community Foundation of Tampa Bay: Coordinates individual permanent endowments within one umbrella foundation. Funds specific projects, monitors implementation, measures outcomes. 282-1975; www.cftampabay.org

Florida Department of State Division of Cultural Affairs: 850-245-6470; www.florida-arts.org/grants

Florida Department of State Division of Historical Resources: 850-245-6300; www.flheritage.com/grants

Florida Resource Directory: www.floridaresourcedirectory.org

The Foundation Center: The Center's Cooperating Collection at the John F. Germany Library in downtown Tampa is one of only nine Florida affiliates of the New York-based Foundation Center, an authoritative source of public and private philanthropy for 50 years. Librarians are available to assist local non-profit organizations seeking grants from foundations, funding from governmental agencies, and other information about starting and operating a non-profit group. 273-3652; www.hcplc.org/hcplc/liblocales/jfg/B&G/fndctr.html

Grants.gov: Grants.gov is a central storehouse for information on over 1,000 grant programs and access to approximately \$400 billion in annual awards. By registering once on this site, your organization can apply for grants from the 26 federal grant-making agencies. 800-518-4726; www.grants.gov

Hillsborough County Children's Board: Provides grants and funding to a variety of non-profit organizations in Hillsborough County that provide services to children and families. 229-2884; <http://www.childrensboard.org/>

Hillsborough County Office of Neighborhood Relations: Awards mini-grants to neighborhood organizations for projects to enhance and strengthen neighborhoods such as community cleanup, low volume irrigation, tree planting, and other neighborhood-focused programs. 272-5860; www.hillsboroughcounty.org/onr

GREETINGS (from the President and the Governor) (10/08)

President: The White House will send personal greetings from the President, upon request, to acknowledge certain rights-of-passage such as birthdays (80th and above), anniversaries (50th and above), Boy Scout Eagle Award, Girl Scout Gold Award, etc. Fax your request at least 6 weeks in advance to 202-395-1232, or write to The White House, Greetings Office, Washington, DC 20502-0039; www.whitehouse.gov

Governor: The Governor recognizes milestone birthdays of Florida citizens -- such as those turning 50, 60, 65, 70, 75, 80, 85, 90, 95, 100, and above -- and milestone wedding anniversaries of Florida citizens -- such as the 10th, 20th, 25th, 30th, 35th, 40th, 45th, 50th and above. The Governor also recognizes Eagle Scouts and Gold Award Girl Scouts. Please submit your request at least 2-3 weeks in advance. Contact External Affairs Director, Office of the Governor, 850-410-0501; Fax: 401-0510; Online: www.flgov.com/contact_form

GREENWAYS and TRAILS, Florida (10/08) (See also: Parks)

Florida Department of Environmental Protection: The Office of Greenways and Trails develops and maintains trails for inline skates, mountain biking, birding, hiking, walking, equestrian, paddling, motorized/ATV, and wheelchair. 877-822-5208; <http://dep.state.fl.us/gwt>

Florida Trail Association: The Florida trail covers 1,400 miles from Big Cypress (less than 40 miles from suburban Miami) to the Gulf Islands National Seashore overlooking Pensacola Bay. 877-HIKE-FLA (445-3352); <http://www.floridatrail.org/>. Suncoast Chapter: <http://suncoast.floridatrail.org>

Florida Trails Network: The University of Florida hosts this interactive website for centralized, up-to-date, trail information. Users can view existing trails maps, download the latest existing trails and trailheads maps as GIS layers, and submit trails information interactively using the Trails Digitize/ Input Map Utility. <http://www.floridatrailsnetwork.com/>

Hillsborough County Department of Parks, Recreation, and Conservation: Manages over 100 miles of trails in Hillsborough County. 801-6729; www.hillsboroughcounty.org/parks/parkservices/trails.cfm

GROWTH MANAGEMENT (10/08)

F.S. 163.2511-.3245 (www.leg.state.fl.us) sets forth statewide parameters and regulations for growth policy, county and municipal planning, and land development. F.S. 186 (www.leg.state.fl.us) provides for regional planning councils. Laws of Florida 97-351 (www.leg.state.fl.us) relates to the Hillsborough County City County Planning Commission; Laws of Florida 2000-196 (www.leg.state.fl.us) relates to the Growth Management Study Commission. Final Report issued February 2001. http://www.1000friendsofflorida.org/reform/GMSC_Report.asp

Hillsborough County City/County Planning Commission: Responsible for independent, coordinated, comprehensive long-range planning throughout Hillsborough County, including the incorporated municipalities of Plant City, Tampa, and Temple Terrace. 272-5940; www.theplanningcommission.org Future of Hillsborough Comprehensive Plan for Unincorporated Hillsborough County: www.theplanningcommission.org/hillsborough

Hillsborough County Planning and Growth Management Department: 272-5920; <http://www.hillsboroughcounty.org/pgm>

Hillsborough Metropolitan Planning Organization: Works to coordinate local and regional transportation priorities with land use and other comprehensive plans. 272-5940; 24-hour hotline: 224-8190; www.hillsboroughmpo.org

Tampa Bay Regional Planning Council: A regional planning council is an association of local governments, the private sector, and State of Florida, to deal with planning issues which overlap local boundaries. TBRPC is one of 11 and comprises 24 local governments, 4 *ex-officio* members, and 11 gubernatorial appointees. 727-570-5151; www.tbrpc.org

GUARDIAN AD LITEM (10/08)

This is a volunteer program of the courts, locally the 13TH Judicial Circuit, whereby trained volunteers advocate for the best interests of children in dependency and guardianship situations in Hillsborough County, including foster care. 272-6802; www.vfcgal.org

GUARDIANSHIP (10/08)

F.S. 744 (www.leg.state.fl.us) governs guardianship in Florida. The Florida Department of Elder Affairs Statewide Public Guardianship Office monitors compliance. 850-414-2000; <http://elderaffairs.state.fl.us/index.php> Tampa Office: Aging Solutions, 949-1888 or e-mail Tamara Cribben. tamaracribben@aging-solutions.org

GUNS (See: Weapons and Firearms)

HANDICAB REGULATION (10/08)

Hillsborough County Public Transportation Commission: Handicabs are specifically designed for the transportation of the transportation disadvantaged and usually designed for wheelchair customers but could be used for others such as those requiring a stretcher bed. 272-5814; www.hillsboroughcounty.org/publictransportation/faq/handicab.cfm

HAZARDOUS MATERIALS (10/08)

Florida State Warning Point: This is the central coordinating point for Hazardous Materials spills or releases in Florida. It coordinates with other sections in the Department of Community Affairs as well as state and federal agencies for response and handling of these incidents. **Emergencies: 800-320-0519**; non-emergencies: 850-413-9900.

Hazardous Materials Information Center: 800-467-4922; <http://www.phmsa.dot.gov/hazmat/info-center>

Hillsborough County Solid Waste Management Department: Operates three facilities that accept residential household chemicals and electronics for disposal on one Saturday each month. Materials accepted include paint and related products, cleaning products, lawn and garden chemicals, pool chemicals, oil and gasoline, freon, batteries, poisons, computers and accessories, printers, copiers, fax machines, radios, televisions, toasters, microwaves, telephones, VCR/CD/DVD players. Call for locations and hours. 272-5680; www.hillsboroughcounty.org/solidwaste/resources/publications/homesafehome.pdf
National Response Center: This is the sole federal point of contact for reporting oil and chemical spills. **Emergencies: 800-424-8802.**

HEAD START, Hillsborough County (10/08)

Hillsborough County Department of Children’s Services: Operates Head Start and Early Head Start early childhood and family development programs for economically disadvantaged pre-schoolers age 6 months to 4 years. Full day/full-year programs: 272-5140; www.hillsboroughcounty.org/headstart

Hillsborough County Public Schools: Operates a partial-day program in 44 elementary schools for 3-4 year olds: 744-8941.

HEALTH, Florida Department of (10/08) (See also: Health Care Administration)

The Division of Medical Quality Assurance regulates the following professions/professionals:

Acupuncture	Marriage and Family Therapy	Orthotists and Prosthetists
Anesthesiologists Assistants	Massage Therapy	Osteopathic Medicine
Athletic Training	Medical Physicists	Paramedics
Audiology	Medicine	Pharmacy
Chiropractic Medicine	Mental Health Counselors	Physical Therapy
Clinical Laboratory Personnel	Midwifery	Physicians Assistants
Clinical Social Work	Naturopaths	Podiatry
Dentistry	Nurses and Nursing Assistants	Psychology
Dietetics and Nutrition	Nursing Home Administrators	Radiologic Technology
Electrolysis	Occupational Therapy	Respiratory Therapy
Emergency Medical Technicians	Opticians	School Psychology
Hearing Aid Specialists	Optometry	Speech and Language Pathology

Information: 850-488-0595; www.doh.state.fl.us; Report unlicensed activity: 877-HALT-ULA (425-8852).

HEALTH AGENCIES, HOME (10/08)

F.S. 400, Part III (www.leg.state.fl.us) regulates home health agencies, which are licensed to send both skilled (RN's, Therapists, Social Workers) and unskilled (home health aides, certified nursing assistants, homemaker/companions) staff into a patient's home. The Florida Agency for Health Care Administration issues the licenses and monitors compliance. 850-914-6010; <http://ahca.myflorida.com>

HEALTH ASSESSMENT TOOLS (10/08)

Healthfinder: Take advantage of over 50 online check-ups at this website hosted by the U.S. Department of Health & Human Services Office of Disease Prevention and Health Promotion. www.healthfinder.gov

National Heart, Lung, and Blood Institute: Website includes a 10-year Heart Attack Risk Calculator, a Body-Mass Index Calculator, and a Portion Distortion Quiz. www.nhlbi.nih.gov/health/index.htm

HEALTH CARE ADMINISTRATION, Agency for (10/08)

Licenses and certifies many types of health facilities and providers, including the following:

Abortion Clinics	Health Care Clinics	Nursing Homes
Adult Day Care Centers	Home Health Agencies	Organ, Tissue, & Eye Procurement
Adult Family Care Homes	Home Health Aides	Outpatient Rehabilitation Facilities
Ambulatory Surgical Centers	Homemaker Companions	Partial Hospitalization Programs
Assisted Living Facilities	Home Medical Equipment Providers	Pediatric Extended Care Centers

Birthing Centers	Hospices	Portable X-ray Units
Clinical Laboratories	Hospitals	Rehabilitation Agencies
Commercial HMOs/PHCs/EPOs	Intermediate Care Facilities	Residential Treatment Facilities
Congregate Care Facilities	Limited Nursing Services	Risk Management
Crisis Stabilization Units	Medicaid HMOs	Rural Health Clinics
Diagnostic Imaging Services	Multiphasic Health Testing Centers	Transitional Living Facilities
Drug-Free Workplace Laboratories	Nurse Registries	Utilization Review

Complaints, questions, information, or publications: 888-419-3456; <http://ahca.myflorida.com>

HEALTH CARE FACILITIES (10/08) (See also: Health Care Administration)

The State hosts a website with online tools that let consumers compare hospitals and outpatient surgery centers as to number of hospitalizations, lengths of stay, charges, readmission rates, mortality rates, and complication/infection rates. It also includes a link to a facility locator searchable by type and proximity. <http://www.floridahealthfinder.gov>

HEALTH CARE FACILITY REGULATION and COMPLAINTS (See: Health Care Administration)

HEALTH CARE INFORMATION (10/08)

Many of the websites listed offer printed booklets, brochures, checklists, or pamphlets in addition to the downloadable versions, and much of the material is free. Look for specific ordering information.

Federal Consumer Information Center: Offers free publications from the federal government on a wide variety of health-related topics. 888-8-PUEBLO (878-3256); www.pueblo.gsa.gov

Florida Agency for Health Care Administration: Hosts a website that offers Florida consumers comparative information, statistics, and reports on hospitals, pharmacies, physicians, nursing homes, and health insurance plans. Also hosts an interactive provider locator and comparative price information on popular prescription drugs. Offers free consumer publications. 888-419-3456; <http://www.floridahealthfinder.gov/>

Healthfinder: This comprehensive website hosted by the U.S. Department of Health & Human Services, Office of Disease Prevention and Health Promotion, includes an A-Z health library on diseases, conditions, and injuries, and over 50 online checkups. <http://www.healthfinder.gov/>

Hillsborough County Public Library Cooperative: Hosts an online Information Gateway that offers free remote access to over 30 electronic databases devoted to health and medicine. Subscription databases require a library card but contain authoritative information otherwise not available for free. www.hcplc.org/hcplc/ig/health_medicine.htm

National Health Information Center: NHIC is a federal health information referral service that puts health professionals and consumers who have health questions in touch with those organizations that are best able to provide answers. In addition to a database of 1,400 organizations and government agencies that provide free health information upon request, the website includes lists of toll-free numbers, national health observances, and federal health information centers and clearinghouses, all updated for 2008. www.health.gov/nhic

National Institutes of Health: Hosts a health information website that offers information on specific conditions, clinical trials, free newsletters, toll-free information lines, and other consumer health information, with specific links for children, men, women, seniors, and minorities. www.health.nih.gov

U.S. Dept. of Health & Human Services: The Agency for Healthcare Research and Quality hosts a comprehensive health and wellness information website including checklists, survey findings, quality indicators, and recommended screenings by age and gender. 301-427-1364; Free publications catalog: 800-358-9295; TDD: 888-586-6340. www.ahrq.gov

HEALTH CARE INFORMATIONAL PROGRAMS (10/08)

Many area hospitals offer classes, fitness programs, lectures, screenings, and support groups open to the public on a variety of health care topics and most are either free or the charge is negligible or voluntary. The following area hospital websites include calendars of events of interest to the community.

St. Joseph’s Hospital: 870-4000; **St. Joseph’s Children’s Hospital:** 554-8500; **St. Joseph’s Women’s Hospital:** 879-4730; and **South Florida Baptist Hospital:** 757-1200; www.sjbhealth.org then “Classes and Events.”

Tampa General Hospital: 844-7000; www.tgh.org/che.htm

University Community Hospital: 800-326-4325; www.uch.org/BatchEvents.aspx

HEALTH CARE, LOW-INCOME (10/08) See also: Health Department, Hillsborough County)

Brandon Outreach Clinic: Provides services to eligible low-income persons who do not qualify for government assistance. Bring identification and proof of income for financial screening. Limited hours; call for appointment. 517 N. Parsons Ave., Brandon. 654-1388; www.boc.fdn.com

BRIDGE Healthcare Clinic: Offers free medical services by USF medical students to uninsured adults. Open Tuesdays from 5:30 p.m. – 8:30 p.m. by appointment. Specialities include diabetes, hypertension, and high cholesterol. 13601 N. 22nd St., Tampa. 307-8037; www.bridgehealthcareclinic.org

Clinic of Angels. Mission is to “provide the means for comprehensive medical reatment to patients with chronic illness” by “helping forgotten patients by providing financial resources for treatment of their medica calre.” Patient’s need assessed by patient income, family size, assets, and availability of alternative sources of payment. 9804 N. 56th Street, Tampa, FL 33617. 813-980-1236. info@clinicofangels.org <http://www.clinicofangels.org/>

Eldermed: A free non-profit health clinic treating people 55 or older who cannot afford to obtain help elsewhere. 912 E. Sligh Ave., Tampa. 237-6988.

Judeo Christian Clinic: Serves eligible low-income persons who do not qualify for government assistance. Provides general medical, dental (emergency extractions only), vision, pediatric, gynecology, asthma, podiatry, dermatology, and ear, nose and throat services. Call for clinic hours and eligibility screening. 4118 N. MacDill Ave., Tampa. 870-0395; www.judeochristianhealthclinic.org

Red Crescent Clinic: A project of the Islamic Society of Tampa Bay, this clinic reaches beyond the Muslim community to serve all people lacking health insurance. 7326 E. Sligh Ave., Tampa. Tues.-Sat. 9-5; 246-5009.

Suncoast Community Health Centers, Inc.: This is a community owned and operated non-profit organization funded by Aetna and federal grants to reach the medically underserved. 30% of clients are migrant workers or their families. Sliding scale fees apply with discounts up to 70%. www.suncoast-chc.org

Dover Health Center	14254 SR 574	349-7700
Plant City Health Center	508 N. Maryland Avenue	349-7600
Ruskin Health Center	2814 14 th Avenue SE	349-7800
Suncoast Community Health Center Pediatrics	502 N. Mobley St., Plant City	349-7654

Tampa Community Health Centers, Inc.: A federally funded program affiliated with the Florida Association of Community Health Centers. It operates 6 locations and a mobile van in Tampa. 866-0930; <http://www.tampachc.com/>

8213 W. Waters Avenue	490-5420
3402 N. 22 nd Street	272-6240
1502 E. Fowler Avenue	866-0950
1401 E. 22 nd Avenue	248-6263
2103 N. Rome Avenue	490-1426
1514 N. Florida Avenue	490-1957

HEALTH CARE SURROGATE FORM (10/08) (See also: Wills and Other Advance Directives)

Florida Agency for Health Care Administration: 888-419-3456; <http://ahca.myflorida.com/Publications/Forms.shtml>

Florida Attorney General: 866-966-7226; www.myfloridalegal.com then “Advance Directives”

HEALTH DEPARTMENT, Hillsborough County (10/08) (See also: Healthcare Program)

Public Health Services in Florida are a collaborative effort of the state, district offices, and counties. Income-based sliding-scale fees apply to most services. Program areas include back-to-school physicals; childhood immunizations; AIDS and HIV testing; TB testing; family planning and pregnancy testing; nutrition education and programs (WIC); smoking cessation programs; food, water, and waste disposal inspections; vital statistics records; animal bite investigations; and more. 307-8015; www.hillscountyhealth.org

Hillsborough County Health Department Locations:

Plant City Health Center	302 N. Michigan Avenue	Plant City	307-8057
Joyce Ely Health Center	205 14 th Avenue S.E.	Ruskin	307-8056
Crosstown Health Center (Immunizations Walk-In)	4951 E. Adamo Drive	Tampa	307-8077

Downtown Health Center (AIDS/HIV/STD Clinic)	1105 E. Kennedy Blvd.	Tampa	307-8000
Kelton Health Center	4704B Montgomery Avenue	Tampa	307-8055
North Hillsborough Health Center	9827 N. Sheldon Road	Tampa	307-8053
Sulphur Springs Health Center	8605 N. Mitchell	Tampa	307-8054
TB Clinic (Tuberculosis testing and treatment)	8515 N. Mitchell	Tampa	307-8047
University Area Community Health Center	13601 N. 22 nd Street	Tampa	307-8058

HEALTHCARE PROGRAM, Hillsborough County (10/08)

Funded by special sales tax and administered by the Hillsborough County Department of Health and Social Services, Hillsborough HealthCare is a comprehensive managed care program for county residents with limited income and assets who do not qualify for other health care coverage, including Medicare and Medicaid. There are no annual deductibles, no claim forms, and most services are free. 272-5040; www.hillsboroughcounty.org/hss/hhcprogram

HEALTH INSURANCE PORTABILITY and ACCOUNTABILITY ACT (See: HIPAA)

HEALTH MAINTENANCE ORGANIZATIONS (See: Managed Care)

HEALTH, PUBLIC (See: Health Department, Hillsborough County)

HEALTH STUDIOS, REGULATION (10/08)

Florida Department of Agriculture and Consumer Services: Issues licenses and monitors and enforces compliance. Free brochure: 800-435-7352; <http://www.doacs.state.fl.us/onestop/cs/healthstudio.html>

Florida Attorney General: Offers additional consumer tips on health studios. 866-966-7226; www.myfloridalegal.com, then Consumer Protection, then Protecting Yourself from Consumer Fraud, then Health Studios

HEARING AIDS (6/06) (See also: Hearing Impaired Persons, Resources for)

F.S. 484, Part II (www.leg.state.fl.us), regulates the fitting and dispensing of hearing aids. Providers must register with the Board of Hearing Aid Specialists, Department of Health, which monitors compliance. 850-245-4474; www.doh.state.fl.us/mqa/HearingAid

Hear Now: This is a national non-profit program committed to assisting deaf and hearing-impaired persons with limited financial resources who permanently reside within the United States. It distributes thousands of hearing aids annually. 800-648-4327; www.sotheworldmayhear.org/hearnow

Hillsborough County HealthCare Program: Provides hearing aids to eligible, low-income county residents who meet established criteria. 272-5040; www.hillsboroughcounty.org/hss/hhcprogram

HEARING IMPAIRED PERSONS, RESOURCES for (10/08) (See also: Hearing Aids)

American Society for Deaf Children: 866-895-4206; Parents Hotline 800-942-ASDC (2732); www.deafchildren.org

American Speech-Language-Hearing Association: A profession organization of audiologists and speech pathologists that offers many resources for the public. 800-638-8255; www.asha.org/public

American Tinnitus Association: 800-634-8978; www.ata.org

Better Hearing Institute: 800-EAR-WELL (327-9355); www.betterhearing.org

Bolesta Center: The only independently owned, nonprofit center in Florida for the auditory-verbal approach to treating hearing impairment. 932-1184; www.bolesta.com

DB-LINK: National Consortium on Deaf-Blindness: 800-438-9376; TTY: 800-854-7013; <http://nationaldb.org/>

Deaf Service Bureau of West Central Florida: Tampa Office: 930-7682; TTY: 930-DEAF (3323); Interpreters available 24/7 toll-free statewide: 800-616-4293; www.deafservicebureau.org

Ear Foundation: Promotes public education geared to early detection and treatment of hearing impairment and provides the general public with support services aimed at integrating the hearing impaired into mainstream society. 800-545-HEAR (4327); www.earfoundation.org

Early Hearing Detection and Intervention Program: A program of the Florida Department of Health Children’s Medical Services. Resources for parents of infants, babies, and children with hearing loss include print and video guides in English, Creole, and Spanish, and streaming videos for babies in English and Spanish. Tampa: 396-9696; www.cms-kids.com/InfantHearing.htm

Florida Outreach Project for Children and Young Adults who are Deaf-Blind: Housed at the University of Florida. 800-667-4052; www.deafblind.ufl.edu

Florida Relay 711: This is a multi-modality communications link for the hearing-impaired, including text telephone, voice carryover; ASCII split screen, and more. 800-955-8770; TTY: 800-955-8771; <http://www.ftri.org/FloridaRelay>

Florida Telecommunications Relay, Inc.: FTRI provides telephone equipment that enables people who are deaf, hearing-impaired, deaf/blind, or speech impaired to communicate over the phone. The equipment is provided to all qualified citizens for as long as they need it at no charge. 800-222-3448, TTY 888-447-5620; <http://www.ftri.org/index.cfm/go/public.view/page/1>

Hearing Loss Association of America: Tampa Chapter website includes information on Hillsborough County movie theaters with captioning. 832-6810; www.hearinglosstampa.org

National Institute on Deafness and Other Communications Disorders: This federal institute's website offers a wealth of information, free publications, and a directory of organizations related to deafness and other hearing disorders. 800-241-1044; TTY: 800-241-1055; www.nidcd.nih.gov

Telecommunications Access System Act of 1991: F.S. 427, Part II: www.leg.state.fl.us

HEATERS and BLANKETS, LOW INCOME (See: Neighborhood Service Centers)

HERBAL REMEDIES (10/08)

National Center for Complementary and Alternative Medicine: This agency is part of the National Institutes of Health. It operates an information clearinghouse which maintains data on clinical trials as well as other research results. Website offers live chat with a health information specialist. 888-644-6226; TTY: 866-464-3615; <http://nccam.nih.gov>

Mayo Clinic: Hosts a website that includes an alphabetical index on herbs and other supplements. www.mayoclinic.com/health/drug-information/DrugHerbIndex

HILLSBOROUGH COUNTY GOVERNMENT (10/08)

Legislative Delegation Office P.O. Box 1110, Tampa, FL 33601 www.hillsboroughcounty.org/legislativelegation Phone: 813-272-5865 Fax: 813-276-2138 Candace Hundley, Director hundleyc@hillsboroughcounty.org Rosalie Smith, Senior Administrative Specialist smithrt@hillsboroughcounty.org	
Administrator www.hillsboroughcounty.org	Pat Bean, 272-5750 (Vicky Butera)
Attorney www.hillsboroughcounty.org	Renee Francis Lee, 272-5670 (Jacky Gasper)
Clerk of Circuit Court www.hillsclerk.com	Public Number: 276-8100 Pat Frank, Clerk of Court
Commissioners www.hillsboroughcounty.org	District 1: Rose Ferlita , 272-5470 (Della Cury, Sandy Ottino) District 2: Ken Hagan (Vice Chair), 272-5452 (Steve McGlocklin, Rich Reidy) District 3: Kevin White, 272-5720 (Amanda Corsentino, Cedric McCray) District 4: Al Higginbotham, 272-5740 (Deanna Hurley, Jess Johnson) District 5: Jim Norman (Chair), 272-5725 (Ben Kelly, Joy Kinney) District 6: Kevin Beckner, 272-5730 (Gerry Noland, Mark Nash) District 7: Mark Sharpe, 272-5735 (Eric Larson, Sandy Chan)
Judiciary www.fljud13.org	Manuel Menendez, Chief Judge, 272-5022 (Maggie Fuente, J.A.)

Lobbyists	Edith Stewart , Brandon Wagner, 276-2640 (Jean Morgan)
Property Appraiser www.hcpafl.org	Public Number: 272-6100 Rob Turner, Property Appraiser Warren Weathers, Chief Deputy Property Appraiser
Public Defender www.pd13.state.fl.us	Public Number: 272-5980 Julianne Holt, Public Defender
Sheriff www.hcso.tampa.fl.us	Public Non-Emergency Number: 247-8000 David Gee, Sheriff
State Attorney www.sao13th.com	Public Number: 272-5400 Mark Ober, State Attorney
Supervisor of Elections www.votehillsborough.org	Public Number: 272-5850 Phyllis Busansky, Supervisor
Tax Collector www.hillstax.org	Public Number: 635-5200 Doug Belden, Tax Collector

HILLSBOROUGH COUNTY LEGISLATIVE DELEGATION (See: Legislative Delegation)

HIPAA (10/08)

Health Insurance Portability and Accountability Act of 1996 (also known as the Kennedy-Kassebaum Act) Public Law 104-191 required the U.S. Department of Health and Human Services (HSS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employees. It also addressed the security and privacy of health care data. Complaints: 866-627-7748; www.hhs.gov/ocr/hipaa
Hillsborough County Compliance Officer: 276-2343; www.hillsboroughcounty.org/hipaa

HISPANIC RESOURCES (10/08) (See also: Migrant Resources)

Hispanic Business Initiative Fund (HBIF): This Tampa-based business development organization that provides technical assistance to budding Hispanic entrepreneurs and businesses. 980-2765; <http://www.hbiftampa.org/>

Hispanic Services Council: Tampa: 936-7700; Plant City: 659-8566; Apollo Beach: 641-3565;
www.hispanicservicescouncil.org

Salvation Army Southern Hillsborough Hispanic Ministry: 672-8139.

St. Joseph's Hospital: Hispanic Breast Cancer Support Group. 870-4000.

HISTORIC PRESERVATION (10/08)

Florida Division of Historical Resources: This office is part of the Florida Department of State's Office of Cultural and Historical Programs. It operates pursuant to F.S. 267 (www.leg.state.fl.us). The Director of the Division of Historical Resources serves as Florida's State Historic Preservation Officer (SHPO), providing a liaison with the national historic preservation program conducted by the National Park Service. 850-245-6333; www.flheritage.com

Hillsborough County Historic Preservation Program: This program is administered by the Planning and Growth Management Department. It operates pursuant to the county's Land Development Code, as does the Historic Resources Review Board (HRRB), which designates landmarks in unincorporated Hillsborough County and creates guidelines for their treatment. 272-5920; www.hillsboroughcounty.org/pgm/communityplanning/historicpreservation

HOMAN, ED– State Representative (District 60) (10/08)

9385 N. 56th Street, Suite 311, Temple Terrace 33617; 813-983-3330; if no answer, call 272-5865.
ed.homan@myfloridahouse.gov

HOME BUYING (10/08)

There is no statute mandating the disclosure of the condition of a property by a seller to a buyer; however, the 1985 Supreme Court Case, Johnson v. Davis, 480 So.2d 625 (Florida 1985) requires: that where the seller of a home knows of facts materially affecting the value of the property which are not readily observable and are not known to the buyer, the seller is under a duty to disclose them to the buyer. This duty is equally applicable to all forms of real property, new and used. Subsequent case law (Rayner v. Wise, 504 So.2d 1361 (Florida 1987) expanded the responsibility for disclosure of known material facts to real estate licensees. The court has also held that a buyer has a duty to investigate via inspections and other means to determine facts that could influence the buyer to offer less money or reconsider purchase. The case law does not mandate the manner or format or forms upon which disclosure must be made but most real estate firms have developed "seller's disclosure" forms. The Florida Bar publishes a free consumer pamphlet, "Buying a Home." Includes information regarding the purchase and sale agreement, title, warranty deeds, title examination and insurance, joint ownership, financing, closing and so forth. Send a self-addressed, stamped envelope to The Florida Bar Consumer Pamphlets, 651 E. Jefferson Street, Tallahassee 32399-2300 or download from www.flabar.org then "Public Information" then "Consumer Information."

HOME HEALTH AGENCIES (See: Health Agencies, Home)

HOME INSPECTORS (10/08)

National Association of Certified Home Inspectors: Prior to purchasing a house, there should be an examination of the physical structure including, but not limited to, the foundation, attic, basement, windows and doors, heating and cooling systems, electrical wiring and plumbing, roof, evidence of termites, and possible radon contamination. Online locator: www.nachi.org

HOME REPAIRS (10/08)

RebuildingTogether: This nonprofit organization assists homeowners who cannot manage their own repairs. Typically, these individuals are elderly or disabled, but low-income families and non-profit facilities such as schools, shelters, and daycare centers may also qualify. Repairs are free but owners and family members are asked to participate, if possible, in the rehabilitation effort. 878-9000; <http://www.rttb.org/>

Senior Home Improvement Program (SHIP): A project of the Centre for Women that provides emergency repairs and weatherization for homes which are owner-occupied by senior citizens (not rentals). 251-8437; www.centreforwomen.com

HOMELAND SECURITY (10/08)

U.S. Department of Homeland Security: 202-282-8000; www.dhs.gov

HOMELESS PERSONS, RESOURCES for (10/08) (See also: Housing, Emergency)

Abundant Life Ministries: Emergency shelter for sober men with ID. 2801 N. Tampa St., 274-3081.

Catholic Charities San Jose Mission: A planned residential community and education campus with medical, social, and child care services for low-income migrant farmworker families. 3204 Diego Lane, Dover. 707-7416.

Hillsborough County Homeless Recovery Program: Comprehensive case management for clients in transition from homelessness to self-sufficiency. Services may include financial assistance, shelter, food, bus passes, and employment referrals. 2410 N. Tampa St. 276-2976.

Homeless Coalition of Hillsborough County: Works to bring together various entities, agencies, service organizations, and individuals to break the cycle of homelessness within the county. 223-6115; www.homelessofhc.org

Mary & Martha House (Ruskin): Emergency/transitional housing for women, with or without children. Information: 654-7874; emergencies: 641-7027.

Mental Health Care, Inc.: This Tampa nonprofit agency operates three programs to help the homeless with behavioral disorders and/or substance abuse problems. www.mhcinc.org

Homeless Outreach: An aggressive program of psychiatric evaluation, counseling, drug therapy, advocacy, referrals, and case management designed to eliminate barriers to obtaining housing. 272-2311.

Safe Place: Emergency overnight housing in a low stress environment for homeless persons with behavior disorders and/or substance abuse problems, includes onsite treatment, health monitoring, and referrals aimed at securing permanent housing. 272-2168.

The Shop: Drop-In Services for the Homeless: Provides breakfast, lunch, laundry and shower facilities, therapy, vocational counseling, and housing assistance, including post-relocation support services. 272-2311.

Metropolitan Ministries: A well-established faith-based organization that feeds, clothes, and shelters the homeless and helps those at risk of becoming homeless. 2002 N. Florida Ave., Tampa. 209-1000; www.metromin.org

Up and Out: A unique transitional housing partnership between the Homeless Coalition of Hillsborough County and the Florida Housing Finance Corporation that provides Metropolitan Ministries with 10 units of housing for 2 years for families working their way back to self-sufficiency. 209-1000.

Uplift U: Long-term transitional program aimed at self-reliance for women and families with children; no single men. 2301 N. Florida Ave. 209-1200.

Project HOPE (Helping Other People Excel) A soup kitchen, I Am Hope Café, for the poor and homeless at First Baptist Church of Mango, 11619 Dr. Martin Luther King Ave.

To volunteer or make a donation call 813-689-7153 or e-mail vince@fhhcpa.com

Salvation Army: Operates three programs to help the homeless. www.salvationarmytampa.com

Hope House: Men's transitional housing program that provides food, clothing, counseling, skills training, and job placement assistance for up to 2 years.. 226-0055, ext. 354.

Hospitality House: Mothers' transitional housing program that provides food, clothing, counseling, skills training, and job placement assistance to mothers with children for up to 2 years. Children receive food, clothing, counseling, tutoring, and schools supplies. 226-0055, ext. 297.

Red Shield Lodge: The Salvation Army's Red Shield Lodge is the only emergency shelter in Hillsborough County that is open 365 days a year. Sober homeless adult men and women who have no place to go can stay in the 125-bed Lodge for up to 5 nights for free. After 5 nights, there is a charge of \$10 per night. Homeless individuals can stay at the Lodge for a total of 45 days in a calendar year. 221-4440.

HOMEWORK HELP (10/08)

Hillsborough County Public Library Cooperative: 273-3652; www.hcplc.org/hcplc/services/ask.html

Ask a Librarian: This is a fast, free, online service staffed by public, school, and academic librarians. Real-time (live chat) help is available Sunday through Friday, 10-10, and Saturday 10-5.

Live Homework Help: Free, online tutoring for grades 4-12 and introductory college. Connect to professional tutors for one-to-one homework help sessions. Help is available in Math, Science, Social Studies & English. Everyday, 2 p.m. until midnight.

HOSPICES (10/08)

F.S. 400, Part IV (www.leg.state.fl.us) regulates Florida hospices. A hospice is a centrally administered nonprofit corporation that provides a continuum of palliative and supportive care for the terminally ill patient and family. The Florida Agency for Health Care Administration issues licenses and monitors compliance. 888-419-3456; <http://ahca.myflorida.com>

Children's Hospice International: 800-242-4453; www.chionline.org

Lifepath Hospice and Palliative Care: Operates 3 institutional locations in Hillsborough County – Ruskin, Sun City Center, and Temple Terrace. Several administrative offices throughout the county staff teams that provide in-home support. 877-2200; 800-209-2200; www.lifepath-hospice.org

Partners in Care Together for Kids: PIC is a pediatric palliative care program for children with potentially life-limiting conditions. It is modeled after a national model called Program for All-Inclusive Care for Children (PACC). Services include pain and symptom management, therapeutic counseling, expressive therapies for young children (music, dance and play), respite, hospice nursing, specialized personal care and bereavement counseling. www.cms-kids.com/CMSNPIC.htm

HOSPITAL AUTHORITY, Hillsborough County (10/08)

Created by special act of the Legislature (Chapter 80-510 Laws of Florida, as amended) relating to “public hospitals” in Hillsborough County. Tampa General is now a private, not-for-profit corporation, and the Hospital Authority's oversight is currently limited to the lease agreement with the new corporation and provisions of care to the indigent.

HOSPITAL INFORMATION (See: Health Care Facilities)

HOSPITAL REGULATION (See: Health Care Administration, Agency for)

HOTEL and RESTAURANT REGULATION (10/08)

Florida Department of Business and Professional Regulation: The Division of Hotels and Restaurants maintains a website where you can search for inspections reports, disciplinary actions, and file complaints against public lodging establishments, public food establishments (including restaurants; food carts, trucks, and kiosks; vending machines; grocery, convenience, and seafood stores; bakeries and butcher shops; and elevators. www.myflorida.com/dbpr/hr

HOUSE OF REPRESENTATIVES DIRECTORIES, Florida (10/08)

Mailing lists and/or informational booklets are available from the Hillsborough County Legislative Delegation, 272-5865. Online: www.myfloridahouse.gov then “Documents,” then “House Directory”

HOUSING, AFFORDABLE (10/08)

Corporation to Develop Communities of Tampa, Inc.: A non-profit corporation that promotes affordable housing and safe living conditions in East Tampa. Offers free, 4-week home-buying education and literacy classes for aspiring homeowners. 248-2552; www.cdcoftampa.org

Florida Department of Community Affairs: Division of Housing and Community Development: 877-352-3222; TDD: 800-226-4329; www.floridacommunitydevelopment.org

Florida Housing Coalition: A statewide advocacy organization whose website includes links to home ownership, home repair and rental information and assistance. 850-878-4219; www.flhousing.org

Florida Housing Finance Corporation: This entity was created by the Florida Legislature to help Floridians obtain safe, decent housing that might otherwise be unavailable to them. Rental housing programs include the Multifamily Mortgage Revenue Bond, Low Income Housing Tax Credit, State Apartment Incentive Loan, Florida Affordable Housing Guarantee, Elderly Housing Community Loan and Home Investment Partnerships programs. Homeownership programs include the First Time Homebuyer Program and various down payment assistance programs, the Homeownership Pool Program and the Mortgage Credit Certificate Program. 850-488-4197; www.floridahousing.org

Hillsborough County Affordable Housing Office: This county agency operates programs for single and multi-family affordable housing, including the first-time home buyer program, down payment assistance loans, and housing rehabilitation programs. 274-6600; <http://www.hillsboroughcounty.org/affordablehousing/>

Neighborhood Assistance Corporation of America (NACA): This non-profit corporation helps low income people and people with credit problems or no savings qualify for low-interest mortgages. Assists with credit resolution, loan qualifying, house hunting, closing, and post-closing follow-up counseling to make ownership sustainable and avoid foreclosure. 888-302-NACA (6222); www.naca.com

Tampa Housing Authority: THA operates public housing and assisted housing programs (federal rent subsidy vouchers) for residents of the City of Tampa., 253-0551; www.thafl.com

U.S. Department of Housing and Urban Development: Tampa Office: 228-2026; HUD-approved Housing Counseling Locator: 800-225-5342; TDD: 877-833-2483; Housing Discrimination Hotline: 800-669-9777; www.hud.gov

HOUSING ASSISTANCE, SENIOR CITIZENS (See: Senior Citizens, Housing Assistance)

HOUSING, EMERGENCY (10/08) (See also: Homeless Persons, Assistance for)

Abundant Life Ministries: Emergency shelter for sober men with ID. 274-3081.

Mary & Martha House: Emergency shelter for women and children in Ruskin. 645-7874.

Safe Place: Mental Health Care Inc. provides emergency overnight housing in a low stress environment for homeless persons with behavior disorders and/or substance abuse problems. 272-2168.

Salvation Army: Operates the Red Shield Lodge, which accepts sober men and women (no children). It is the only emergency shelter open 365 days a year. 221-4440.

The Spring of Tampa Bay: Emergency shelter for abused women and children in Tampa. 247-SAFE (7233); www.thespring.org

HUMAN RELATIONS, Florida Commission on (10/08)

The Commission was created by F.S. 760 (www.leg.state.fl.us) to secure for all Floridians freedom from employment discrimination due to race, color, religion, sex, national origin, age, disability or marital status. 850-488-7082; TDD/ASCI: 800-955-1339; TDD/Baudot: 800-955-9771; <http://fchr.state.fl.us>

HUMAN RIGHTS COUNCIL, Tampa/Hillsborough (10/08)

The Tampa Department of Community Affairs coordinates this organization of citizens promoting human rights of all individuals as outlined in the International Declaration of Human Rights adopted by the United Nations in 1948. 274-5835.

HUMANITIES COUNCIL, Florida (See: Florida Humanities Council)

HUNTING (10/08)

Florida Fish and Wildlife Conservation Commission: Oversees hunting and game management. Purchase licenses on line at http://myfwc.com/license_permit/ or 888-HUNT FLORIDA (486-8356) or from the Hillsborough County Tax Collector at 272-6040. 2008-2009 Hunting Regulations Handbook: <http://myfwc.com/hunting>

HURRICANES (See: Disaster Preparedness)

HUSBAND ABUSE (See: Abuse, Domestic Violence)

HYBRID VEHICLE TAX INCENTIVES (10/08)

Fuel Efficient Vehicles Tax Incentives Information Center: A federal program that offers a tax credit up to \$3,400 for hybrid vehicles purchased in 2006 and after. If you purchased a hybrid vehicle before 2006 you may be eligible for a tax deduction up to \$2,000. 877-337-3463; www.fueleconomy.gov/feg/taxcenter.shtml

IDENTITY THEFT (10/08) (See also: Internet Safety)

Federal Trade Commission: Hosts a toll-free hotline and a website billed as a one-stop resource to help citizens deter, detect, and defend against identity theft. 877-ID-THEFT (438-4338); TTY: 866-653-4261; <http://www.ftc.gov/bcp/edu/microsites/idtheft/>

Florida Department of Agriculture and Consumer Services: Offers a free brochure, "Identity Theft- Don't be Left in the Dark." 800-HELP-FLA (435-7352); www.800helpfla.com/identity.html

Identity Theft Resource Center: A national non-profit organization that focuses exclusively on helping people avoid or recover from identity theft. 858-693-7935; www.idtheftcenter.org

Identity Theft Resource and Response Center: A program of the Florida Attorney General's office that offers education and information on how to protect oneself from identity theft. For victims, it offers an Identity Theft Victim Kit, an all-in-one resource that provides victims with specific instructions for filing a police report and beginning to clear their names. 866-966-7226; TDD: 800-955-8771; www.myfloridalegal.com/identitytheft

Privacy Rights Clearinghouse: A national non-profit organization whose mission is to raise consumers' awareness of how technology affects personal privacy and empower them to take action to control their own personal information by providing practical tips on privacy protection. 619-298-3396; www.privacyrights.org

IDENTIFICATION CARDS, State-Issued (10/08)

Florida Department of Highway Safety and Motor Vehicles: Issues official identification cards to residents who do not have a driver's license. In most counties including Hillsborough the minimum age is 5 year old. Call or visit the website for a list of primary and secondary documents accepted as proof of identity. Apply at any Driver's License office or online if you previously had a driver's license and your photo is on file. 850-617-2000; www.hsmv.state.fl.us

IMMIGRATION RESOURCES (10/08) (See also: Refugee Assistance)

The Florida Bar: Offers free consumer publications including "Immigration Update," "Notaries, Immigration, and the Law," and "U.S. Lawful Permanent Residents," all updated in 2007 and available online and in print. To order by mail, send a separate, self-addressed, stamped envelope for each pamphlet to The Florida Bar Consumer Pamphlets, 651 E. Jefferson St., Tallahassee 32399-2300. To request a copy from the Tampa office call 875-9821. Download at www.flabar.org then "Public Information," then "Consumer Information."

U.S. Citizenship and Immigration Services: 5524 W. Cypress St., Tampa. 800-375-5283; TTY: 800-767-1833; <http://www.uscis.gov/portal/site/uscis>

U.S. Office of Special Counsel for Immigration-Related Unfair Employment Practices: Interpreters available: Worker Hotline: 800-255-7688; TDD: 800-237-2515; www.usdoj.gov/crt/osc

IMMUNIZATIONS (10/08)

Florida SHOTS: Florida’s State Health Online Tracking System is a free, centralized online immunization registry that helps health-care providers, schools, and parents keep track of immunization records. Florida SHOTS helps ensure that the required immunization records for child-care and school attendance are easy to locate no matter where children go within Florida, and in case of a disaster the records remain protected and available. 877-888-SHOT (7468); www.flshots.com

Hillsborough County Health Department: Provides free school immunizations for uninsured children at their main immunization clinic, 4951 E. Adamo Dr., Suite 210, Tampa. Provides fee-for-service adult immunizations related to international travel. 307-8077.

National Immunization Information Hotline: 800-232-4636; TTY: 888-232-6348.

INCEST VICTIMS (10/08) (See also: Abuse; Victim Resources)

APPLE Trauma Response Center: A sexual abuse treatment program focused on Abuse Prevention, Psychotherapy, and Life Education, operated by the Crisis Center of Tampa Bay, 264-9955; www.crisiscenter.com/bapple.htm

Rape, Abuse, and Incest National Network (RAINN): An award-winning, non-profit organization that provides a full spectrum of support services to incest victims. 800-656-HOPE (4673); www.rainn.org

INDIAN AFFAIRS (See: Native American Resources)

INFANT CORD BLOOD (See: Organ and Tissue Donation)

INSPECTORS GENERAL (Federal and State) (10/08)

FEDERAL		
www.ignet.gov		
Agency for International Development	800-230-6539	www.usaid.gov/oig
Agriculture	800-424-9121	www.usda.gov/oig
Amtrak	800-468-5469	www.amtrakoig.com
Commerce	800-424-5197	www.oig.doc.gov
Defense	877-363-3348	www.dodig.osd.mil
Education	800-872-5327	www.ed.gov/about/offices/list/oig/index.html
Energy	800-342-5363	http://www.ig.energy.gov/
Environmental Protection Agency	888-546-8740	www.epa.gov/oigearth
Equal Employment Opportunity Commission	800-849-4230	www.eeoc.gov/abouteeoc/plan/oig
Farm Credit Administration	703-883-4056	http://www.fca.gov/index.html
Federal Communications Commission	888-863-2244	www.fcc.gov/oig
Federal Deposit Insurance Corporation	800-964-3342	www.fdicig.gov
Federal Election Commission	800-424-9530	www.fec.gov/fecig/fecig.shtml
Federal Housing Finance Board	800-793-7724	www.fhfb.gov
Federal Labor Relations Authority	800-331-3572	www.flra.gov/ig/ig.html
Federal Maritime Commission	202-523-5863	www.fmc.gov/bureaus/inspector_general/InspectorGeneral.asp
Federal Reserve Board	202-297-3500	www.federalreserve.gov/oig
Federal Trade Commission	202-326-2222	www.ftc.gov/oig
General Services Administration	800-424-5210	http://oig.gsa.gov
Government Printing Office	202-512-0039	www.gpo.gov/oig
Health and Human Services	202-619-1343	www.oig.hhs.gov
Homeland Security	202-282-8000	www.dhs.gov/xoig
Housing and Urban Development	800-225-5342	www.hud.gov/offices/oig
International Trade Commission	800-500-0333	www.usitc.gov/oig

Justice	800-869-4499	http://www.usdoj.gov/oig/
Labor	800-347-3756	www.oig.dol.gov
National Aeronautics & Space Administration	800-424-9183	www.hq.nasa.gov/office/oig/hq
National Archives	800-786-2551	www.archives.gov/oig/
National Credit Union Administration	800-778-4806	www.ncua.gov/aboutncua/org/oig.htm
National Endowment for the Arts	202-682-5402	www.nea.gov/about/OIG/Contents.html
National Endowment for the Humanities	877-786-7598	www.neh.gov/whoweare/oig.html
National Labor Relations Board	866-667-6572	http://www.nlr.gov/About%5FU/inspector%5Fgeneral/
National Science Foundation	800-428-2189	www.nsf.gov/oig
Nuclear Regulatory Commission	800-233-3497	www.nrc.gov/insp_gen.html
Office of Personnel Management	202-418-3300	www.opm.gov/oig
Postal Service	888-877-7644	www.uspsoig.gov
Railroad Retirement Board	800-772-4258	www.rrb.gov/mep/oig.asp
Securities and Exchange Commission	877-442-0854	www.sec.gov/about/oig.shtml
Small Business Administration	800-767-0385	www.sba.gov/ig
Social Security Administration	800-269-0271	www.ssa.gov/oig
State	800-409-9926	http://oig.state.gov
Transportation	800-424-9071	www.oig.dot.gov
Treasury	800-359-3898	www.treas.gov/inspector-general
Veteran Affairs	800-488-8244	www.va.gov/oig

STATE		
Chief General Inspector: 850-922-4637		
Agriculture & Consumer Services	850-245-1360	www.doacs.state.fl.us/oig
Financial Services	850-413-3112	http://www.myfloridacfo.com/OIG/
Business & Professional Regulation	850-414-6700	www.state.fl.us/dbpr/os/oig/index.shtml
Children & Families	800-543-5353	www.dcf.state.fl.us/admin/ig
Community Affairs	850-487-4658	www.dca.state.fl.us/inspectorgeneral.cfm
Corrections	850-488-9265	www.dc.state.fl.us/orginfo/ig.html
Education	850-245-0403	http://www.fldoe.org/ig/
Environmental Protection	850-245-3151	www.dep.state.fl.us/ig/default.htm
Fish & Wildlife Conservation Commission	850-488-6068	http://floridaconservation.org/ig/index.html
Health	850-245-4141	www.doh.state.fl.us/IG
Health Care Administration	850-921-4897	www.ahca.myflorida.com/Executive/Inspector_General/index.shtml
Juvenile Justice	850-921-6344	www.djj.state.fl.us/djjservices/inspectorgeneral/contacts.html
Law Enforcement	850-410-7225	www.fdle.state.fl.us/OIG
Management Services	850-488-5285	http://dms.myflorida.com/agency_administration/inspector_general
State	850-245-6195	http://www.dos.state.fl.us/office/inspector-general/index.cfm
Transportation	850-414-5800	www.dot.state.fl.us/inspectorgeneral
Veteran Affairs	727-518-3202	

INSURANCE REGULATION, Florida Office of (10/08)

Primary responsibility for regulation compliance and enforcement of state laws related to the business of insurance and the monitoring of industry markets. 850-413-3140; <http://www.florir.com/>

INSURANCE, FLOOD (10/08)

The National Flood Insurance Program helps residents of all 50 states find affordable floor insurance. The website includes an agent locator. 888-379-9531; TTY: 800-427-5593; www.floodsmart.gov

INSURANCE, HOMEOWNERS (10/08)

Citizens Property Insurance Corporation: Serves Floridians unable to get policies on the open market. 888-685-1555; www.citizensfla.com

Florida Market Assistance Plan (FMAP): A free referral service created by the Legislature in 1985 to help consumers obtain property and casualty insurance coverage from authorized insurers. 800-524-9023; www.fmap.org

Florida Shop and Compare: New online tool from Florida's Governor and Insurance Commissioner where residents can compare homeowners' insurance rates in all 67 counties. <http://www.shopandcomparerates.com/>

INTERIOR, U.S. Department of (10/08)

The Department of the Interior oversees land and minerals management, reclamation, and surface mining. It includes the National Park Service, Fish & Wildlife, U.S. Geological Survey, and Indian Affairs. 202-208-3100; www.doi.gov

INTERNAL REVENUE SERVICE (10/08) (See also: Tax Forms and Tax Preparation Assistance)

Federal Income Tax Information: Walk-in Assistance: 3848 W. Columbus Dr., Tampa, 348-1831; 800-829-1040; TTD: 800-829-4059; Tax Forms: 800-829-3676; Taxpayers Advocate: 877-777-4778; TTY/TTD: 800-829-4059; www.irs.gov

INTERNATIONAL RELATIONS (See: Linkages Institutes)

INTERNATIONAL TRADE (10/08)

World Trade Center Tampa Bay: 864-3000; www.wtctampa.com

INTERNET SAFETY (10/08) (See also: Identity Theft)

Microsoft Corporation: Hosts a non-commercial educational website recommended by the Florida Department of Agriculture and Consumer Services to help teens, parents, educators, and seniors manage online Internet safety and security issues. www.staysafe.org

NetSmartz Workshop: An interactive, educational safety resource that is a collaborative project of the federal government, National Center for Missing & Exploited Children, and Boys & Girls Clubs of America. The website features age-appropriate 3-D activities to teach children ages 5 to 17 how to stay safe online. www.netsmartz.org

OnGuard Online: Six federal agencies including the Departments of Commerce and Homeland Security and the Federal Trade Commission have partnered to create OnGuard Online. The website provides practical tips to guard against internet fraud, secure your computer, and protect your personal information. You can also order up to 50 free copies of 14 different brochures on topics ranging from online shopping and investing to laptop and wireless security. 877-FTC-HELP (382-4357); www.onguardonline.gov

Operation SafeSurf: A website hosted by the Florida Attorney General to help parents, teens, and young children use the Internet safely. www.safeflorida.net/safesurf

INTERPRETERS (10/08)

American Red Cross Language Bank: Has interpreters available for multiple languages. Tampa: 348-4820; Brandon: 367-2832; MacDill AFB: 828-3156; toll-free: 877-741-1444; www.redcrossbc.org

Thirteenth Judicial Circuit Court Interpreter Center: Offers staff interpreters for Spanish and free-lance interpreters for 40 other languages to help citizens with arraignments, depositions, hearings, injunctions, and trials. 272-5947; www.fljud13.org/courtadministrationpage.asp

JET SKIS (See: Personal Watercraft Regulations)

JOBS and JOB TRAINING (See: Economic Self-Sufficiency; Employment; Job Corps; Workforce Florida; Workforce Innovation)

JOYNER, ARTHENIA –State Senator (District 18) (10/08)

508 W. Dr. Martin L. King Jr. Boulevard, Suite C, Tampa 33603; 233-4277; if no answer, call 272-5865. joyner.athenia.web@flsenate.gov

JUNK MAIL (10/08) (See also: Do Not Call; Junk Faxes)

The three major credit bureaus sell their mailing lists for marketing and credit pre-screening. To have your name removed from all these lists call 888-5OPTOUT (567-8688).

Direct Marketing Association: Offers a free Mail Preference Service. Send your name and full address with a signature to P.O. Box 282, Carmel, NY, 10512 or register online at www.dmachoice.org

“Do-it-yourself: Stop Junk Mail, Email & Phone Calls”: This is a free guide to reducing unwanted and/or intrusive advertising including catalogues, credit offers, local business coupon books and flyers, sweepstakes, even free discs from Internet-providers. www.obviously.com/junkmail

“How to Get Rid of Junk Mail, Spam, and Telemarketers”: This is a webpage full of tips and links for reducing unwanted solicitations in all formats. www.ecofuture.org/jnkmail.html

Privacy Rights Clearinghouse: Offers tips on reducing junk mail by targeting the various sources, including advertising supplements, catalogs, coupons, flyers, pre-approved credit offers, etc. To order a free copy of “Junk Mail: How did they all get my address?” call 619-298-3396 or download at www.privacyrights.org/fs/fs4-junk.htm

JURY DUTY (10/08)

Information on jury duty in Hillsborough County: 276-8100, x4747; www.fljud13.org/jury_dutypage.asp

JUSTICE, CHARLIE - State Senator (District 16) (10/08)

8601 4th Street N., St. Petersburg, FL 33702; 727-217-7970; If no answer, call 813-272-5865.
justice.charlie.web@flsenate.gov

JUVENILE JUSTICE BOARDS and COUNCILS (10/08)

F.S. 985.664 (www.leg.state.fl.us) provides for a juvenile justice circuit board in each of Florida’s 20 judicial circuits and a juvenile justice county council in each of Florida’s 67 counties to provide advice and direction to the Department of Juvenile Justice in the development and implementation of programs focused on prevention and early intervention. The Juvenile Justice and Delinquency Prevention State Advisory Group is a federally-mandated panel consisting of 22 persons throughout the state who have training, experience or special knowledge of the juvenile justice system. Members are appointed by the Governor to administer and manage federally allocated funds awarded as grants and contracts to local agencies. 850-921-6335; <http://www.djj.state.fl.us/JJDP/index.html>

JUVENILE JUSTICE, Florida Department of (10/08)

Tampa Regional Office: 744-8902	Hillsborough Delinquency Prevention: 744-8914
Hillsborough East Detention Facility: 664-4100	Hillsborough West Detention Facility: 871-7650
Regional Probation Director: 740-4521	Regional Residential Director: 740-4542
State Headquarters: 850-413-9128	Website: www.djj.state.fl.us

KIDCARE, FLORIDA (10/08)

Florida KidCare is the state-sponsored children’s health insurance program for uninsured children under age 19. 888-540-5437; TYY 877-316-8748; www.floridakidcare.org

LABOR, U.S. DEPARTMENT of (10/08)

National Labor Relations Board: Tampa Office: 201 E. Kennedy Blvd., Suite 530; 228-2641; National Office: 866-667-NLRB (6572); TTY: 866-315-NLRB (6572); www.nlrb.gov

U. S. Occupational Health and Safety Administration (OSHA): Tampa office: 5807 Breckinridge Parkway, Suite A; 626-1177; Tampa Consultation Program for Employers: Safety Florida Consultation Program at USF: 974-9971; www.usfsafetyflorida.com National office: 800-321-OSHA (6742); TTY: 877-889-5627; www.osha.gov

Wage and Hour Division: Tampa office: 4905 W. Laurel Ave., Suite 300; 866-4USWAGE (487-9243); www.dol.gov

LAND USE and ENVIRONMENTAL DISPUTE RESOLUTION ACT (See: Private Property Rights Act)

LANDLORD/TENANT REGULATIONS (10/08)

F.S. 83: www.leg.state.fl.us

Florida Department of Agriculture and Consumer Services: Publishes a free brochure available in English and Spanish. 800-HELP-FLA (435-7552); www.800helpfla.com/landlord_text.html

Hillsborough County Consumer Protection and Professional Responsibility Agency: 903-3430; www.hillsboroughcounty.org/consumerprotection/landlordtenant

LANGUAGES, FOREIGN (See: Interpreters)

LASIK EYE SURGERY (10/08)

Eye Surgery Education Council: Consumer Information Line: 703-591-2220; www.lasikinstitute.org

Federal Trade Commission: "Basik Lasik: Tips on Lasik Eye Surgery" is the FTC's Lasik information webpage. <http://www.ftc.gov/bcp/edu/pubs/consumer/health/hea04.shtm>

U.S. Food & Drug Administration: The Center for Devices and Radiological Health offers consumer information on LASIK eye surgery. 800-638-2041; www.fda.gov/cdrh/lasik

LAW ENFORCEMENT (10/08)

Federal Bureau of Investigation: Tampa Office: 253-1000; <http://tampa.fbi.gov/>

Florida Department of Law Enforcement: Tampa Bay Regional Operations Center: 878-7300; www.fdle.state.fl.us

Florida Highway Patrol: Tampa Headquarters: 632-6859; www.fhp.state.fl.us

Florida State Attorney: Thirteenth Judicial Circuit: Tampa: 272-5400; Plant City: 757-3890; www.sao13th.com

Hillsborough County Sheriff's Office: The website includes crime statistics, current traffic information, a sexual predator locator, and interactive arrest and warrant search and inquiry functions. The extensive A-Z directory contains information about community outreach activities such as informational events and educational programs. 247-8000; Records Section: 247-8222; www.hcso.tampa.fl.us

Plant City Police Department: 757-9200; <http://www.plantcitygov.com/>

Tampa Police Department: 276-3200; Records Section: 276-3250; www.tampagov.net/dept_Police

Temple Terrace Police Department: 989-7117; www.templeterrace.com/police

LAW ENFORCEMENT COMMUNITY RELATIONS PROGRAMS (10/08) (See also: Fire Prevention)

Hillsborough County Sheriff's Office: Conducts a free, 12-week Citizens' Academy designed to promote better understanding between the Sheriff's office and Hillsborough County citizens and advance the Sheriff's commitment to community policing. 247-8115. www.hcso.tampa.fl.us

Tampa Police Department: Operates three Community Outreach Centers whose programs include community workshops, computer literacy, homework help, job fairs and referrals, Neighborhood Watch, Operation Identification, and tutoring. Lee Davis Office: 242-5414; Robles Park: 274-8350; West Tampa: 259-1860. www.tampagov.net/dept_Police

LAW LIBRARY (10/08)

Hillsborough County Law Library: Open to the public 7 days a week and some evenings. Resources include federal and state laws as well as free access to Westlaw online legal research. No circulating books but coin-operated copy machines are available. Monday through Thursday 8-8, Friday 8-5, Saturday and Sunday noon-5. 701 E. Twiggs St., Tampa, 272-5818.

LAWS, GENERAL and SPECIAL; CERTIFIED COPIES (10/08)

General Laws have statewide impact while Special Acts impact only a limited geographic area (for example the Hillsborough County Aviation Authority has jurisdiction only within the geographic limits of Hillsborough County). Certified copies of general and special laws may be obtained through the Florida Department of State. Call 850-245-6719

for current fees and mailing instructions.

LAWS, RESEARCHING (10/08) (See also: Law Library; Statutory Research)

There are several authoritative websites where the public can access various laws.

Government sites: www.leg.state.fl.us and www.usa.gov and www.hillsboroughcounty.org

Commercial sites: www.findlaw.com and www.nolo.com

Hillsborough County Public Library: Electronic Information Gateway features links to dozens of law-related websites, including several Lexis-Nexis databases with remote access for library card holders: <http://www.thpl.org/>

LAWYER REFERRAL (See: Legal Assistance)

LAWYERS, COMPLAINTS AGAINST (10/08)

The Florida Bar: Operates an Attorney Consumer Assistance Program. Complaints against Florida lawyers or the unlicensed practice of law must be in writing, preferably on a Florida Bar form, available on the website: www.flabar.org then “Public Information.” Also publishes a free consumer brochure entitled “Filing an Unlicensed Practice of Law Complaint.” To order a copy by mail, send a self-addressed, stamped envelope to The Florida Bar Consumer Pamphlets, 651 E. Jefferson St., Tallahassee 32399-2300. To request a copy from the Tampa office call 875-9821. Download at www.flabar.org then “Public Information,” then “Consumer Information.”

LEAD POISONING (See: Poison Information)

LEAGUE OF WOMEN VOTERS (10/08)

This is a non-profit, non-partisan organization established to promote political responsibility through informed and active participation in government. Tampa: 831-9774; www.lwvfla.org

LEGAL AFFAIRS, Florida Department of (See: Attorney General)

LEGAL ASSISTANCE (10/08) (See also: Forms, Court Approved)

American Civil Liberties Union (ACLU): Tampa Chapter: 227-9877; <http://aclufl.org/tampa>

Bay Area Legal Services: Assists individuals and non-profit organizations with civil law issues and limited means to engage a private attorney. Operates several locations in Hillsborough County. www.bals.org

Tampa	800 E. Twiggs, Room 203 (Legal Information Center)	864-2280
Tampa	829 W. Dr. Martin Luther King Jr. Blvd., 2 nd Floor	232-1343
Tampa	100 E. Madison, Suite 301 (Children’s Law Center)	227-9050
Plant City	701 Tillman Place, Suite 300	752-1335
Wimauma	18238 U.S. 301 South	634-6044

The Florida Bar Lawyer Referral Service: Enables Floridians to locate geographically and by practice area participating lawyers in good standing who will offer an initial 30-minute consultation for \$25. www.flabar.org then “Find a Lawyer,” then “Lawyer Referral Service.” The Florida Bar also publishes a free brochure, “How to Find a Lawyer in Florida,” available online and in print. To order a copy by mail, send a self-addressed, stamped envelope to The Florida Bar Consumer Pamphlets, 651 E. Jefferson St., Tallahassee 32399-2300. To request a copy from the Tampa office call 875-9821. Download at www.flabar.org then “Public Information,” then “Consumer Information.”

Florida Legal Services, Inc.: A statewide non-profit organization that provides referral and other informational services. It also hosts a free legal information website that is a collaborative project of local legal aid societies, bar associations, academic, and advocacy groups in Florida: FloridaLawHelp.org

Florida Senior Legal Helpline: A free telephone legal advice and referral service funded by the federal Administration on Aging and the Florida Department of Elder Affairs to enable seniors 60 and older to obtain answers to many of their legal questions without leaving their homes. 888-895-7873.

Legal Information Service (13th Judicial Circuit): This free program assists people representing themselves in family law, landlord/tenant, or small claims cases in Hillsborough County. Assistance is on a walk-in basis -- first come, first served.

No appointments are scheduled. Call ahead as hours change daily. 864-2280; www.fljud13.org/legal_infocotr.htm
Mediation and Diversion Services (13th Judicial Circuit): Helps citizens resolve civil disputes at a reasonable cost without resorting to legal action. 272-5642; www.fljud13.org/mediation.htm
Public Defender (13th Judicial Circuit): Represents people charged in a criminal case and unable to afford private legal counsel. Only the court can appoint a public defender to a defendant; such request must be made to a judge during a court hearing. For more information: 272-5980; www.pd13.state.fl.us

LEGAL ASSISTANCE, SENIOR CITIZENS (See: Senior Citizens, Legal Assistance)

LEGISLATIVE DELEGATION CENTRAL OFFICE (10/08)

Provides support services to Hillsborough's State Legislators, including constituent problem resolution and referral and bill information and monitoring services. 272-5865; www.hillsboroughcounty.org/legislativelegation

LEGISLATIVE DELEGATION, HILLSBOROUGH COUNTY (10/08)

Four senators and twelve representatives represent the people of Hillsborough County at the state government level in Tallahassee. Each legislator represents a single district. Your Senate and House districts are determined by your exact home address. Look on the back of your voter registration card to identify your districts by number. If you do not have a voter registration card, call the delegation office at 272-5865 and we can look up your district based on your address.

12	Sen. Victor Crist	11961 N. Florida Ave., Suite B Tampa, FL 33612	813-975-6658	Eric Johnson Jennifer Wilson Jeffrey Huggins
16	Sen. Charlie Justice	8601 4 th Street N. St. Petersburg, FL 33702	727-217-7970	Bethany Linderman Courtney Vandenberg Michael Haworth
18	Sen. Arthenia Joyner	508 W. Dr. MLK Jr. Blvd., Ste. C Tampa, FL 33603	813-233-4277	Sonya Pridgen LaTasha McMillion Randi Rosete
10	Sen. Ronda Storms	313 E. Robertson Street Brandon, FL 33511	813-651-2189	Kristina Austin Audie Canney Beth Sutkowy
47	Rep. Kevin Ambler	3820 Northdale Blvd., Ste. 301A Tampa, FL 33624	813-558-1333	Sunny Phillips, L.A. Amber Smith, Secy.
55	Rep. Darryl Rouson	449-45 th Avenue S. St. Petersburg, FL 33705-0925	727-552-1370	Leila Wilson, L.A. Henry Moseley, L.A. Tennille Moore, Secy.
56	Rep. Rachel Burgin	410 S. Ware Blvd., Suite 105 Tampa, FL 33619	813-740-7655	Celeste Camm, L.A. Ruth Beckman, Secy.
57	Rep. Faye Culp	4302 Henderson Blvd., Suite 105 Tampa, FL 33629	813-272-2920	Melonie Hoyt, L.A. Gloria Perez, Secy.
58	Rep. Michael Scionti	4221 N. Himes Ave., Suite 102 Tampa, FL 33607	813-673-4673	John Rodriguez, L.A. Rebekah Torres, Secy.
59	Rep. Betty Reed	2109 Palm Ave., Suite 204 Tampa, FL 33605	813-241-8024	Michael Kinsey, L.A. Wanda Beckham, Secy.
60	Rep. Ed Homan	9385 N. 56 th St., Suite 311 Tampa, FL 33617	813-983-3330	Janet Roder, L.A. Paula Tonelli, Secy.
61	Rep. Will Weatherford	28963 State Road 54, Suite A Wesley Chapel, FL 33544	813-558-5115	Ralph Lair, L.A. Robin Ringeisen, Secy.
62	Rep. Rich Glorioso	110 W. Reynolds St., Suite 204 Plant City, FL 33563	813-757-9110	Melissa Medina, L.A. Robyn Bryant, Secy.
63	Rep. Seth McKeel	250 E. Highland Drive Lakeland, FL 33813	863-647-4896	Callie Neslund, L.A. Catherine Fraser, Secy.
67	Rep. Ron Reagan	7011 15 th Street E., Suite B-1 Sarasota, FL 34243-6205	941-727-6447	Annalee Morris, L.A. Leslie Hallows, Secy.
68	Rep. Bill Galvano	1023 W. Manatee Ave., Suite 715	941-708-4968	Kathy Galea, L.A.

	Bradenton, FL 34205	Mark Pinto, Secy.
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LEGISLATIVE INFORMATION (10/08)

Bill status information during state legislative session, 800-342-1827. Monitoring and other services, 272-5865 or www.leg.state.fl.us

LEGISLATIVE SESSIONS (10/08)

Pursuant to the Florida Constitution, regular sessions convene on the first Tuesday after the first Monday in March in odd-numbered years, and the first Tuesday after the first Monday in March (or such other date as may be fixed by law) in even-number years. Organizational sessions are held on the 14th day following the general election. Special sessions may be called by the Governor pursuant to the Constitution or by the Legislature pursuant to general law. Regular sessions may not exceed 60 consecutive days and special sessions may not exceed 20 consecutive days unless extended by a three-fifths vote of each house. For a copy of Article III, Section 3, call 272-5865; www.leg.state.fl.us

LEMON LAW (See: Motor Vehicles Sales Warranties)

LIBRARIES, PUBLIC (10/08)

For all branches: 272-3652; www.hcplc.org

John F. Germany (Main)	900 N. Ashley Drive (Downtown Tampa)
Austin Davis	17808 Wayne Road, Odessa (formerly Citrus Park)
Bloomingtondale Regional	1906 Bloomingtondale Avenue, Brandon
Brandon Regional	619 Vonderburg Drive
Bruton Memorial	302 McLendon Street, Plant City
Charles J. Fendig	3909 W. Neptune (formerly Peninsular)
College Hill	2607 E. Dr. MLK Jr. Blvd.
Egypt Lake Partnership	3403 W. Lambright Street
Jan Platt Regional	3910 S. Manhattan Avenue
Jimmy B. Keel Regional	2902 W. Bearss Avenue
Lutz	101 Lutz-Lake Fern Road, Lutz
New Tampa Regional	10001 Cross Creek Boulevard
North Tampa	8916 N. Boulevard
Port Tampa	4902 Commerce Street
Riverview	10509 Riverview Drive, Riverview
Robert W. Saunders	1505 N. Nebraska (formerly Ybor)
Ruskin	1 Dickman Street, S.E., Ruskin
Science Library at MOSI	4801 E. Fowler
Seffner-Mango	11724 E. Dr. MLK Jr. Boulevard
Seminole Heights	4711 N. Central Avenue
South Shore Regional	15616 Beth Shields Way, Ruskin
78 th Street Community	7625 Palm River Road
Talking Books	3910 S. Manhattan Avenue
Temple Terrace	202 Bullard Parkway, Temple Terrace
Thonotosassa	10715 Main Street, Thonotosassa
Upper Tampa Bay	11211 Countryway Blvd., Westchase
Town 'n County Regional	5455 W. Waters Ave. (formerly Town 'N Country)
West Tampa	2312 W. Union

LIBRARY SERVICES for the BLIND (10/08)

Florida Division of Blind Services: The Bureau of Braille and Talking Book Library Services is Florida’s regional affiliate of the National Library Service for the Blind and Physically Handicapped, which provides information and reading materials needed by Florida residents who are unable to use standard print as the result of visual, physical, or reading

disabilities. Reading materials are sent to and from customers via postage-free mail, and all services are provided at no charge: 800-226-6075; <http://dbs.myflorida.com/library/index.php>

Hillsborough Talking Book Library: One of Florida's 11 sub-regional affiliates of the National Library Service for the Blind and Physically Handicapped, this free program provides recorded and braille books and magazines to residents of Hillsborough County, who are blind, visually impaired or physically handicapped. 272-6024; TDD 272-6305; www.hcplc.org/hcplc/liblocales/tbl

LIEN LAWS (10/08)

F.S. 713, Part I (www.leg.state.fl.us) contains construction and mechanics' lien laws.

LIEUTENANT GOVERNOR, Florida (10/08)

The Honorable Jeff Kottkamp, Lieutenant Governor of Florida, The Capitol, Tallahassee, FL 32399-0001, 850-488-4441.

LIMOUSINE REGULATION (10/08)

Hillsborough County Public Transportation Commission: Regulations address vehicle type, jurisdiction, passenger capacity, fares, and driver dress requirements. 272-5814; www.hillsboroughcounty.org/publictransportation/faq/limo.cfm

LINKAGE INSTITUTES (10/08)

F. S. 288.8175 (www.leg.state.fl.us) created Linkage Institutes to foster stronger cultural, economic, educational, and social ties between Florida and strategic foreign countries. The college and university-based program promotes expanded dialogue on cooperative research and technical assistance, student and faculty exchange, and the enhancement of language training skills. A list of existing linkage institutes between Florida institutions and 11 other countries is at <http://web.usf.edu/iac/linkages.html>

LITERACY PROGRAMS (10/08)

Even Start Family Literacy Program: This is a federally funded program designed to break the cycle of poverty and illiteracy by improving educational opportunities for all ages, including basic adult education, early childhood education (birth through age seven), and parenting education. 850-921-3211; www.floridajobs.org/earlylearning/sr_programs.html

Front Porch Florida Family Literacy Program: Sponsored by Hillsborough Community College and the Heart of East Tampa Revitalization Council, this program offers free classes, books, bus passes, and child care. Participants can earn free tuition at HCC once they earn their GED as a result of the program. 248-8780.

Hillsborough Literacy Council: The Hillsborough Literacy Council teaches functionally and marginally illiterate adults to read and write through its Adult BASIC Literacy Program. This program is geared towards adults over the age of 18 with a goal to bring them to a minimum fifth grade reading level. In its English for Speakers of Other Languages Program (ESL), the tutors teach speakers of other languages, over the age of 18, to read, write and communicate in English. 273-3650; www.hillsboroughliteracy.org

LIVING WILLS (See: Wills and other Advance Directives)

LOANS (See: Education, Financial Aid; Government Loans)

LOBBYING (10/08)

Florida: F.S. 11.045-.062 (www.leg.state.fl.us) regulates lobbying the Florida executive and legislative branches. For a copy of the law and registration forms call the Hillsborough County Legislative Delegation, 272-5865. For more detailed information, write to Lobbyist Registration, 111 W. Madison St., Room G68, Tallahassee, FL 32399, or call or visit the website for a registered lobbyist directory, lobbying registration guidebooks, and lobbyist compensation reports. 850-922-4990; www.leg.state.fl.us/lobbyist

Hillsborough County: County Ordinance 07-8 regulates lobbying the Hillsborough County government. For a copy of the ordinance, required forms, or activity and expenditure reports, contact the Clerk's Office at 276-8100, ext. 4567 or visit www.hillsclerk.com/publicweb/lobbyist_registration.aspx

Tampa: The City of Tampa Ethics Code regulates lobbying the Mayor, City Council, and other City officials. The Code, lobbyist information packet, disclosure forms, expenditure reports, and complaint forms are available online. 274-8041;

www.tampagov.net/dept_human_resources/information_resources//Lobbyist_Information

LOCK INSTALLATION, LOW INCOME (See: Neighborhood Service Centers)

LONG TERM CARE RESOURCES (10/08) (See also: Adult Assisted Living; Adult Family Care; Nursing Homes)

Florida Department of Elder Affairs: 850-414-2000; <http://elderaffairs.state.fl.us>

Comprehensive Assessment and Review for Long Term Care Services (CARES): A federally-mandated nursing home pre-admission assessment program and serves as the official screening procedure for the Long Term Care Community Diversion Program. Hillsborough County: 631-5300; <http://elderaffairs.state.fl.us/english/cares.php>

Elderly Housing Unit: Provides assistance in locating affordable assisted living facilities. 850-414-2000; www.floridaaffordableassistedliving.org

Long Term Care Community Diversion Program: Arranges community-based services to people who would qualify for Medicaid nursing home placement to enable them to remain at home. Hillsborough County: 631-5300; <http://elderaffairs.state.fl.us/english/cares/CARESmapp.pdf>

Long Term Care Ombudsman Program: Created by F.S. 400.0060 (www.leg.state.fl.us) to discover, identify and investigate conditions or individuals which constitute a threat to the rights, health, safety or treatment of the residents of long-term care facilities. Long Term Care Ombudsman Council of West Central Florida: 558-5591; 888-831-0404; <http://ombudsman.myflorida.com/>

National Clearinghouse for Long-Term Care Information: Hosted by the U.S. Department of Health and Human Services as an information and planning resource for individuals who don't yet require long-term care, but it includes information on services and financing options that can be helpful to all. www.longtermcare.gov

LOTTERIES (10/08)

Florida Lottery: An official state government agency that administers and operates all aspects of the Florida Lottery. 850-487-7725; TDD: 850-487-7784; Tampa office, 744-6134; www.flalottery.com

Other lotteries: The Florida Attorney General offers tips for Floridians to guard against lottery scams. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then "Foreign Lottery" or "Lottery Fraud"

LOW INCOME ASSISTANCE (10/08) (See also: Economic Self-Sufficiency)

ACCESS Florida: The Automated Community Connection to Economic Self-Sufficiency is a program of the Florida Department of Children and Families that enables online applications for food stamps, Medicaid, and temporary cash assistance. 866-76ACCES (762-2237); www.dcf.state.fl.us/ess

Bay Area Legal Services: The region's only non-profit law office has 6 locations in Hillsborough County to serve eligible residents. 232-1343; www.bals.org

Florida Departments and Agencies:

Children and Families	Tampa: 558-5900	www.state.fl.us/cf_web
Community Affairs	877-352-3222	www.dca.state.fl.us
Elder Affairs	Tampa: 740-3888	http://elderaffairs.state.fl.us
Health	Tampa: 307-8000	www.doh.state.fl.us
Health Care Administration	888-419-3456	http://ahca.myflorida.com
Persons with Disabilities	Tampa: 233-4300	http://apd.myflorida.com
Veterans Affairs	Tampa: 975-2181	www.floridavets.org
Workforce Innovation	Tampa: 930-7400	www.floridajobs.org

Hillsborough County Departments:

Affordable Housing	274-6600	www.hillsboroughcounty.org/affordablehousing_office
Aging Services	272-5430	www.hillsboroughcounty.org/aging
Children's Services	264-3821	www.hillsboroughcounty.org/childrensservices
Health and Social Services	272-5040	www.hillsboroughcounty.org/hss
HealthCare Program	272-5040	www.hillsboroughcounty.org/hss/hhcprogram
Health Department	307-8000	www.hillscountyhealth.org

Metropolitan Ministries: Community-supported, faith-based nonprofit organization providing low-income individuals and families with food, clothing, temporary shelter, counseling, literacy education, money management, nutrition programs, substance abuse recovery, job training, etc. 209-1000; www.metromin.org

Prosperity Campaign of Hillsborough and Pinellas Counties: A collaboration of the public, private, and nonprofit sectors to help eligible residents apply for and receive the Child Tax Credit and Earned Income Tax Credit. 301-7335; www.hillsboroughcounty.org/hss/prosperity

Tampa Departments:

Community Affairs	274-8611	www.tampagov.net/dept_community_affairs
Housing Authority	253-0551	www.thafl.com

Salvation Army: A faith-based nonprofit organization providing services in the form of counseling, food, clothing, temporary shelter, utility assistance, and job training to the unemployed, homeless, ex-offenders, persons recovering from substance abuse, and other low-income individuals and families in need of essentials to attain or regain self-sufficiency. 226-0055; www.salvationarmytampa.com

United Way of Tampa Bay: Supports over 60 local non-profit organizations that provide services to vulnerable populations such as children, the disabled, the elderly, the homeless, ex-offenders, unwed mothers, victims of domestic violence, persons recovering from substance abuse, etc. 274-0900; www.uwtb.org

MADD (10/08) (See also: SADD)

Mothers Against Drunk Driving: MADD is a 501(c) (3) non-profit grass roots organization with more than 400 entities nationwide whose mission is to stop drunk driving, support the victims of this violent crime and prevent underage drinking.

Florida Headquarters: 2901 W. Busch Blvd., Suite 309, Tampa; 935-2676; www.madd.org/fl

Hillsborough County Chapter: 11250 N. 56th St., Suite 105, Temple Terrace; 985-0378

National Headquarters: 800-GET-MADD (438-6233); 24-hour victim services helpline: 877-623-3435; www.madd.org

MANAGED CARE RESOURCES (10/08)

Florida Agency for Health Care Administration (AHCA): Offers information on factors to consider when choosing among HMOs, PPOs, Regular vs. Open Access, etc. <http://www.floridahealthfinder.gov/HealthPlans/>

Florida HMOs: <http://www.floridahealthfinder.gov/HealthPlans/Compare.aspx>

HMO Hotline: 800-226-1062

Subscriber Assistance Program (SAP): Assists consumers of managed care entities who have been denied coverages and whose grievances have not been satisfactorily resolved after completing the grievance process (except in emergency situations). 888-419-3456; FAX: 850-413-0900; <http://ahca.myflorida.com/MCHQ/Consumer/SPSAP/index.shtml>

Florida Department of Financial Services: Offers an HMO consumer guide, “HMOs: A Guide for Consumers,” and a Medicare consumer guide, “Medicare Supplement Insurance. 800-342-2762; www.fldfs.com/Consumers/publications.htm

MAPS ONLINE (10/08)

Hillsborough County Clerk of the Circuit Court: Hosts a webpage that includes maps of downtown Tampa, Brandon, Plant City, and South Shore, showing locations of major County facilities and the services they provide. The downtown Tampa map also shows the locations of public parking garages. www.hillsclerk.com/PublicWeb/Maps.aspx

MARCHMAN ACT (See also: Baker Act)

“Hal S. Marchman Alcohol and Other Drug Services Act” is codified at F.S. 397.301 (www.leg.state.fl.us).

MARRIAGE LICENSES (10/08)

Hillsborough County Clerk of the Circuit Court: Issues marriage licenses pursuant to F.S. 741(www.leg.state.fl.us). As May also perform ceremonies. 276-8100, ext. 4366; http://www.hillsclerk.com/publicweb/marriage_license.aspx

419 Pierce Street, Room 140	Tampa
311 Pauls Drive (Brandon Regional Service Center)	Brandon

410 30 th St. S.E. (South Shore Regional Service Center)	Ruskin
302 N. Michigan Avenue	Plant City
9309 N. Florida Ave, Suite 103 (North Tampa Regional Service Center)	Tampa

MATERNITY LEAVE (See: Family and Medical Leave Act)

MCKEEL, SETH –State Representative (District 63) (10/08)

250 E. Highland Drive, Lakeland, FL 33813; 863-647-4896; if no answer, call 813-272-5865
seth.mckeel@myfloridahouse.gov

MECHANICS LIENS (See: Lien Laws)

MECHANICS, LICENSING (See: Motor Vehicle Repair Act)

MEDIATION and DIVERSION SERVICES (10/08)

Hillsborough County residents wishing to solve minor disputes without a lawsuit can use the court’s quasi-judicial Mediation and Diversion Services available at affordable fees at 4 convenient locations throughout the county. Eligible disputes include small claims; landlord/tenant; probate & guardianship; custody, visitation, child support, and division of property. 272-5642; www.fljud13.org/pdfs/programbrief_mediation.pdf

MEDICAID (10/08)

Information: 888-419-3456; www.dcf.state.fl.us/ess/medicaid.shtml

Eligibility: Apply online, in person or by fax to one of the Florida Department of Children and Families service centers. Telephone: 233-2538; 888-254-7591; www.myflorida.com/accessflorida

Tampa Service Center 1313 N. Tampa Street, 1 st Floor Fax: 888-254-7591	Plant City Service Center 307 N. Michigan Avenue Fax: 757-1612	Ruskin Service Center 201 14 th Street SE Fax: 671-5066
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Enrollment: Medicaid Options Helpline: 888-367-6554; TDD: 800-653-9803; www.medicaidoptions.net

MEDICAID TRANSPORTATION (See: Medical Transportation)

MEDICAL ASSOCIATION, Hillsborough County (10/08)

Voluntary professional association of approximately 1,300 physicians. 253-0471; www.hcma.net

MEDICAL CARE, LOW INCOME (See Health Care; HealthCare; Health Department)

MEDICAL TRANSPORTATION (10/08)

Air Charity Network (formerly Angel Flight America): Provides access for people in need seeking free air transportation to specialized health care facilities or distant destinations due to family, community or national crisis. Call or visit the website for eligibility criteria. Florida: 800-352-4256; <http://aircharitynetwork.org>

Hillsborough County Sunshine Line: Provides door-to-door paratransit and HART bus passes for elderly low-income persons and persons who are disabled or Hillsborough Healthcare clients. Depending on income qualifications, service is free or fees are charged on a sliding scale. 272-7272; TTY: 801-6822.

MMG Transportation: Offers daily HART bus passes for doctors’ appointments and door-to-door service for medical appointments covered by Medicaid only. Transportation is free to eligible Medicaid clients but reservations are required at least 3 business days in advance. 253-3618.

MEDICAL EXAMINER, Hillsborough County (10/08)

Medical examiners are physicians specializing in forensic pathology who determine the cause and manner of death for sudden, suspicious, violent, and unexpected deaths within the county. The department also provides indigent burial services for unclaimed bodies. Administration: 272-5342; death investigations: 272-6377; indigent burial and cremation: 272-5396; www.hillsboroughcounty.org/medexam

MEDICAL RECORDS ACCESS (10/08) See also: HIPAA

Florida law governs patients' access to their medical records and what they may be charged for copies. Hospital patient information: F.S. 395.3025; Psychiatric patient information: F.S. 394.4615; www.leg.state.fl.us

MEDICARE (10/08)

Center for Medicare Advocacy: A non-profit, non-partisan, educational and advocacy organization, staffed by attorneys, paralegals, and nurses, that works to increase access to Medicare coverage, including assisting with appeals of Medicare denials. 860-456-7790; www.medicareadvocacy.org

Florida Department of Financial Services: Offers a free, 56-page Medicare consumer guide, "Medicare Supplement Insurance." 800-342-2762; http://www.fldfs.com/Consumers/literature/MedicareSupGuide01_2007.pdf

U.S. Department of Health and Human Services: Medicare Hotline: 800-MEDICARE; www.medicare.gov

MEETINGS, OPEN GOVERNMENT (10/08) (See also: Public Records; Sunshine Law)

F.S. 286 governs meetings of public officials in Florida; F.S. 119 governs accessibility to public records, including transcripts of public meetings. www.leg.state.fl.us

First Amendment Foundation: A non-profit organization whose purpose is to protect and advance the public's constitutional right to open government by providing education and training, legal aid and information services. FAF is the only source of ordering an unabridged print copy of Florida's Government-in-the-Sunshine Manual. 800-337-3518; www.floridafaf.org

Florida Attorney General: Hosts a Government Accountability Project website with information, links to the applicable statutes, a searchable Government-in-the-Sunshine Manual, and a downloadable abridged copy of the manual. 866-966-7226; TDD: 800-955-8771; www.myfloridalegal.com/sunshine

MENTAL HEALTH RESOURCES (10/08) (See also: Alcoholism; Alzheimer'; Substance Abuse)

Florida Mental Health Institute: FMHI was established by the Florida legislature to improve the lives of people with mental, addictive, and developmental disorders through research, training, and education. Priorities include mental health law and public policy, aging, and child and family studies. 974-4602; <http://home.fmhi.usf.edu>

Mental Health America (formerly National Mental Health Association): Search website resources by audience, topic, disorders, treatments, and/or medication. 800-969-6642; TTY: 800-433-5959; www.nmha.org
Tampa Bay Affiliate: 312-2443; www.mhagreatertampabay.org

Mental Health Care, Inc.: Hillsborough County's largest nonprofit provider of mental health services offers emergency, short-term, and long-term services for all ages. Website includes directories of self-help groups and toll-free hotlines for multiple health and mental health topics. 272-2244; www.mhcinc.org

National Alliance for the Mentally Ill: Hillsborough chapter: 989-2410; Helpline: 800-950-6264; www.nami.org

National Institute of Mental Health Information Center: Offers authoritative information and a wide assortment of free publications. 866-615-6464; TTY: 866-415-8051; www.nimh.nih.gov

Northside Mental Health Center: A nonprofit treatment facility providing counseling, family assessment, crisis stabilization, and short-term residential services. 977-8700; <http://www.northsidemhc.org/>

Project Return: Provides education, housing, vocational and social services to help the mentally ill live productive and fulfilling lives in the community. Programs include assistance with housing options, occupational therapy, employment counseling, and psychosocial rehabilitation. 933-9020; www.projectreturn.org

St. Joseph's Hospital Psychiatric Care Center: Provides behavioral health services on an outpatient, inpatient, and partial hospitalization basis, including conflict resolution, counseling, crisis management, critical incident debriefing, and intensive treatment. Outpatient Services: 872-9865; Inpatient Services: 870-4300.

USF Psychiatry Center: Houses various outpatient clinics, including child, adolescent, and adult evaluation and management, ADHD clinic, and Memory Disorders Clinic. Website includes an interactive self-evaluation for anxiety and depression. 974-8900; www.hsc.usf.edu/psych/p_patient.html

MENTALLY CHALLENGED PERSONS, RESOURCES for (10/08)

Center for Autism and Related Disabilities: Funded by the state legislature, the Center is located in the Louis de la Parte Florida Mental Health Institute at the University of South Florida. 974-2532; 800-333-4530; <http://card-usf.fmhi.usf.edu>

Family Network on Disabilities of Florida: Offers a Florida Parent Information Resources Center, newsletters, online tutorials, resource databases, and workshops. 800-825-5736; <http://fndfl.org/index.asp>

FRIENDS Downs Syndrome Support Group: This Brandon-based group sponsors a wide variety of local events including conferences, workshops, annual picnics, buddy walks, and specialized sports including adaptive baseball, golf, sailing, and tennis, for children and adults with special needs. www.friends-support.org

Hillsborough Association for Retarded Citizens: With 10 sites throughout Hillsborough County, HARC offers supported living and employment services, residential services, transportation, behavioral assessment and life skills training, and community inclusion programs. 273-6364; www.hillsarc.com

MacDonald Training Center: A comprehensive program including employment, health, and supported living services to help Hillsborough County’s mentally challenge achieve their highest potential for independence. Fine arts studio encourages creativity and offers works for sale. Tampa: 870-1300; Plant City: 752-6508; www.macdonaldcenter.org

Mental Health Care, Inc.: Operates an assisted living home for the mentally ill elderly who are unable to live independently; a transitional living community for people at risk of being admitted to, or just released from, a state mental health facility, or who have had multiple psychiatric hospitalizations; and five special apartment communities for people with persistent mental illness who can live independently with minimal support. 272-2244; www.mhcinc.org

Assistend Living Facility: 272-2219

Supported Independent Living Apartments:

Brandon: Jontilly Place: 571-9811

Plant City: Brewer’s Bridgeway: 707-7329

Tampa: Grace Manor: 885-1946

Tampa: Hunter Oaks: 631-4049

Tampa: Matthew’s Corner: 356-1521

Transitional Living Community: 272-2219

Human Development Center: A state-funded, nonprofit organization providing vocational training programs and behavioral, psychological, residential, and supported living services to adults with developmental disabilities. Facilities in Tampa and Seffner include 7 group homes, a day training center, and a greenhouse/nursery. 872-6260; www.hdcinc.org

MENTORING PROGRAMS (10/08)

The Florida Mentoring Partnership, a statewide collaborative effort that originated with the Governor’s Mentoring Initiative, has multiple partners in Hillsborough County. For more information, call 800- 825-3786 or visit www.flamentoring.org, or contact one of the partners below.

Best Buddies Tampa	254-9025	www.bestbuddiesflorida.org
Big Brothers Bug Sisters of Tampa Bay	769-3630	www.bbbsfl.org
Guardian Ad Litem of the 13 th Judicial Circuit	902-9300	www.vfcgal.org
SERVE (School Enrichment Resource Volunteers in Education)	872-5254	www.servevolunteers.org
Take Stock in Children (Hillsborough Education Foundation)	231-1901	www.educationfoundation.com

METROPOLITAN MINISTRIES (10/08)

Well-established, community-supported, faith-based nonprofit organization providing low-income individuals and families with food, clothing, temporary shelter, counseling, literacy education, money management guidance, nutrition programs, substance abuse recovery, job training, etc. 209-1000; www.metromin.org

MIGRANT SERVICES (10/08)

Beth-El Farmworker Ministry: A faith-based mission in Wimauma to help migrant farm families achieve self-sufficiency through worship, education, nutrition, child care, and support and recovery programs. Youth services include field trips, summer camps, and school supplies. 633-1548; www.beth-el.info

Catholic Charities San Jose Mission: A planned residential community and education campus with medical, social, and child care services for low-income migrant farmworker families. 3204 Diego Lane, Dover. 707-7413.

Florida Farmworker Helpline: 800-633-3572

Hillsborough County Health and Social Services: The Ruskin Neighborhood Service Center has Spanish-speaking and Vietnamese-speaking staff members available to help families with a variety of needs including employment, housing, medical care, and utility deposits. 201 14th Ave., S.E., 671-7647; www.hillsboroughcounty.org/hss/services/ruskin.cfm
Hillsborough Public Schools Migrant Program: 757-9331; <http://migrant.mysdhc.org/>
Redlands Christian Migrant Association: Provides quality child care and early education for children of migrant farm workers and rural, low-income families throughout Florida. 800-282-6540; www.rcma.org

Balm Child Development Center	672-5332	Plant City Migrant Head Start	707-7001
Bethel Child Devel. Center (Wimauma)	672-5165	Ruskin Area Office	671-5264
Bethune Success (Wimauma)	672-5191	Ruskin Infant Child Development Center	671-5281
Central Plant City Child Devel. Center	707-7465	Ruskin Migrant Head Start	671-5275
Cypress Creek Success (Ruskin)	672-5216	Ruskin School Readiness Program	671-5177
Dover Child Development Center	707-7002	Westside Village Child Dev. Ctr. (Plant City)	707-7014
Estancia Migrant Head Start (Wimauma)	671-5285	Wimauma Academy Charter School	672-5159
Gibson Center	671-5264	Wimauma Area Office	671-5264
Ruskin Grove Pointe Child Devel. Center	671-5283	Wimauma Early Education Center	671-5278
Palmetto Migrant Head Start	723-4563	Wimauma Grove Child Development Center	672-5322
Plant City Area Office	707-7006	Wimauma School Readiness Program	671-7715
Plant City Child Development Center	707-7000		

Suncoast Community Health Centers, Inc.: This is a community owned and operated non-profit organization funded by Aetna and federal grants to reach the medically underserved. 30% of clients are migrant workers or their families. Sliding scale fees apply with discounts up to 70%. www.suncoast-chc.org

Dover Health Center	14254 SR 574	349-7700
Plant City Health Center	508 N. Maryland Avenue	349-7600
Ruskin Health Center	2814 14 th Avenue SE	349-7800
Suncoast Community Health Center Pediatrics (Plant City)	502 N. Mobley Street	349-7654

U.S. Department of Justice Office of Special Counsel for Immigration-Related Unfair Employment Practices: 800-255-7688 (foreign language interpreters available); TTD: 800-237-2515; www.usdoj.gov/crt/osc

MILITARY AFFAIRS, Florida Department of (10/08)

The department represents more than 12,000 Florida National Guardsmen and thousands more active duty and reserve military members and their families residing in our state. Services range from military family readiness programs to support for Florida's reserve and National Guard military members. 904-823-0364; www.dma.state.fl.us

MILITARY HEROES PROJECT (10/08)

The Project is presented by the American Ideals Foundation with a mission to honor fallen military heroes through the arts at no charge to their families. It performs ceremonies all over the country and presents families with a portrait, song, and poem inspired by their loved ones. Created by the American Ideals Foundation, Inc., 1414 33rd Street SE, Ruskin, FL 33570, 813-641-2513. www.freewebs.com/militaryheroesproject

MINIMUM WAGE (See: Labor, U.S. Department of)

MINORITY BUSINESS ENTERPRISE (10/08) (See also: Small Business Resources)

Florida Department of Management Services: The Office of Supplier Diversity administers the minority business enterprise certification program and sponsors advocacy, outreach, and matchmaking activities and events. Website includes statewide searchable online Directory of State of Florida Certified Minority Business Enterprises. 850-487-0915; http://dms.myflorida.com/other_programs/office_of_supplier_diversity_osd

Hillsborough County Minority/Small Business Enterprise Program: Allows minority, women-owned, and small businesses to participate proactively in the County's procurement programs which include construction, contract, and professional consulting services, and commodities. 272-5969; www.hillsboroughcounty.org/econdev/enterprise

Tampa Bay Black Business Investment Corporation: This is a public-private partnership that provides commercial loans to viable African-American owned businesses. 274-7925; www.tampabaybbic.com

MOBILE HOME PARKS (10/08)

F.S. 723 (www.leg.state.fl.us) regulates mobile home parks in Florida. The Florida Department of Business and Professional Regulation, Division of Florida Land Sales, Condominiums, and Mobile Homes, Bureau of Compliance provides oversight. 800-226-9101; <http://www.myflorida.com/dbpr/lsc/index.html>

MOBILE HOME RELOCATION (10/08)

Florida Mobile Home Relocation Corporation: Makes payments from the Florida Mobile Home Relocation Trust Fund to mobile home owners who are required to move due to a change in use of the land comprising their mobile home park. These payments are designed to help offset the expense of the home owner's cost of relocating. Certain restrictions and payment caps apply. 888-862-7010; <http://www.fmhrc.org/>

MONETARY POLICY (10/08)

The Federal Reserve: The term "monetary policy" refers to the actions undertaken by a central bank, such as the Federal Reserve, to influence the availability and cost of money and credit to help promote national economic goals. The Federal Reserve Act of 1913 gave the Federal Reserve responsibility for setting monetary policy. Open market operations--purchases and sales of U.S. Treasury and federal agency securities--are the Federal Reserve's principal tool for implementing monetary policy. www.federalreserve.gov

MOTOR VEHICLES, AUTO SAFETY (10/08)

Florida Department of Highway Safety and Motor Vehicles: 850-922-9000; www.hsmv.state.fl.us

Florida Highway Patrol: Hosts a website that offers traffic safety tips including a streaming video of "Surviving a Submerging Vehicle" as well as a transcript of the audio that you can print. Tampa Headquarters: 632-6859. www.fhp.state.fl.us

National Highway Traffic Safety Administration: 888-327-4236; www.nhtsa.dot.gov

Child passenger safety website: www.boosterseat.gov

Crash test results and rollover ratings: www.safercar.gov

MOTOR VEHICLES, LOW INCOME (10/08)

Wheels of Success: Provides donated cars to low income persons who need their own transportation in order to remain employed. Recipients may not be on cash assistance but may receive Medicaid, food stamps, and unemployment compensation. Other conditions apply. Recipients "buy" the car by making monthly payments based on ability to pay and donating service hours to the organization. 490-9443; www.wheelsofsuccess.org

MOTOR VEHICLES, INSURANCE REQUIREMENTS (10/08)

Florida Motor Vehicle No Fault Law is set forth in F.S. 627-730– 627-7405 (www.leg.state.fl.us). Also see the Florida Department of Highway Safety and Motor Vehicles website. www.hsmv.state.fl.us/ddl/insurancemenu.html

MOTOR VEHICLES, LEASING (10/08)

Federal Reserve Board: Website offers consumer fact sheets -- "Keys to Vehicle Leasing" and "Look before You Lease" - that set forth the comparative advantages and disadvantages to leasing vs. buying. www.federalreserve.gov/pubs/leasing

Florida Attorney General: Offers consumer tips on leasing a car. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then "Car Leasing"

MOTOR VEHICLES, PURCHASING and FINANCING (10/08) (See also: Lemon Law)

Federal Trade Commission: Website offers over a dozen consumer fact sheets for prospective car buyers.

www.ftc.gov/bcp/menus/consumer/autos.shtm

Florida Attorney General: Offers five different brochures for prospective car buyers. 866-966-7226;

www.myfloridalegal.com, then Consumer Protection, then Protecting Yourself from Consumer Fraud, then links to "Buying a New Car," "Buying a Used Car," "Car Ads," "Car Financing," and "Odometer Fraud."

Florida Department of Agriculture and Consumer Services: Offers free brochures on buying a new or used car. 800-HELP-FLA (435-7352); www.800helpfla.com/newcar_text.html or www.800helpfla.com/usedcar_text.html
Florida Department of Highway Safety and Motor Vehicles: Hosts a website that allows prospective used car buyers to check the vehicle's VIN number against a statewide database. www.hsmv.state.fl.us

MOTOR VEHICLES, RENTING (10/08)

Federal Trade Commission: Website offers a consumer fact sheet on “Renting a Car,” prepared in cooperation with the American Society of Travel Agents. <http://www.ftc.gov/bcp/edu/pubs/consumer/autos/aut07.shtm>
Florida Attorney General: Offers consumer tips on renting a car. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Car Rental”

MOTOR VEHICLES, REPAIRS (10/08)

F.S. 559, Part IX (www.leg.state.fl.us) regulates motor vehicle repair shops. The Florida Department of Agriculture and Consumer Services monitors compliance. It recommends using its toll-free hotline to check out a repair shops complaint history before taking your car in. The website explains the law in terms of when a written estimate is required, what the estimate and invoice must include, and addresses such specific topics as “Collision Repair Basics,” “What is a Brake Job?” and “How to Purchase Tires.” A brochure, “Auto Repair: Be a Winner!” can be downloaded or ordered in print. 800-HELP-FLA (435-7352); www.800helpfla.com/motorveh.html

Federal Trade Commission: Website offers a consumer fact sheet on “Taking the Scare out of Auto Repair,” prepared in cooperation with AAA. www.ftc.gov/bcp/menus/consumer/autos/maintain.shtm
Florida Attorney General: Offers consumer tips on avoiding auto repair fraud. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Auto Repair Fraud”

MOTOR VEHICLES, REPOSSESSION (10/08)

Federal Trade Commission: Website offers a consumer fact sheet on “Vehicle Repossession.” www.ftc.gov/bcp/edu/pubs/consumer/autos/aut14.shtm
Florida Attorney General: Offers consumer tips on avoiding repossession. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Automobile Repossession”

MOTOR VEHICLES, SALES WARRANTIES (LEMON LAW) (10/08)

F.S. 681 (www.leg.state.fl.us) affords some protection to new car buyers.

Better Business Bureau Auto Line: Sponsors a dispute resolution program to help customers and car makers resolve issues over alleged manufacturing defects. 800-955-5100; <http://lemonlaw.bbb.org>
Florida Attorney General: Offers extensive information on Florida’s Lemon Law. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then “Lemon Law”
Florida Department of Agriculture and Consumer Services: Lemon Law Hotline: 800-321-5366; Lemon Law Brochure: www.800helpfla.com/lemonlaw.html.

MOTOR VEHICLES, SEAT BELTS and CHILD RESTRAINT (See Seat Belts; Child Restraints)

MOTOR VEHICLES, TAG, TITLE, and TRANSFER LOCATIONS (10/08)

Hillsborough County Tax Collector: Main Office: 601 E. Kennedy, 14th Floor, Tampa, 635-5200; www.hillstax.org
 Branch Offices:

2211 N. Falkenburg Rd., Brandon	3002 College Ave., Rusk in	9309 N. Florida Ave., Tampa
1834 Jim Redman Pky., Plant City	6283 W. Waters Ave., Tampa	1515 N. Westshore, Tampa (AAA)

MOVING and STORAGE COMPANIES (10/08)

F.S. 507 (www.leg.state.fl.us) applies only to the transportation of household goods within Florida. Requires movers to register; specifies qualifications; regulates fees; requires written estimates and contracts; specifies certain operational

procedures; prohibits specified acts; and provides for enforcement and penalties.

American Moving and Storage Association: Website offers multiple resources for those planning an interstate move, including a consumer handbook, moving countdown calendar, a moving planner, and special tips on moving with children, pets, and plants. www.moving.org

Florida Department of Agriculture and Consumer Services: Offers a brochure on choosing a mover, packing tips, and a moving checklist. 800-HELP-FLA (435-7352); www.800helpfla.com/moving_text.html

U.S. Department of Transportation: The Federal Motor Carrier Safety Administration regulates moves to or from Florida (that begin or end outside the state). FMCSA offers a toll-free hotline to check background information on an interstate mover, or file a complaint: 888-368-7238; www.fmcsa.dot.gov

MYERS ACT (See: Baker Act; Marchman Act)

NAACP (See: Civil Rights)

NATIONAL ORGANIZATION for WOMEN (NOW) (10/08)

NOW works to achieve full equality for all women. 202-628-8669; TTY: 202-331-9002; www.now.org
Florida NOW: 888-5-FLA-NOW (535-2669); www.flnow.org

NATIVE AMERICAN RESOURCES (10/08)

Florida Governor's Council on Indian Affairs: Advises the Governor on matters affecting the right of Native Americans living in Florida. The Council also assists Florida's Native Americans with job placement, on-the-job training, vocational guidance, work experience, employment counseling, and public service employment. 800-322-9186; www.fgcia.com

Public and Indian Housing Information and Resource Center: 800-955-2232;
<http://www.hud.gov/offices/pih/about/css.cfm>

Seminole Tribe of Florida: 800-683-7800; www.seminoletribe.com

U.S. Department of the Interior Bureau of Indian Affairs: 202-208-3100; <http://www.doi.gov/bia/>

NATURAL GAS REGULATION (10/08)

Florida Public Service Commission: 800-342-3552; www.floridapsc.com

NATURAL RESOURCES and WATER CONSERVATION SERVICES (10/08)

Hillsborough Soil and Water Conservation District: Operates pursuant to F.S. 582 (www.leg.state.fl.us). 757-3740;
www.hillsboroughcounty.org/soilwater

Southwest Florida Water Management District: Encompasses 16 counties including Hillsborough and is one of 5 regional water management districts operating under F.S. 373 (www.leg.state.fl.us). The 11 member board is appointed by the Governor and confirmed by the Senate. Tampa Office: 985-7481; 800-836-0797; www.swfwmd.state.fl.us

NATURALIZATION (See: Citizenship and Immigration)

NEEDLES and SYRINGES, DISPOSAL of (10/08)

Bay Area Sharps Disposal Program: A collaborative program of the Hillsborough County Health Department and 12 area hospitals to provide County residents with a safe and environmentally sound way to dispose of used needles and syringes. For a list of participating hospitals, and hours, locations, and procedures for using the disposal sites, call 307-8059 or download the brochure at www.hillscountyhealth.org

NEGLECT, GOVERNMENT (See: Inspectors General)

NEIGHBORHOOD SERVICE CENTERS (10/08)

Hillsborough County Health and Social Services: Five strategically-located centers provide programs for low-income families in a neighborhood setting. Programs address health, safety, transportation, education, childcare, and employment

issues, as well as basic life management skills. 272-5040; www.hillsboroughcounty.org/hss/services

Lee Davis Center	3402 N. 22nd Street, Tampa	272-5220
Plant City Center	307 N. Michigan Avenue	757-3871
Ruskin Center	201 14th Avenue S.E	671-7647
University Community Resource Center	13605 N. 22 nd St., Suite 103	975-2153
West Tampa Center	2103 N. Rome Avenue	272-5074

NEIGHBORHOOD WATCH ASSOCIATION, Hillsborough County (10/08)

This is a neighborhood-based non-profit organization dedicated to crime prevention. For more information contact the Hillsborough County Sheriff's Office, Office of Community Relations, 247-8115; www.hcso.tampa.fl.us then "Directory," then "Neighborhood Watch"

NO SALES SOLICITATION (See: Do Not Call Registries)

NOISE POLLUTION (10/08)

Hillsborough County Environmental Protection Commission: 627-2600; http://epchc.org/new_page_5.htm
Noise related rules: <http://epchc.org/1-10.htm>

NONAGE of MINORS, DISABILITY REMOVED (See: Age of Majority)

NOT-FOR-PROFIT CORPORATIONS (10/08)

F.S. 617 (www.leg.state.fl.us) regulates non-for-profit corporations operating in Florida, which must register with the Florida Department of State. 800-755-5111; www.dos.state.fl.us/doc.

NOT-FOR-PROFIT FUNDRAISING (See: Charities; Grants; Solicitation of Contributions)

NOTARY PUBLIC (10/08)

F.S. 117 (www.leg.state.fl.us) regulates notaries, who are appointed by the Florida Department of State. 850-245-6975; <http://notaries.dos.state.fl.us>

NURSING HOME DIVERSION PROJECT (See: Long-Term Care Community Diversion Program)

NURSING HOMES and LONG-TERM CARE FACILITIES (11/08) (See also: Long Term Care Resources)

F.S. 400 Part II (www.leg.state.fl.us) regulates nursing homes and long-term care facilities. It requires that all licensees adopt and publicly post a statement of the rights and responsibilities of its residents and treat those residents in accordance with the provisions of that statement. F.S. 400.022 provides minimum standards.

Florida Agency for Health Care Administration: AHCA oversees nursing homes and long-term care facilities. It also publishes a free Nursing Home Guide –updated in May 2007--covering the selection process, performance measures, and alternative to nursing homes. Online access to the guide allows searching for facilities by characteristics and location. 888-4193456; <http://ahcaxnet.fdhc.state.fl.us/nhcguide>

Nursing Home Compare: A federal government website providing detailed information about the past performance of every Medicaid and Medicare certified nursing home in the U.S. www.medicare.gov/NHCompare/home.asp

OBSESSIVE-COMPULSIVE DISORDER (11/08)

Obsessive-Compulsive Foundation: Provides support and education for people with OCD-related disorders, their friends, family, and professionals; promotes research into causes and effective treatments; and advocates for the needs of those affected. 617-973-5801; www.ocfoundation.org

OFFENDERS (See: Prisoners)

OMBUDSMAN PROGRAM, LONG-TERM CARE (See: Long-Term Care Ombudsman Program)

OPEN CONTAINER LAW (11/08)

F.S. 316.1936 (www.leg.state.fl.us) prohibits the possession of open containers of alcoholic beverages in vehicles.

OPEN GOVERNMENT (11/08) (See Meetings, Open Government; Public Records; Sunshine Law)

OPERATION HERO MILES (11/08)

Operation Hero Miles was created in 2004 by U.S. airlines to provide free, round-trip tickets donated by the American public in the form of frequent flyer miles to service members in Iraq and Afghanistan undergoing treatment at a military or VA medical center eligible for leave to visit family but not eligible for military transportation. Those being treated for conditions too serious to allow travel may be eligible for free, round-trip tickets for family members to visit them at the military or VA hospital. 888-294-8560; www.fisherhouse.org/programs/heroMiles.shtml

OPPAGA (11/08)

Office of Program Policy Analysis and Government Accountability: OPPAGA is a unit of the Florida Legislature under the oversight of the Joint Legislative Auditing Committee that was created to help improve the performance and accountability of state government. It conducts studies on the performance of state agencies and programs to identify ways to improve services and cut costs. Maintains an information bank available to anyone interested in what Florida's tax dollars and other revenues deliver to its residents and visitors. 850-488-0021; www.oppaga.state.fl.us
Florida Government Accountability Report: www.oppaga.state.fl.us/government

ORGAN and TISSUE DONATION (11/08)

Cord Blood Registry: 888-932-6568; www.cordblood.com

Florida Organ and Tissue Donation Education Program: Website offers brochures available in English and Spanish, an online registry, and printable wallet cards. www.fdhc.state.fl.us/MCHQ/Health_Facility_Regulation/Organ_Donors

Lions Eye Institute for Transplant and Research: Founded in Tampa in 1973, the Institute – one of the largest of its kind in the world -- is a non-profit charitable organization dedicated to the recovery, evaluation and distribution of eye tissue for transplantation, research and education. 289-1200; <http://www.lionseyeinstitute.org/>

LifeLink of Florida: A non-profit community service organization dedicated to the recovery of high quality organs and tissue for transplantation therapy. The Foundation attempts to work in a sensitive, diligent, and compassionate manner with donor families to facilitate the donation of desperately needed organs and tissues for waiting patients. Main Switchboard: 348-6308; 800-350-9130; Foundation: 253-2640; 800-262-5775; Tissue Bank: 886-8111; 800-683-2400; Transplant Lab: 253-3866; 800-262-5775; www.lifelinkfound.org/florida/fl.asp

National Marrow Donor Program: Also coordinates cord blood donations. Local affiliate: Florida Blood Services, 10100 Dr. Martin Luther King Jr. St. N., St. Petersburg. 727-568-2110; 800-68-BLOOD (682-5663); 800-MARROW-2 (627-7692); www.marrow.org

"Parent's Guide to Cord Blood Banks": www.parentsguidecordblood.org

Southeast Tissue Alliance: This Gainesville-based tissue recovery program is accredited by the American Association of Tissue Banks and has outreach locations throughout Florida including 8 in Tampa. 352-248-2114; www.donorcare.org

OSHA (11/08) (See: Safety, Job)

OSTOMY INFORMATION (11/08)

United Ostomy Associations of America: Provides ostomy information and referrals to local support chapters and special-interest networks. 800-826-0826; www.uoaa.org

Hillsborough County Support Group: South Bay Hospital, Sun City Center: 634-3301, x 1733.

PANTHER NET, FLORIDA (11/08)

Florida Panther Net: This collaborative project between the Florida Fish and Wildlife Conservation Commission's Advisory Council on Environmental Education and Florida State University's Askew School Web Development Group hosts a multidisciplinary interactive website with educational activities for students, a handbook and lesson plans for

teachers, and advocacy information and other resources for the general public. www.panther.state.fl.us

PARDONS (See: Clemency)

PARI-MUTUEL WAGERING (11/08)

Pari-Mutuel wagering covers greyhound, harness, and thoroughbred racing; Jai Alai; and card rooms and slot machines operated within such facilities, all regulated by the Florida Department of Business and Professional Regulation, Division of Pari-Mutuel Wagering. It does not cover bingo, “cruises to nowhere,” Indian gaming, or lottery. 850-487-1395; www.myflorida.com/dbpr/pmw/index.shtml

PARKS (11/08)

Hillsborough County Parks, Recreation, and Conservation Services: Manages over 70,000 acres of parkland within the county, including 10 regional parks (picnicking, boating, swimming, camping), over 100 miles of trails (cycling, horseback riding, inline skating, jogging, walking), and 42 year-round recreation centers (after-school activities, arts and crafts, athletics, and classes and programs for all ages from tiny tots to seniors). Information Line: 275-PARK (7275); www.hillsboroughcounty.org/parks

Florida State Parks: The Florida Park Service within the Florida Department of Environmental Protection manages over 150 parks encompassing 730,000 acres, 3,300 campsites, 1,600 miles of trails, and over 100 miles of beaches. Information Center: 850-245-2157; toll-free campsite reservations: 800-326-3521; TDD: 888-433-0287; www.floridastateparks.org

National Park Foundation: This private non-profit philanthropic organization is chartered by Congress as the only charitable partner of America’s national parks. An \$80 annual interagency pass grants unlimited access to all public lands that charge entrance or standard amenity fees. Citizens who are blind or permanently disabled get free access, and access for citizens age 62 and over is just \$10. 888-275-8747; www.nationalparks.org

National Park Service: Manages 390 park areas covering over 84 million acres and 17,000 trail miles. Features include 1.5 million archeological sites, 27,000 historic structures, 22,000 campgrounds or picnic areas, and habitat for 369 threatened or endangered species. Campground reservations: 877-444-6777; www.nps.gov

National Public Lands Day: Every year since 1994, on a Saturday in September, thousands of volunteers committed to environmental stewardship have helped to build trails, plant trees, and remove trash from public parks, preserves, and sanctuaries. For the 12 Florida sites and contact information for each, visit <http://www.publiclandsday.org/involved/sites.htm?state=Florida>

PAROLE COMMISSION (11/08)

Florida Parole Commission: Provides for public safety and protection of victims rights by administering effective post-incarceration services, including offender release, offender revocation, clemency and victim assistance. 850-922-0000; Victim Assistance: 800-435-8286; Tampa Office: 272-2642; <https://fpc.state.fl.us>

PASSPORT, U.S. (11/08)

U.S. Department of State: The official U.S. Government source of passports and passport information. National Passport Information Center: 877-487-2778; http://travel.state.gov/passport/about/npic/npic_898.html
Where to apply in Hillsborough County:

Clerk of the Circuit Court	501 E. Kennedy Blvd., 6 th Fl.	276-8100, x3461
Clerk of the Circuit Court	10065 E. Adamo Dr., Suite A	276-8100, x3461
Brandon Post Office	1315 Oakfield Drive	661-6896
Ehrlich Post Office	14910 N. Dale Mabry Highway	264-2107
Falkenburg Post Office	10121 Adamo Drive	664-1104
Riverview Post Office	10810 Boyette Road	741-3845
Tampa Post Office (Airport)	5201 W. Spruce Street	877-0397
Valrico Post Office	2406 SR 60 East	653-4602

PATIENT RECORDS (See: Medical Records)

PAWN SHOPS (11/08)

F.S. 539 (www.leg.state.fl.us) governs all pawnshops in Florida, which must register with and be licensed by the Florida Department of Agriculture and Consumer Affairs. 800-HELP-FLA (435-7352); www.800helpfla.com/pawns.html

PEACE CORPS (11/08)

Since being founded by the late President John F. Kennedy in 1961, the Peace Corps has trained over 172,000 volunteers who have served in 139 countries. 800-424-8580; www.peacecorps.gov

PERSONAL IDENTIFICATION (See: Identification Cards; Identity Theft)

PERSONAL WATERCRAFT REGULATION (11/08)

F.S. 327.39 (www.leg.state.fl.us) regulates the operation of personal watercraft, including but not limited to jet skis.

PHARMACISTS (11/08)

Florida Department of Health: The Board of Pharmacy licenses pharmacists and enforces F.S. 465 (www.leg.state.fl.us) which regulates the dispensing of drugs by pharmacies. 850-245-4292; www.doh.state.fl.us/mqa/pharmacy/index.html

PHYSICIANS (11/08)

Florida Department of Health: The Board of Medicine licenses physicians and enforces F.S. 458 (www.leg.state.fl.us) which regulates the practice of medicine in Florida. 850-245-4131; www.doh.state.fl.us/mqa/medical/index.html

Complaints: Must be in writing. To request a form, call 888-419-3456 or download at www.doh.state.fl.us/mqa

Practitioner Profiles: Florida Department of Health is required by law to maintain for public access profiles on all licensed practicing physicians including their education and training, past and present legal actions, final disciplinary actions, and certain liability claims. 850-245-02446; www.doh.state.fl.us/mqa/Profiling/index.html

U.S Department of Health and Human Services: The Office of the Inspector General maintains a searchable database on physicians excluded from participation in federal health programs such as Medicare because of convictions for fraud or patient abuse, licensing board actions, and/or default on Health Education Assistance Loans. 800-447-8477; TTY: 800-377-4950; <http://www.oig.hhs.gov/fraud/exclusions.asp>

PLANNING COMMISSION (See: Growth Management)

PLANT CITY, City of (11/08)

City Commission: Mayor: Rick Lott; Commissioners-at-Large: Bill Dodson, Dan Raulerson, Mary Yvette Thomas-Mathis; and Mike Sparkman. City Manager: David Sollenberger. 659-4200; <http://www.plantcitygov.com/>

POISON INFORMATION (11/08)

Florida Poison Information Center: Located at Tampa General Hospital, certified by the American Association of Poison Control Centers, and supported with federal and state funding. Provides free, 24-hour emergency telephone advice in cases of poison exposure, defined not only as pesticides and household chemicals but also plants and mushrooms, drugs and medications, and bites and stings. Also offers free information and educational materials to the public, such as parents, teachers, and babysitters, including peel-off telephone stickers with the number of the Center's hotline. Hotline: 800-222-1222; To order materials: 844-7044; www.poisoncentertampa.org

National Lead Information Center: 800-424-LEAD (5323); <http://www.epa.gov/lead/pubs/nlic.htm>

National Pesticide Information Center: 800-858-7378; <http://npic.orst.edu/>

PORT AUTHORITY, Tampa (11/08)

Tampa Port Authority: Florida's largest port operates under Chapter 95-488, Laws of Florida, as amended (www.leg.state.fl.us). 905-PORT (7678); www.tampaport.com

POWERS OF ATTORNEY (11/08)

F.S. 709 (www.leg.state.fl.us) sets forth Florida Powers of Attorney.

PRESCRIPTION MEDICINE RESOURCES (11/08) (See also: Senior Citizens, Prescription Assistance)

Consumer Reports Best Buy Drugs: Compares safety, effectiveness, and the average national retail cost for popular prescription drugs. The information comes from the university-based Drug Effectiveness Review Project, jointly funded by the National Library of Medicine and 15 states. www.crbestbuydrugs.org

Florida Prescription Drug Prices: This is an official website co-hosted by Florida's Attorney General and Agency for Health Care Administration. It is available in English and Spanish, includes comparative retail price information on 100 prescription drugs by pharmacy and location, and is updated monthly. www.myfloridarx.com

Florida Discount Drug Card: Information and application available at www.floridadiscountdrugcard.com or by calling 1-866-341-8894.

Partnership for Prescription Assistance Florida: A collaborative program of pharmaceutical companies, physicians, patient advocacy organizations, and community groups to help qualifying patients get the medicine they need. 888-477-2669; www.pparxfl.org

NeedyMeds: A non-profit organization whose mission is to help people who cannot afford to pay for the medications they need by providing information on prescription assistance programs. It does not supply medication or give financial assistance. www.needymeds.com

PRESIDENT OF THE UNITED STATES

George W. Bush, The White House, 1600 Pennsylvania Avenue, Washington D.C. 20500. 202-456-1414.
www.whitehouse.gov

PRICE GOUGING HOTLINE (11/08)

Florida Attorney General: Hosts a toll-free hotline to report price gouging after a hurricane. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then Price Gouging

PRISONERS (and EX-OFFENDERS) RESOURCES (11/08)

Abe Brown Ministries (formerly Prison Crusade Ministries): This 25-year old Tampa institution takes a holistic approach to helping inmates, ex-inmates, and their families. Inside the Walls programs operate within penal institutions and include bible study, chapel services, weekend crusades, and visitation transportation for families. Outside the Walls programs operate within the community and include aftercare, a food bank, two shelters – one for men and one for women – designed as safe havens for those struggling to reestablish themselves as citizens after release from prison. 247-3285; www.abebrown.org

Community Forensic Program: A program of Mental Health Care., Inc. in Tampa for individuals with severe and persistent mental illness who have been charged with or convicted of a crime. The program monitors them through the criminal justice system, facilitates access to treatment, and provides alternatives to jail. Competency restoration classes are offered for those released or about to be released into the community. 233-3535.

Florida Department of Corrections: The Citizens Service Office Offender Network offers free public access to the following online searchable databases: absconder/fugitive information, inmate population information, inmate escape information, inmate release information, and supervised population information (includes probation and parole). 888-558-6488; www.dc.state.fl.us/inmateinfo/inmateinfomenu.asp

Hillsborough County Sheriff's Office: Website includes a searchable inmate database. 247-8000; www.hcso.tampa.fl.us

Juvenile Sexual Offender Program: A program of Mental Health Care, Inc. in Tampa to serve youths ages 12 – 18 who have been referred by the Department of Juvenile Justice, Department of Children and Families, or the Hillsborough County Court system for demonstrated sexual behavior problems. 272-2244.

Project Bridge: A program of Goodwill Industries-Suncoast to help juvenile ex-offenders find good jobs. 727-523-1512, ext. 1251; TDD: 727-579-1068.

Project Re-Connect: This is a two-pronged program of the Florida Department of Corrections to facilitate gainful employment for prisoners upon release. It brings potential employers and community resource providers into prisons for speaking engagements, career exploration seminars, and mock job fairs. It also provides post-release job-placement services to ex-offenders 25 and under who complete a GED or certain other educational or vocational technical programs during incarceration. Region III (Hillsborough County): 233-3450; www.dc.state.fl.us/orginfo/reconnect/index.html

Tampa Crossroads: Accepts men and women with a history of nonviolent criminal offenses who are motivated to make

positive changes in their lives, remain drug and alcohol free, and become law-abiding members of the community. They may be referred by the courts, case managers, probation officers, or self-referred, for residential or non-residential services and/or mental health treatment. 238-8557; www.tampacrossroads.com

Tampa Marine Institute: The local affiliate of the Associated Marine Institutes, a nonprofit organization that operates programs for adjudicated youth. Operates both residential and non-residential treatment programs and alternative schools. 248-5091.

PRIVATE INVESTIGATOR LICENSING (11/08)

F.S. 493 (www.leg.state.fl.us) regulates private investigative services in Florida. The Florida Department of Agriculture and Consumer Services issues licenses and monitors compliance. Tampa Regional Office: 272-2552; <http://licgweb.doacs.state.fl.us/investigations/index.html>

PRIVATE PROPERTY RIGHTS ACT (11/08)

F.S. 70 (www.leg.state.fl.us) sets forth a cause of action for property owners whose current use or vested right in a specific use of real property is inordinately burdened by the actions of the governmental entity. The cause of action provides for relief, including compensation, to the private property owner for the actual loss to the fair market value of the real property at issue. The law also provides an alternative dispute resolution process for land use and environmental claims.

PRODUCT SAFETY (11/08)

Consumer Product Safety Commission: An independent federal agency created by Congress with jurisdiction over more than 15,000 types of consumer products. Primarily known for its recalls of products found to pose hazards, it also publishes hundreds of free brochures with tips on how to evaluate products and use them safely. Toll-free hotline to check on a product or report an unsafe one: 800-638-2772; TTY: 800-638-8270; www.cpsc.gov

U.S. Food and Drug Administration: Regulates food (human, livestock, and pet), drugs and medical devices, and cosmetics. Toll-free hotline to check on a product or report a problem: 888-INFO-FDA (463-6332); www.fda.gov
www.recalls.gov - a one-stop federal website for all federal recalls

PROPERTY APPRAISER (11/08)

Hillsborough County Property Appraiser: An elected constitutional officer who determines fair and just value of real and tangible property. Property owners can appeal assessed values to the Value Adjustment Board. 272-6100; www.hcpafl.org

PROTECTED SPECIES (See: Endangered Species)

PUBLIC ACCOMMODATIONS (See: Hotel and Restaurant Regulation)

PUBLIC ASSISTANCE FRAUD (11/08) (See also: Food Stamps; Medicaid)

Florida Department of Law Enforcement: 800-342-0820

PUBLIC ASSISTANCE (See: Low Income Assistance)

PUBLIC CITIZEN/CONGRESS WATCH (07/07)

A national, non-profit, member-supported public interest advocacy group founded by Ralph Nader in 1971. Monitors Congress and champions consumer rights; government and corporate accountability; campaign finance and elections reform; health care and pharmaceutical reform; and environment, health and safety protection through lobbying, public education, research, and media outreach. 202-588-1000; www.citizen.org/congress

PUBLIC COUNSEL, Florida Office of (07/07)

F.S. 350.061 (www.leg.state.fl.us) created this office to provide legal representation for Florida citizens in utility-related matters in proceedings before the Florida Public Service Commission. 800-342-0222; www.floridaopc.gov

PUBLIC DEFENDER, Thirteenth Judicial Circuit (07/07)

Provides legal services for court-designated indigent persons charged with capital and non-capital felonies, misdemeanors, criminal traffic offenses and criminal contempt, as well as legal services to juveniles and to persons facing involuntary commitment under the Baker Act. 272-5980; <http://pd13.state.fl.us>

PUBLIC LAWS (07/07)

Public laws are federal laws passed by Congress. The prefix number designates the session of Congress that enacted the law, not the year, e.g. Public Law 109-021 would be the 21st law enacted by the 109th Congress, which met in 2005-2006. Public laws can be researched online at www.gpoaccess.gov/plaws/index.html or in any Federal Depository Library. There are two in Hillsborough County, one in the John F. Germany Library in downtown Tampa (273-3652) and the other at the University of South Florida's Tampa Campus Library (974-2729). For more assistance, contact your U.S. Senator or Congressman (See Congressional Delegation, Hillsborough County).

PUBLIC MEETINGS (See: Meetings, Open Government; Public Records; Sunshine Law)

PUBLIC RECORDS, Florida (07/07) (See also: Meeting, Open Government; Sunshine Law)

F.S. 119 (www.leg.state.fl.us) sets forth Florida's public records law. In addition to specifying what kind of records are exempt, and why, it specifies certain procedures government agencies must follow in complying with public records requests, such as limits on copying charges, etc.

First Amendment Foundation: This private, non-profit organization dedicated to freedom of information hosts a website that includes a summary of exemptions and a sample public records request letter. www.floridafaf.org

Florida Office of Open Government: The new Office of Open Government Web site lists the name, phone number and e-mail address of the contact person at each state agency who is responsible for compliance with public records laws. www.flgov.com/og_home

Florida Plain Language Web: A service designed to promote the Governor's Plain Language Initiative by explaining state laws and regulations in everyday words. Citizens may request a translation of a state government document either online by fax (850-487-0801). Individuals submitting requests should receive a response within seven days. www.flgov.com/pl_home

PUBLIC SCHOOLS (See: Education, Laws; Education, Public Schools; School Board, Hillsborough County)

PUBLIC SERVICE COMMISSION, Florida (07/07)

Regulates electric, gas, telecommunications, water and wastewater utility providers. 800-342-3552; TDD;TTY: 800-955-8771; www.floridapsc.com

PUBLIC TRANSPORTATION (See Bus Service)

PUBLIC TRANSPORTATION COMMISSION, Hillsborough County (12/08)

The PTC is an independent Special District pursuant to Chapter 2001-299, Laws of Florida (www.leg.state.fl.us) that regulates ambulances, taxicabs, limousines, vans, and wrecker services that support law enforcement vehicles. 272-5814; www.hillsboroughcounty.org/publictransportation

RAFFLES (12/08)

F.S. 849.0935 (www.leg.state.fl.us) regulates raffles. The Florida Department of Agriculture and Consumer Services monitors compliance. Complaints: 800-435-7352

REAGAN, RON– State Representative (District 67) (12/08)

7011 15th Street E, Suite B-1, Sarasota, FL 34243-6205; 941-727-6447; if no answer, call 813-272-5865.
ron.reagan@myfloridahouse.gov

REAL ESTATE, REGULATORY AUTHORITY (12/08)

Florida Department of Business and Professional Regulation: Oversees real estate transactions, with separate divisions regulating various types of property and activities.

Brokers: Division of Real Estate: 850-487-1395; www.myflorida.com/dbpr/re/index.shtml

Condominiums/Cooperatives: 800-226-9101; www.myflorida.com/dbpr/lsc/condominiums/index.shtml

Homeowners' Associations: 850-488-1122; www.myflorida.com/dbpr/lsc/hoa/index.shtml

Land Sales: 850-488-1122; www.myflorida.com/dbpr/lsc/landsales/index.shtml

Mobile Homes: 850-488-1122; www.myflorida.com/dbpr/lsc/mobilehomes/index.shtml

Timeshare: 850-488-1122; www.myflorida.com/dbpr/lsc/timeshare/index.shtml

Greater Tampa Association of Realtors: 879-7010; www.gtar.org

RECORDS, PUBLIC (See: Public Records)

RECOVERY AGENT (REPOSSESSOR) REGULATION (07/07)

F.S. 493, Part IV (www.leg.state.fl.us) regulates the recovery and repossession business.

Florida Department of Agriculture and Consumer Services: The Division of Licensing, monitors compliance. 850-245-5691; Complaints or unlicensed activity: 850-245-5499; <http://licgweb.doacs.state.fl.us/recovery/about.html>

Florida Attorney General: Offers additional consumer tips on how to avoid repossession and what to do if you suspect wrongful repossession. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Automobiles Repossession”

RECREATION PASSPORT PROGRAM, Federal (See: Parks, National)

RECYCLING (07/07)

Hillsborough County: 272-5680; **Tampa:** 348-1165; **Temple Terrace:** 989-7170; **Plant City:** 757-9208.

REED, BETTY - State Representative (District 59) (07/07)

2109 Palm Avenue, Suite 204, Tampa 33605; 813-241-8024; if no answer, call 272-5865.

betty.reed@myfloridahouse.gov.

REFUGEE ASSISTANCE (07/07) (See also: Immigration; Migrant Resources)

Catholic Charities: The Refugee Resettlement Program provides quality core services, extended assistance, referrals to essential services and cooperation with sponsors and other providers. Specific services include pre-arrival planning and reception, locating and setting up housing, orientation to community, tutoring, health services arrangements, case management, employment preparation, training, and placement services. The populations who are currently served through the resettlement program are Colombians, Vietnamese, Cuban and Haitian. 727-893-1311.

Florida Immigrant Advocacy Center: FIAC is a not-for-profit legal assistance organization dedicated to protecting and promoting the basic human rights of immigrants of all nationalities at the local, state and national levels. Programs include an asylum project, a detention project, and services for the homeless, women, and unaccompanied children. 305-573-1106; www.fiacfla.org

Hillsborough County Health Department: Offers refugee health assessments at the Crosstown Clinic, 4951 E. Adamo Drive, Suite 210, Tampa. 307-8077.

Hillsborough County Public Schools: The Immigration Acculturation Center at Dickenson Elementary School, 4720 Kelly Road, Tampa, provides resources for refugees themselves as well as anyone who works with refugees, including teachers and tutors who help refugee students. Refugee parents are also able to receive guidance about the naturalization process, employability skills, and other services. 873-4779.

Hillsborough County Sheriff's Office: The Refugee Victimization Services Program serves Cuban and Haitian refugees and immigrants by offering programs and services in Spanish relating to crime prevention, law enforcement awareness, naturalization assistance and advocacy. 801-6737; www.hcso.tampa.fl.us then “Directory,” then “Refugee Victimization Services”

Lutheran Services Florida: Refugee resettlement programs include public assistance matching grants, employment services, housing assistance, translation and English language tutoring, medical referrals, and case management. 3627 A W. Waters Ave.,

Tampa. 875-1408; www.lsfnet.org

REFUNDS (11/08)

F.S. 501.142 (www.leg.state.fl.us) regulates retail establishment refund policies and sets posting requirements. The Florida Department of Agriculture and Consumer Services monitors compliance. Complaints: 800-435-7352.

REGIONAL PLANNING COUNCIL (See: Growth Management)

REPRESENTATIVES, State (See: Legislative Delegation, Hillsborough County)

RESIDENCY, Florida (11/08)

Any person who has established a domicile in Florida may evidence the same by filing a sworn statement with the Clerk of the Court in the county in which he or she resides. F.S. 222.17 (www.leg.state.fl.us).

RESPONSIBLE VENDOR ACT (See: Alcohol and Tobacco Regulation)

RETIREMENT PLANNING (11/08)

Federal Citizen Information Center: Offers many free retirement-related publications: 888-8-PUEBLO (878-3256); www.pueblo.gsa.gov

U.S. Department of Labor: Hosts a webpage devoted to consumer information on pension plans. 886-4-USA-DOL; TTY: 877-889-5627; www.dol.gov/dol/topic/retirement/consumerinfpension.htm

U.S. Social Security Administration: Eligibility and enrollment information or to order publications: 800-772-1213; TTY: 800-325-0778; interactive online retirement planner: www.socialsecurity.gov/retire2

Women's Institute for a Secure Retirement (WISER): A non-profit organization partnering with the U.S. Administration on Aging to provide low and moderate income women ages 18-65 with "basic financial information aimed at helping them take financial control over their lives and to increase awareness of the structural barriers that prevent women's adequate participation in the nation's retirement systems." Publications can be downloaded free or ordered by mail for a minimal postage and handling charge. 202-393-5452; <http://www.wiserwomen.org>

REVENUE, Florida Department of (11/08)

Child Support Enforcement	800-622-KIDS	Tampa Revenue Service Center	744-6344
Child Support Automatic Payment Line	800-226-6777	Taxpayer Assistance	800-352-3671
State Disbursement Unit	877-769-0251	Unemployment Tax Questions	800-482-8293

RIGHT OF RESCISSION (See: Contract Cancellation)

RIGHT TO WORK (11/08)

Article I, Section 6 of the Florida Constitution (www.leg.state.fl.us) provides that the right of persons to work shall not be denied or abridged on account of membership or non-membership in any labor union or labor organization. The right of employees, by and through a labor organization, to bargain collectively shall not be denied or abridged. Public employees shall not have the right to strike.

ROUSON, DARRYL – State Representative (District 55) (11/08)

1198-62nd Avenue South, St. Petersburg, FL 33705; 727-552-1370; if no answer, call 272-5865; darryl.rouson@myfloridahouse.gov

RUNAWAYS (11/08) (See also: Abuse; Domestic Violence)

Beyond Missing: A federally funded non-profit organization funded by federal juvenile justice grants. Website includes an interactive tool by which parents can create a law-enforcement sanctioned missing child flyer. 415-339-0293; www.beyondmissing.com

Child Quest International: Information: 408-287-HOPE (4673); Sightings: 888-818-HOPE (4673); www.childquest.org
Boys Town National Hotline: 800-448-3000; TDD: 800-448-1833; www.boystown.org
Hillsborough County Department of Children's Services: Haven Poe Runaway Services Center: 272-6606.
National Center for Missing and Exploited Children: 800-THE-LOST (843-5678); www.missingkids.com
National Center for Missing Youth: 800-LOOK-OUT (566-5688); 800-782-SEEK (7335); www.operationlookout.org
National Missing Children's Center: 800-316-HOPE (4673); www.childsearch.org
National Missing Children's Locate Center: 800-999-7846; www.nmclc.org
National Runaway Switchboard: 800-RUN-AWAY (786-2929); TDD: 800-621-0394; <http://www.1800runaway.org/>

SADD (11/08) (See also: MADD)

Students Against Destructive Decisions (formerly Students Against Driving Drunk): A peer leadership organization to provide students with the best prevention and intervention tools available to deal with the issues of underage drinking, other drug use, impaired driving, and other destructive decisions such as teen violence and suicide. Florida SADD: 850-414-0916; www.floridasadd.org

SAFETY EDUCATION (11/08) (See also: Child Safety)

American Red Cross: Classes in babysitter training, basic aid, CPR (adult and child), first aid, HIV/AIDS education, lifeguard training, pet first aid, sports safety, and swimming and water safety. Brandon: 637-2832; MacDill AFB: 828-3156; Tampa: 348-4820; www.redcrossbc.org

SAFETY, JOB (11/08)

U.S. Occupational Safety and Health Administration (OSHA): Tampa office: 5807 Breckinridge Parkway, Suite A; 626-1177; Tampa Consultation Program for Employers: Safety Florida Consultation Program at USF: 974-9971; www.usfsafetyflorida.com National office: 800-321-OSHA; TTY: 877-889-5627; www.osha.gov

SALES TAX (11/08) (See: Revenue)

SALES TAX, INDIGENT CARE (11/08) (See: Sales Surtaxes, Florida)

SALES SURTAXES, Florida (11/08)

F.S. 212.055 (www.leg.state.fl.us) sets forth the sales surtax enabling legislation. It provides for the following surtaxes: (1) Charter County Transit System Surtax; (2) Local Government Infrastructure Surtax; (3) Small County Surtax; (4) Indigent Care and Trauma Center Surtax; (5) County Public Hospital Surtax; (6) School Capital Outlay Surtax; and (7) Voter-Approved Indigent Care Surtax. In 1991, the Hillsborough County Board of County Commissioners successfully petitioned the Florida Legislature for authorization to levy a sales tax to help fund indigent health care. Since then, the Hillsborough Health Plan has won many awards and has served as a model in other jurisdictions, including Polk County. Hillsborough County HealthCare Program: 272-5040; www.hillsboroughcounty.org/hss/hhcprogram

SAVE OUR HOMES (11/08)

The Save Our Homes Amendment of the State's Constitution was approved by Florida voters in 1992 and put into effect in 1995. This amendment places a limitation of 3% on any annual assessment increases on Homestead Properties in Florida. Property granted Homestead shall be assessed at full market value (just value) as of January 1 of the year in which the property receives the exemption. In subsequent years, the assessed value of homestead exempt property will not increase more than 3% or the percentage change in the Consumer Price Index, whichever is less. There are exceptions to that limitation, including new construction or additions which are found to have escaped taxation in the past. Also, the limitation does not apply the year following a change of ownership. Hillsborough County Tax Collector: 272-6100; www.hcpafl.org/www/downloads/save_our_homes.shtml

SCHOLARSHIPS for STUDENTS with DISABILITIES (11/08)

Florida Council of the Blind: FCB scholarships consist of awards totaling \$6,250.00, which are offered to outstanding students who are enrolled in academic education or professional training beyond the high school level. There are two

\$2,000.00 awards for academic excellence; a \$1,500.00 award available to an eligible applicant who is enrolled in a course of study which will increase advancement potential in his/her chosen field; and a \$750.00 scholarship to be awarded to an eligible applicant who is enrolled in a college or university as a part-time student. <http://www.fcb.org/ScholApInfo.htm>

Theodore R. and Vivian M. Johnson Scholarship Program: Benefits disabled students with financial need attending a state university. See F.S. 1009.74 (www.leg.state.fl.us)

John M. McKay Scholarship for Students with Disabilities Program: Benefits disabled students attending public school whose parents believe the student would progress better in a private school but who cannot afford it. See F.S. 1002.39 (www.leg.state.fl.us)

SCHOOL BOARD, Hillsborough County (11/08)

272-4045; www.sdhc.k12.fl.us

Superintendent	MaryEllen Elia	District 4	Jennifer Faliero
District 1	Susan Valdes (Chair)	District 5	Doretha Edgecomb (Vice Chair)
District 2	Candy Olsen	District 6 (At-Large)	April Griffin
District 3	Jack Lamb	District 7 (At-Large)	Carol Kurdell

SCHOOL READINESS PROGRAMS (11/08) (See also: Head Start)

Florida Agency for Workforce Innovation: The Office of Early Learning administers approximately a dozen statewide school readiness programs including four Head Start programs (original, early, American Indian, and migrant), the Even Start Family Literacy Program, the Home Instructional Program for Preschool Children (HIPPPY) and the Teen Parent Program (TAPP). 866-357-3239; www.floridajobs.org/earlylearning/sr_programs.html

SCIONTI, MICHAEL - State Representative (District 58) (11/08)

4221 N. Himes Avenue, Suite 102, Avenue, Tampa 33607, 813-673-4673; if no answer, call 272-5865.
michael.scionti@myfloridahouse.gov

SCORE (See: Small Business Resources)

SEAT BELTS (11/08) (See also: Child Restraints)

Florida Safety Belt Law, F. S. 316.614 (www.leg.state.fl.us), requires a driver, all front seat passengers regardless of age, and all passengers under 18 to be restrained at all times. www.clickitfla.com

SECURITIES and INVESTMENTS (11/08)

Florida Office of Financial Regulation: Division of Securities: 800-848-3792; complaints: 800-342-2762;
www.flofr.com/securities

SECURITY GUARD LICENSING (11/08)

Florida Department of Agriculture and Consumer Services: Division of Licensing: 850-245-5691; Tampa Regional Office: 272-2552; <http://licgweb.doacs.state.fl.us/security/index.html>

SEEING EYE DOGS (See: Animals, Service)

SENATE DIRECTORIES, Florida (11/08)

Mailing lists and other informational booklets are available from the Hillsborough County Legislative Delegation, 272-5865, or online at www.flsenate.gov

SENATORS, State (See Legislative Delegation, Hillsborough County)

SENIOR CITIZENS (11/08) (See also: Adult; Aging; Long Term Care)

Ageing Solutions, Inc.: Provides elder care and advocacy services to families with aging and dependent relatives, information and referral services for employers and fiduciaries, elder abuse education, consumer advocacy, and general geriatric care. 949-1888; www.ageing-solutions.org

Eldercare Locator Service: A federal toll-free and/or online service to help older adults and their caregivers find local services for seniors. 800-677-1116; www.eldercare.gov

Elderlink Consortium: The Centre for Women has partnered with seven other nonprofit organizations to assist senior citizens with personal care, visits, telephone reassurance, yard cleanup, check writing and bill paying, caregiver respite, and self-care training for the visually impaired. 251-8437; www.centreforwomen.net/seniors.html

Florida Department of Elder Affairs: Offers an extensive menu of information, services, and referrals to Florida's senior citizens and their caregivers. 850-414-2000; <http://elderaffairs.state.fl.us>

TampaGov for Seniors: This web site hosted by the City of Tampa lists links to resources for seniors including local recreational and volunteer programs, personal safety information, and garbage and trash collection discounts. www.tampagov.net/information_resources/user_guides/for_seniors

Tampa Police Department Elderly Affairs Office: Services include crime prevention and educational programs for seniors, Seniors and Law Enforcement Together (SALT) which works to reduce crime and victimization of older people and provides assistance to elderly victims, and the File of Life program, in which all the medications and the medical history of a person is listed so in the case of an emergency, paramedics have easy access to all the information they need to render aid. 276-3200; www.tampagov.net/dept_Police/programs_and_services/crime_prevention_programs/elderly_affairs.asp

West Central Florida Area Agency on Aging: Nonprofit organization federally mandated by the Older Americans Act. Plans, coordinates and monitors services for the aging and serves as an advocate for people 60 and older. 800-96-ELDER (963-5337); www.ageingflorida.com

SENIOR CITIZENS' BENEFITS ASSESSMENT (11/08)

National Council on Aging: Hosts a website with online tools to help seniors find government and private sector programs to help with health care, meals, prescription drugs, property taxes, rent, utilities, etc. <http://www.ncoa.org>

SENIOR CITIZENS' DISASTER PLANNING (11/08)

Ready America: The U.S. Department of Homeland Security hosts this website that includes a special section for older Americans including step-by-step instructions on how to make a plan, assemble a kit, and other information including a downloadable brochure. www.ready.gov/america/getakit/seniors.html

University of Florida Extension Service: Offers a checklist of disaster planning tips for senior adults and their caregivers at <http://edis.ifas.ufl.edu/FY750> and <http://edis.ifas.ufl.edu/FY751>

SENIOR CITIZENS' EMPLOYMENT (11/08)

Senior Community Service Employment Program: This federally funded program serves unemployed, low-income persons who are 55 and older and who have few employment prospects by placing them in part-time community service positions and by helping them find a job. Administered in Florida by the Department of Elder Affairs. 850-414-2000; Tampa: 930-7416; <http://elderaffairs.state.fl.us/english/senioremp.php>

Other web sites that connects over-50 job seekers with employers seeking their services:

www.bizstarters.com	www.retiredbrains.com	www.seniorjobbank.org
www.dinosaur-exchange.com	www.retirementjobs.com	www.seniorjobsearch.com

SENIOR CITIZENS' HEALTH INSURANCE ASSISTANCE (11/08)

Serving Health Insurance Needs of Elders (SHINE): The Florida Department of Elder Affairs SHINE program provides elders and their caregivers with unbiased health insurance counseling, including help understanding their rights and options concerning Medicare and other health insurance issues. 800-963-5337; <http://elderaffairs.state.fl.us/shine/>

SENIOR CITIZENS' HOME REPAIRS (See: Home Repairs)

SENIOR CITIZENS' HOUSING ASSISTANCE (11/08) (See also: Long Term Care Resources)

Bay Area Legal Services Senior Advocacy Program: Publishes a free brochure on its Senior Home Ownership Protection Program (SHOPP). 232-1343; www.bals.org/documents/Senior%20Shopp%20Brochure.pdf

U.S. Department of Housing and Urban Development: Website has a searchable database to locate federally-subsidized apartment living for senior citizens in Hillsborough County. Go to <http://www.hud.gov/groups/seniors.cfm> then select "Find Affordable Rents." Click on Florida, then Hillsborough, then select "Elderly" in the Apartment Type dropdown menu.

SENIOR CITIZENS' LEGAL ASSISTANCE (11/08)

Bay Area Legal Services Seniors Advocacy Program: Provides a wide-range of free legal representation for eligible Hillsborough County residents age 60 and over. 232-1343; <http://www.bals.org/Senior%20Assistance>

Elder Justice Center: A 13th Judicial Circuit program that helps persons age 60 or older who are involved in the court system because of guardianship, criminal, family or other civil matters. 276-2726; <http://fljud13.org/ejc.htm>

Florida Senior Legal Helpline: A state and federally funded free telephone advice and referral service for Florida residents age 60 and older. 888-895-7873

SENIOR CITIZENS' LIFELONG LEARNING (11/08)

Osher Lifelong Learning Institute at USF: Offers a wide array of academic and recreational classes for seniors, covering arts & humanities, history, political science, exercise, and applied technology such as using computers, digital cameras, and personal finance software. 974-5263; www.outreach.usf.edu/conted/seniors

SENIOR CITIZENS PRESCRIPTION ASSISTANCE (11/08)

Benefits CheckUp Rx: This program of the National Council on Aging lets people 55 and over find both private and government prescription savings programs. www.benefitscheckup.org

Medicare Part D: 800-MEDICARE; www.medicare.gov

Senior Prescription Affordability Act: Provides two ways of assistance. One part allows Florida residents with Medicare cards to buy, under certain circumstances, prescription drugs for a discounted price. The second part provides financial assistance to eligible seniors. 800-963-5337

Sunshine for Seniors: Helps eligible seniors enroll in existing pharmaceutical patient assistance programs. To possibly qualify you must be at least 60 years old, your insurance doesn't cover prescription drug costs, and you need a more affordable prescription drug plan. 800-963-5337

SENIOR CITIZENS TELEPHONE PROGRAMS (11/08) (See also: Telephone Service, Low Income)

Elderlink: A free telephone reassurance service through which volunteers maintain regular contact with senior citizens living alone. 251-8437; www.centreforwomen.net/seniors.html

Eldernet: A free service of the Crisis Center of Tampa Bay designed to provide reassurance to elders living alone and their loved ones. A personal call is made each day at approximately the same time by a caring volunteer or staff member. If there is no answer, another call is made within the hour. If the client cannot be reached by telephone, an emergency contact (usually a neighbor) is called to check on the person. If no contact is made, law enforcement is called to conduct a safety check. 964-1577; <http://www.crisiscenter.com/Components/TelephoneReassurance/tabid/75/Default.aspx>

SENIOR CITIZENS' TRANSPORTATION (11/08) (See: Medical Transportation)

SEPTIC TANKS (11/08)

Hillsborough County Health Department: Permitting information: 307-8059; www.hillscountyhealth.org then "Environmental Health," then "Septic System Information."

SERVE (See: Mentoring Programs)

SERVICE ANIMALS (See: Animals, Service)

SERVICES, ARMED (See: Citizen Soldier Program; Military; Operation Hero Miles; Veterans)

SEX EDUCATION (11/08)

Local Classes:

St. Joseph's Hospital: "Teen Talk for Boys" and "Teen Talk for Girls." Call for schedule: 870-4000; www.sjbhealth.org

Tampa General Hospital: "Talk To Your Kids about Sex," "Your Daughter is Maturing: What the Two of You Can Expect," and "Your Son is Maturing: What the Two of You Can Expect." Call for schedule: 800-822-3627; www.tgh.org/che.htm

University Community Hospital: "Our Changing Bodies for Girls" is a two-part program; the first class addresses puberty followed by a class on sexuality. Call for schedule: 800-326-4325; www.uch.org/BatchEvents.aspx

Websites: The following websites or information lines are hosted by reputable educational or non-profit organizations.

American Social Health Association: www.iwannaknow.org

Boston Children's Hospital-Center for Young Women's Health: www.youngwomenshealth.org

Columbia University's Go Ask Alice: www.goaskalice.columbia.edu

Kaiser Family Foundation: www.talkingwithkids.org

Planned Parenthood of Southwest and Central Florida Health Line: 230-PLAN (7526).

Planned Parenthood Teenwire: www.teenwire.com

Sexuality Information and Education Council: www.siecus.com

TeensHealth: www.kidshealth.org/teen

SEXUAL PREDATORS ACT OF 1993 (as amended) (11/08)

F.S. 775.21 (www.leg.state.fl.us) requires registration of sexual predators and provides for the monitoring and tracking of registered sexual predators by law enforcement personnel through a computerized system maintained by the Florida Department of Law Enforcement. Through the Public Safety Information Act of 1997, Florida became the first state to list sexual predators and offenders on the Internet and to make the same information available through a 24-hour/day hotline.

Florida Department of Law Enforcement: In addition to a searchable database, the website includes Frequently Asked Questions, including the difference between a predator and an offender. 888-357-7332; TTY: 877-414-7234; Tampa Bay Regional Operations Center: 878-7300; <http://offender.fdle.state.fl.us/offender>

Hillsborough County Sheriff's Office: Sexual Predator/Offender Unit is dedicated to identifying, locating and tracking Sexual Predators and Offenders within Hillsborough County. These detectives are also available for training and public speaking events with regard to sexual predators/offenders. 247-0590; www.hcso.tampa.fl.us

Tampa Police Department: The S.P.I.N. Program (Sexual Predator Identification and Notification) is a comprehensive community policing initiative that goes beyond the minimum requirements of the Florida Sexual Predators Act. 276-3200; www.tampagov.net/dept_Police/programs_and_services/sexual_predator_identification_and_notification.asp

SEXUALLY TRANSMITTED DISEASES and INFECTIONS (STDs/STIs) (11/08) (See also: AIDS/HIV)

American Social Health Association STI Resource Center Hotline: 800-227-8922; www.ashastd.org

Centers for Disease Control and Prevention: Division of Sexually Transmitted Diseases and Prevention: 800-CDC-INFO (232-4636); www.cdc.gov/std

Hillsborough County Health Department: The STD clinic offers low cost (\$30.00, confidential, same day service to the public. There is a sliding scale fee for those needing financial assistance, however no one will be turned away for inability to pay. 307-8064; www.hillscountyhealth.org/std/std_main.htm

Planned Parenthood: The Tampa Health Center offers STD/STI testing, counseling, and treatment. Open 6 days and some evenings. Call for hours. 8068 N. 56th St., Tampa. 980-3555; www.plannedparenthood.org/ppswcf/index.htm

SHELTER, EMERGENCY (See: Food, Clothing and Shelter, Emergency)

SHERIFF, Hillsborough County (11/08)

Hillsborough County Sheriff's Office: 247-8200; Records Section: 247-8222; www.hcso.tampa.fl.us

SHIP (See: Home Repairs)

SHINE (See: Senior Citizens Health Insurance Assistance)

SHOPP (See: Senior Citizens Housing Assistance)

SIERRA CLUB (See: Environmental Protection)

SILVER-HAIRED LEGISLATURE (11/08)

Created in 1978 as a statewide not-for-profit organization, the Florida Silver-Haired Legislature (FSSL) informs the general public and Florida's elected officials about issues critical to seniors as well as those of the general citizenry. Each year delegates meet in Tallahassee to debate and vote on their own resolutions. Those approved are then sent to the state's elected lawmakers for consideration. Once a year, elected delegates from Florida meet in Washington, DC as members of the National Silver-Haired Congress. 727-527-8713; www.agingcarefl.org/network/fssl

SMALL BUSINESS RESOURCES (11/08) (See also: Business, Starting a New; Minority Business Enterprise)

Hillsborough County Economic Development Department: The Small Business Information Center coordinates small business development and advocacy for small, minority and women owned businesses in Hillsborough County. The Center offers small business workshops and free business counseling and has small business resource material available. 914-4028; www.hillsboroughcounty.org/sbic/home.cfm

Hillsborough County Public Library Cooperative: The main library in downtown Tampa houses an extensive collection of business resources. Most books circulate. It also publishes several brochures for small business startups including Starting Your Business, Small Business Checklist, Financing Your Business, Staffing Your Business, Growing Your Business, and Managing Your Business Risk. 700 N. Ashley Dr., Tampa. 273-3652; www.hcplc.org/hcplc/ig/userguides

Service Corps of Retired Executives (SCORE): This nationwide nonprofit volunteer organization helps small businesses in need of seasoned expertise by matching retired entrepreneurs and executives who want to share their experience with local independent companies. SCORE's 10,500 volunteers have more than 600 business skills. Hillsborough County Chapter: 988-1435; www.tampascorpe.org National: 800-634-0245; www.score.org

Tampa Bay Economic Development Corporation (TEDCO): A private, not-for profit corporation committed to supporting economic development and job creation in the Tampa Bay area (Hillsborough County only) through private public partnerships that create innovative, accessible financing for small businesses. 984-8105;

U.S. Small Business Administration: A federal agency whose mission is to maintain and strengthen the nation's economy by aiding, counseling, assisting, and protecting the interests of small businesses. Website offers free online courses. 800-U-ASK-SBA (827-5722); Disaster Loan Program: 800-659-2955; www.sba.gov

USF Small Business Development Center: Provides accessible, affordable, and professional counseling, training, and resources to start-up and existing businesses, and assists them in various aspects of small business development. A member of the Florida Small Business Development Center Network. 905-5800; www.sbdc.usf.edu

Space Alliance Technology Outreach Program: A network of NASA centers and about 50 companies and universities that are connected to NASA. When it accepts a request for help, it matches the company with a scientist or engineer who will volunteer up to 40 hours to solve the company's technological problem. Usually the volunteers work by e-mail, fax and phone; SATOP tries to resolve problems within 90 days. Only business with fewer than 500 employees can request help and must focus on a specific problem; does not deal with problems with e-mail, IT or software, or ones that can readily be solved by the private sector. www.spacetechnologies.com/center_FL.asp

SMALL CLAIMS COURT (See: Court, Small Claims)

SMOKE ALARMS, LOW INCOME (See: Neighborhood Service Centers)

SMOKING CESSATION RESOURCES (11/08)

H. Lee Moffitt Cancer Center: Freshbreak™ offers free or low-cost smoking cessation programs to the Tampa Bay community. 745-1751; www.moffitt.usf.edu

National Cancer Institute Smoking Quitline: 877-44U-QUIT (448-7848); www.smokefree.gov

SMOKING, TOBACCO PRODUCTS (See: Clean Indoor Air; Cigarettes)

SOCIAL SECURITY ADMINISTRATION, U. S. (11/08)

Issues social security numbers and cards; pays retirement, disability, and survivors benefits to workers and their families; and administers the supplemental security income program. Publishes and distribute many free publications in as many as 15

different languages. 800-772-1213; TTY: 800-325-0778; Tampa Office: 3415 E. Frontage Rd.; M-F, 9-4; www.ssa.gov

SOLICITATION of CONTRIBUTIONS (07/07) (See also: Charities)

F.S. 496 (www.leg.state.fl.us) regulates solicitation. The Florida Department of Agriculture and Consumer Services monitors compliance. Website includes FAQs about giving to charity, a Gift Givers Guide, and Tips on Giving to Charity. 800-HELP-FLA (435-7352); www.800helpfla.com/soc.html

SPECIAL ACTS of the LEGISLATURE (See: Laws, General and Special)

SPEECH IMPAIRED ASSISTANCE (See: Hearing Impaired Persons, Resources for)

SPORTS AUTHORITY, Tampa (11/08)

Operates pursuant to Chapter 96-520, Laws of Florida, as amended (www.leg.state.fl.us). 350-6500; www.tampasportsauthority.com

SPOUSE ABUSE (See: Abuse, Domestic Violence)

STALKING (11/08) (See also: Cyberstalking)

F.S. 784.048 F.S. (www.leg.state.fl.us) defines the crime stalking and the penalties. If you believe you are a victim of stalking, call the law enforcement agency with jurisdiction in the location where the stalking is occurring.

STATE ATTORNEY, Thirteenth Judicial Circuit (11/08)

Pursuant to F.S. 27, Part II (www.leg.state.fl.us) the state attorney represents the public interest in violations of state and county criminal law. Divisions of the office are Felony, County (criminal, misdemeanor, and traffic), Juvenile, Victim Assistance, and Worthless Checks. Tampa: 272-5400; Plant City: 757-3890; Records: 274-1901; Domestic Violence: 272-6423; Victim Assistance: 272-6472; Worthless Checks: 272-5336. www.sao13th.com

STATE BUDGET HOTLINE (See: Budget)

STATE, Florida Department of (11/08)

The State Department has jurisdiction over corporations, cultural affairs, elections, historical resources, and library and information services. Corporations: 800-755-5111; Cultural Affairs: 850-245-6470; Elections: 850-245-6200; Historical Resources: 850-245-6300; Library and Information Services: 850-245-6600; www.dos.state.fl.us

STATE, U.S. Department of (11/08)

202-647-4000; TTY: 800-877-8339; www.state.gov

STATE FAIR AUTHORITY, Florida (11/08)

The Florida State Fair Authority is administered by the Florida Department of Agriculture and Consumer Services pursuant to F.S. 616 (www.leg.state.fl.us). The fairgrounds host the Florida State Fair each February and a variety of other events are held throughout the year. Facilities include an equestrian center and a rural Florida history and folk life museum. 621-7821; statewide 800-345-FAIR (3247); www.floridastatefair.com

STATE PARKS (See: Parks)

STATUTORY RESEARCH; ONLINE STATUTES; CERTIFIED COPIES (11/08)

Florida Statutes are available online: www.leg.state.fl.us Bound books are available at most public, academic, and law libraries. To order certified copies of specific statutes, call 850-245-6270 for exact charge before sending check, payable to Department of State, to Department of State, Division of Library and Information Services, R.A. Gray Building, 500 South Bronough Street, Tallahassee, FL 32399

STOCKBROKERS (See: Securities and Investments)

STORMS, RONDA – State Senator (District 10) (11/08)

313 E. Robertson Street, Brandon, FL 33511; 813-651-2189; if no answer, call 272-5865.
storms.ronda.web@flsenate.gov

STREET LIGHT MALFUNCTION (11/08)

Report malfunctioning street lights to TECO. 223-0800; www.tampaelectric.com/contact

SUBSTANCE ABUSE INFORMATION and TREATMENT (11/08)

Agency for Community Treatment Services (ACTS): Provides a full system of services for adults and youth in need of substance abuse treatment. 246-4899; www.actsfl.org

Cocaine Abuse 24 Hour Hotline: 800-NODRUGS (663-7847); www.cocainehotline.com

Drug Abuse Comprehensive Coordinating Council (DACCO): Poly-drug counseling and treatment and multiple programs and services, including prevention, intervention, testing, in-patient and out-patient, aftercare, employment, and case management in jails and alternative schools. 984-1818; www.dacco.org

Drug Addiction Referral Hotline: 888-268-9124; www.drug-addiction-hotline.com.

National Clearinghouse for Alcohol & Drug Information: 800-729-6686; TDD: 800-487-4889; <http://ncadi.samhsa.gov>

National Inhalant Prevention Coalition: 800-269-4237; <http://www.inhalants.org/>

National Institute of Drug Abuse: 877-643-2644; www.nida.nih.gov

Project Recovery at the Centre for Women: Provides outpatient substance abuse treatment especially designed for women's unique needs. Fees are based on a sliding scale. 254-8437; www.centreforwomen.com

SUICIDE PREVENTION and LOSS SUPPORT (11/08)

The Beth Foundation: Partially funded by the Florida Department of Children and Families, this is a non-profit organization dedicated to reducing the suicide rate in Florida through education and awareness. It provides training to increase the general knowledge about the nature of suicidal behavior, how to respond and refer a suicidal person for help, and to provide a central clearinghouse for suicide prevention information and resources. <http://www.thebethfoundation.org/>

Crisis Center of Tampa Bay: A member of the Florida Suicide Prevention Coalition, the center offers free classes in suicide prevention training. 964-1964; <http://www.crisiscenter.com/Components/211CrisisHotline/tabid/57/Default.aspx>

24-hour telephone crisis counseling: 234-1234; www.crisiscenter.com

Florida Department of Education: The Coordinated School Health Resource Center has 27 titles of suicide prevention materials in various formats available for loan to educators. 850-245-0480.

Florida Mental Health Institute (FMHI at USF): Publishes a "Youth Suicide Prevention School-based Guide" for educators. Free download or order on CD-Rom for \$2-\$3 depending on quantity. 974-6149; <http://theguide.fmhi.usf.edu>

Life Center of Tampa: Suicide Loss Group meets first Wednesday of every month at 7:15 p.m. 6811 N. Central Ave., Tampa, 237-3114; www.lifecenteroftampa.org

National Suicide Prevention Lifeline: 800-273-TALK (8255)

Suicide Prevention Resource Center: Congressionally-mandated, federally-funded program operated by the Substance Abuse and Mental Health Services Administration, a division of the U.S. Department of Health and Human Services. 877-GET-SPRC (438-7222); TTY: 617-964-5448; www.sprc.org

Suncoast Yellow Ribbon Suicide Prevention Program: In addition to teaching suicide prevention to the general public, this organization sponsors regular remembrance events to honor the memories of loved ones lost to suicide. 727-394-8222; www.suncoastyr.org

SUNSHINE LAW (11/08) (See also: Meetings, Open Government; Public Records)

F.S. 286 (www.leg.state.fl.us) sets forth Florida's Sunshine Law. The official guide to the law is the Government-in-the-Sunshine Manual prepared by the Florida Attorney General and distributed by the First Amendment Foundation. Download an abridged copy from www.myfloridalegal.com/sunshine or purchase an unabridged bound copy from The First Amendment Foundation. 800-337-3518; www.floridafaf.org For a free brochure, "Guide to the Sunshine Amendment and Code of Ethics for Public Officers and Employees," prepared by the Florida Commission on Ethics, contact the

Hillsborough County Legislative Delegation, 272-5865.

SUPREME COURT (11/08)

Florida: The Supreme Court holds two terms each year in the Supreme Court Building in Tallahassee, commencing respectively on the first day of January and the first day in July. Oral arguments are generally heard by all seven Justices, although five constitute a quorum; agreement of four is required for a decision.

Justices: Chief Justice Peggy Ann Quince; Associate Justices: Harry Lee Anstead, Charles T. Canady, R. Fred Lewis, Barbara Pariente, Ricky Polston, Charles T. Wells; 850-488-0125; www.floridasupremecourt.org

United States: The U.S. Supreme Court consists of nine justices nominated and appointed by the President with the advice and consent of the Senate. The term runs from the first Monday in October to the first Monday in October the following year. Over 7,000 cases are now on the docket each term, but only around 100 are granted oral argument by attorneys. Of those, typically 80-90 result in formal written opinions. Public Information: 202-479-3211; Visitor Information: 202-479-3030; Opinion Announcements: 202-479-3360; www.supremecourtus.gov

Justices: Chief Justice: John Roberts; Associate Justices: Samuel Alito, Ruth Bader Ginsberg, Stephen Breyer, Anthony M. Kennedy, Antonin Scalia, John Paul Stevens, David H. Souter, Clarence Thomas.

SWIM BILL (11/08)

Surface Water Improvement and Management Act: F.S. 373, Part IV (www.leg.state.fl.us)

TALLAHASSEE TOURISM (11/08) (See also: Tours, Government)

Greater Tallahassee Chamber of Commerce: 850-224-8116; www.talchamber.com

Tallahassee Area Convention and Visitors Bureau: 800-628-2866; <http://www.visittallahassee.com/>

TAMPA BAY REGIONAL PLANNING COUNCIL (See: Growth Management)

TAMPA BAY WORKFORCE ALLIANCE (See: Economic Self-Sufficiency)

TAMPA HOUSING AUTHORITY (See: Housing, Affordable)

TAMPA, City of (11/08)

Elected Officials:

Mayor Pam Iorio	City Hall Plaza Tampa 33602	274-8251	www.tampagov.net
City Council	City Hall Plaza Tampa 33602	274-8131 TDD: 274-8059	
Gwen Miller, Chair Pro-Tem	At Large, District 1	274-7072	gwen.miller@tampagov.net
Mary Mulhern	At Large, District 2	274-7071	mary.mulhern@tampagov.net
Linda Saul-Sena	At Large, District 3	274-8134	linda.saul-sena@tampagov.net
John Dingfelder	District 4	274-8133	john.dingfelder@tampagov.net
Thomas Scott, Chair	District 5	274-8189	tom.scott@tampagov.net
Charlie Miranda	District 6	274-7074	charlie.miranda@tampagov.net
Joseph Caetano	District 7	274-7073	joseph.caetano@tampagov.net

Departments:

Information	274-8211	Police (non-emergency)	276-3200
Code Enforcement	274-5545	Tampa Convention Center	274-8312
Weekend Emergency	690-4631		
Community Affairs	274-8611	Tampa Museum of Art	273-8130
Fire (non-emergency)	274-7011	Tampa Theatre	274-8981
Neighborhood Relations	274-7734	Utility Bills	274-8811

Parks & Recreation	274-8615	Zoning	274-8504
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TAX COLLECTOR, Hillsborough County (11/08)

Collects all property taxes for the county, School Board, municipalities and special taxing districts. Issues occupational licenses, motor vehicle tags, boat registrations, and hunting and fishing licenses. Administers a real property tax deferred payment plan for qualified property owners. Main Office: 601 E. Kennedy Blvd., 14th Floor; 635-5200; www.hillstax.org
Branch Offices:

Brandon: 2211 N. Falkenburg Rd.	Town 'N Country: 6283 W. Waters Ave.
Plant City: 1834 Jim Redman Pky.	University: 9309 N. Florida Ave.
Ruskin: 3002 College Ave.	Westshore: 1515 N. Westshore (AAA)

TAX EVASION, Florida (11/08)

Florida Department of Revenue: The Executive Director is authorized to compensate persons who provide information concerning persons or businesses who are evading the state tax laws. Award Hotline: 800-FL-AWARD (352-927); <http://dor.myflorida.com/dor/taxes/violations.html>

TAX, Federal (See: Internal Revenue Service)

TAX FORMS (11/08)

Hillsborough County Public Library Cooperative: Provides dozens of the most commonly used federal income tax forms, instructions, schedules, and other publications at 21 branch libraries throughout the county during tax season. Call or see website for locations with actual forms to giveaway and those with reproducible forms for photocopying. 273-3652; http://www.hcplc.org/hcplc/ig/taxes_librarytaxhelp.html

TAX PREPARATION ASSISTANCE (11/08)

Hillsborough County Public Library Cooperative: Provides free income tax preparation assistance for senior citizens and low-income residents of Hillsborough County at 4 area branch libraries during tax season. Call or see website for locations, days, and times. 273-3652; www.hcplc.org/hcplc/ig/taxes_librarytaxhelp.html

TAX, PROPERTY (AD VALOREM), DEFERMENT (See: Tax Collector, Hillsborough County)

TAX WATCH, Florida (11/08)

Florida Tax Watch is a private, non-profit, and non-partisan organization which performs independent research and education on government revenues, expenditures, taxation, public policies and programs intended to increase the productivity and accountability of Florida Government. 850-222-5052; www.floridataxwatch.org

TAXICAB REGULATION (07/07)

Hillsborough County Public Transportation Commission: 272-5814; www.hillsboroughcounty.org/publictransportation

TAXPAYERS' BILL of RIGHTS (11/08)

Florida Department of Revenue: Responsible for administering the tax laws of Florida in a fair and efficient manner pursuant to Article I, Section 25 of the Florida Constitution and F.S. 213.015 (www.leg.state.fl.us) See also the taxpayer problem resolution program found in F.S. 213.018 (www.leg.state.fl.us) Taxpayers Services: 800-352-3671; TDD: 800-367-8331; Taxpayer Rights Advocate: 850-488-2321; <http://dor.myflorida.com/dor/taxes/rights.html>

TEACHER CERTIFICATION, Florida (11/08)

Florida Department of Education: Office of Educator Certification: 800-445-6739; www.fldoe.org/edcert

TEACHER RECRUITMENT, Florida (11/08)

TeachInFlorida.com: An online forum whereby teachers seeking employment opportunities in Florida may post their resumes and review job announcements submitted by school district personnel and principals. District representatives responsible for hiring teachers may view resumes and contact prospective teachers. The website offers the capability to design searches according to the user’s specific needs (i.e. teachers may limit job searches by geographic area, subject matter, etc.). Teachers may also select an automatic notification option that alerts them to job listings that meet their preferences. 800-TEACH-FL (832-2435); <http://teachinflorida.com>

TELECOMMUNICATIONS REGULATION (See: Utility Regulation)

TELEMARKETING (11/08) (See also: Do Not Call Registries)

Florida Attorney General: Offers consumer tips on telemarketing. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Telemarketing”

Florida Department of Agriculture and Consumer Affairs: Enforces the Florida Telemarketing Act set forth in F.S. 501.601 (www.leg.state.fl.us) requiring non-exempt businesses selling consumer goods or services by telephone to be licensed and post security prior to soliciting in Florida. 800-435-7352; www.800helpfla.com/telemkt.html Also publishes a free consumer brochure, “Recognize and Avoid Telemarketing Fraud.” www.800helpfla.com/telemkt_text.html

TELEPHONE SERVICE, LOW-INCOME (11/08)

Lifeline and Link-Up Florida: Lifeline is a public assistance program that reduces the monthly telephone bill by up to \$13.50. Linkup is a public assistance program that reduces the cost of the telephone installation and service transfer fee by 50% up to the amount of \$30. The programs, sponsored by the Florida Office of Public Counsel, are available for one telephone line per household. 800-540-7039; www.floridaopc.gov/lifeline.cfm

TELEVISION, PARENTAL GUIDELINES (11/08)

Federal Communications Commission: V Chips and Parental Guidelines: 888-CALL-FCC (225-5322); TTY: 888-TELL-FCC (835-5322); www.fcc.gov/vchip FCC Parents’ Place Website: www.fcc.gov/parents

TEMPLE TERRACE, City of (11/08)

P.O. Box 16930, Temple Terrace, FL 33687, 989-7100; www.templeterrace.com

Frank Chillura	City Council	fchillura@templeterrace.com
Ron Govin	City Council	rgovin@templeterrace.com
Mark Knapp	City Council	mknapp@templeterrace.com
Alison Fernandez	City Council	afernandez@templeterrace.com
Ken Halloway	City Council	khalloway@templeterrace.com
Joe Affronti, Sr.	Mayor	jaffronti@templeterrace.com
Kim Leinbach	City Manager	kleinbach@templeterrace.com

TERRORISM (See: Disaster Preparedness)

TOBACCO SMOKE (See: Clean Indoor Air Act)

TOOLS, DONATIONS (11/08)

Donate used or duplicate tools, construction materials, painting supplies, safety goggles, etc. to Rebuilding Together, a nonprofit that uses them to fix up homes of low-income families. 878-9000; <http://www.rttb.org/>

TOURIST INFORMATION, Florida (11/08)

Florida Department of State: The Division of Library and Information Services hosts a tourism and recreation website that features recommended locations for boating, camping, canoeing, fishing, hunting, and wildlife viewing, as well as springs,

state parks, trails, and wilderness areas. Also includes airports, seaports, maps and driving tours.

<http://dhis.dos.state.fl.us/fgils/tourism.html>

Visit Florida: The state's official travel planning website offers both interactive tools and free publications.

www.visitflorida.com

TOURS, GOVERNMENT (11/08)

Tallahassee

Governor's Mansion: Public tours are available during the holiday season, legislative session and by appointment. 850-922-4991; www.floridagovernorsmansion.com

Old Capitol Building: Special exhibits interpret the state's political history, constitutions, and the history of the building. Open daily except Thanksgiving and Christmas. M-F, 9-4:30; Sat., 10-4:30; Sun., Noon-4:30.

850-487-1902; <http://dhr.dos.state.fl.us/museum/sites/oldcapitol>

New Capitol Building: 850-488-6167.

Supreme Court: Open Mon. – Fri., 8-5, except holidays. Offers guided and self-guided tours. A reservation is required for groups of 10 or more.

Washington, D.C.

Congress: The Capitol Guide Service conducts free guided tours of the Capitol. Hours are Mon. – Sat., 9-4:30. The first public tour begins each day at 9 and the last at 3:30. Tours last approximately 30 to 40 minutes. 202-225-6827; www.house.gov/house/tour_services.shtml

Supreme Court: Open Mon. – Fri. from 9-4:30. Tours include a film and exhibits, which change periodically. Lectures in the Courtroom are typically given every hour on the half-hour, on days that the Court is not sitting, beginning at 9:30 and concluding at 3:30. 202-479-3211; www.supremecourtus.gov/visiting/visiting.html

White House: Self-guided tours are available for groups of 10 or more people from 7:30 a.m. to 12:30 p.m. Tue. – Sat. (excluding federal holidays) and are scheduled on a first-come-first-served basis approximately one month in advance of the requested date. Requests must be submitted through one's Member of Congress and are accepted up to 6 months in advance. 202-456-7041; www.whitehouse.gov/history/tours

TOWING, PRIVATE PROPERTY (11/08)

F.S. 715.07 (www.leg.state.fl.us) regulates towing of vehicles and vessels from private property.

TRAFFIC CITATIONS, Hillsborough County (11/08)

Hillsborough County Clerk of the Circuit Court: Pay by phone: 877-716-1722; Pay by mail: Clerk of the Circuit Court, Traffic, P. O. Box 3360, Tampa, FL 33601; Pay online: www.link2gov.com/fl/hillsborough/COC Walk-in Offices: (8 a.m. - 5 p.m.) 10065A Adamo Drive (Brandon Crossings); 302 N. Michigan, Plant City; 410 30th St. S.E., Ruskin; 9309 North Florida Avenue, Tampa; Website: http://www.hillsclerk.com/PublicWeb/Traffic_Fees_Fines.aspx

TRAVEL AGENTS, REGULATION (11/08)

F.S. 559, Part XI (www.leg.state.fl.us) regulates travel agents in Florida.

Florida Attorney General: offers consumer tips to avoid vacation scams. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Timeshare Sales and Resales” or “Vacation Certificates”

Florida Department of Agriculture and Consumer Services: Monitors compliance; enforces the statute. 800-435-7352; <http://www.800helpfla.com/sotbus.html> Free brochure: “Protect Your Travel Investment” www.800helpfla.com/travel_text.html

TRAVEL OUTSIDE THE U.S. (11/08)

Register your travel plans with the State Department on the free online service at: <http://travel.state.gov/> and click on “Registration with Embassies” If a crisis occurs at home or where you're traveling, the State Department will have an easier time contacting you.

Before heading out, another State Department service features travel warnings and tips, information about countries, etc. www.state.gov

TRAVELERS AID (11/08)

Travelers Aid International: Provides emergency assistance to stranded or homeless families and or individuals. The local program is conducted by the Crisis Center of Tampa Bay, which staffs a Travelers Aid Booth at Tampa International Airport daily from 9 a.m.– 8 p.m.

<http://www.crisiscenter.com/Components/EconomicAssistance/TravelersAid/tabid/117/Default.aspx>

TREES, OVERHANGING (11/08)

Electrical Wires: Report tree limbs growing too close to power lines to Tampa Electric at 223-0800 or online at www.tampaelectric.com/contact

Private Property: 13th Judicial Circuit Mediation/Diversion: Quasi-judicial mediation to settle minor disputes such as trees on private property overhanging other private property. 272-5642; <http://fljud13.org/mediation.htm>

Public Property: In the unincorporated county, report trees on public property that are blocking vision at intersections to the county at 635-5400. In the City of Tampa, call 622-1940

TUBERCULOSIS (11/08)

Hillsborough County Health Department: Operates a Tuberculosis Clinic that includes diagnosis, treatment, and follow-up care, as well as education and information for patients and families, and preventive educations for groups. 8515 N. Mitchell Ave., Tampa. Mon. Fri., 7:30-5. 307-8047; www.hillscountyhealth.org/tuberculosis/tb_main.htm

TWINS (11/08)

Florida Organization of Mothers of Twins Clubs: <http://fomotc.org/>

National Organization of Mothers of Twins Clubs: 248-231-4480; www.nomotc.org

Tampa Bay Area Mothers of Multiples: <http://www.tbamoms.com/>

Tampa Parents of Twins and Supertwins: 628-0365; www.tampatwinsclub.org

Twinless Twins: International Support Group for siblings of multiple births who have lost the companionship of one or more of the others through death or estrangement. 888-205-8962; www.twinlesstwins.org

UNCLAIMED PROPERTY (11/08)

Florida Department of Financial Services: The Bureau of Unclaimed Property holds jewelry, watches, coins, stamps, securities, currency, and artifacts found in abandoned safe deposit boxes. 888-258-2253; www.fltreasurehunt.org

Hillsborough County Sheriff's Office: Contracts with the following commercial entities to dispose of various items via auction:

Property Room: Auctions cameras, collectible coins/currency, and jewelry. www.propertyroom.com

Tampa Liquidation Center: Features bicycles, TVs, tools, office furniture, and sporting equipment. 626-5050; www.tampaliquidation.com

Tampa Machinery Auction: Offers cars, boats, trucks, and heavy equipment. 986-2485; www.tmauction.com

UNDERGROUND FACILITIES DAMAGE PREVENTION and SAFETY (11/08)

Sunshine State One Call of Florida (SSOCOF): This is a non-profit organization of underground facility owners that works to help implement the Underground Facilities Damage Prevention and Safety Act as set forth in F.S. 556 (www.leg.state.fl.us). The law requires that prior to any excavation, property owners call for clearance two full business days in advance to check for buried utilities (electric, gas, water, cable, etc.). 800-432-4770; www.callsunshine.com

UNEMPLOYMENT COMPENSATION (11/08)

To obtain a claims form or register to work, visit one of the following One Stop Centers:

WorkForce South Shore	5950 Frond Way	930-7600
WorkForce Brandon	9350 Bay Plaza Blvd.	930-7832
WorkForce Plant City	2001 E. Cherry St.	930-7880
WorkForce Tampa	9215 N. Florida Ave.	930-7400

Filing a claim: Online: <https://www2.myflorida.com/apps/uc/fluid> by phone: 800-204-2418; by Fax: 850-921-3865; by mail: Agency for Workforce Innovation, 107 E. Madison St., Tallahassee 32399; www.floridajobs.org

UTILITY REGULATION (11/08)

Florida Public Service Commission: Exercises regulatory authority over electric, natural gas, telephone, and water utilities. 800-342-3552; www.floridapsc.com

VACATION VENDORS (See: Travel Agents)

VANS FOR HIRE, REGULATION of (11/08)

Hillsborough County Public Transportation Commission: 272-5814; www.hillsboroughcounty.org/publictransportation

VENDING MACHINE LICENSURE (11/08)

F.S. 212.0515 (www.leg.state.fl.us) requires vending machine operators to register with the Florida Department of Revenue and post on each machine a toll-free number for consumer complaints. Report violations to the DOR toll-free rewards hotline: 800-352-9273

VETERANS RESOURCES (11/08)

Florida Department of Veterans Affairs:

- Medical Benefits: 727-398-6661; www.floridavets.org
- Claims: 727-319-7414; www.floridavets.org
- Education and Training: 727-319-7401; www.floridavets.org
- Nursing Facilities: www.floridavets.org/nursing/nursing.asp
- State Benefits: www.floridavets.org/benefits/benefits.asp

Hillsborough County Veterans Affairs: Assists all Veterans, their dependents and survivors in accessing federal, state, and local benefits. The office staff supports and manages Veteran’s activities within Hillsborough County and acts as a single point of contact for outside government and private agencies concerning veteran’s issues. The staff also provides outreach service and support to residents in Assisted Living Facilities, Nursing Homes and private residences. 975-2181; www.hillsboroughcounty.org/veteransaffairs

Service Centers:

Main Office (Tampa)	1101 E. 1239 th Ave.	975-2187	M-F, 8-4:30
Plant City Annex	307 N. Michigan Ave.	757-3871	Thurs., 8-12:30
Ruskin Annex	201 14 th Ave., SE	975-2181	2 nd Tues., 8-12 by appt.
Brandon Annex	3602 Highway 301	744-5588	Tues., 8-12
Lee Davis Annex	3402 N. 22 nd St.	272-5220, x226	Thurs., 8-12
West Tampa Annex	2103 N. Rome Ave.	272-5074, x223	Wed., 8-12

U.S. Department of Veterans Affairs: Regional Office: <http://www.vba.va.gov/ro/south/spete/>

Bay Pines Med. Center	888-820-0230	James Haley Veterans Hosp.	813-972-2000
General Benefits	800-827-1000	Life Insurance	800-669-8477
G.I. Bill	888-442-4551	Mammography Helpline	888-492-7844
Headstones/Markers	800-697-6947	Special Issues	800-749-8387
Health Care Benefits	877-222-8387	Tampa Vet Center	813-228-2621
Income Verification/Mean Testing	800-929-8387		

VETO POWER, GUBERNATORIAL (See: Bills Passed by the Legislature, Gubernatorial Action)



Joseph Biden, Old Executive Office Building, 17th Street and Pennsylvania Avenue N.W., Washington, D.C. 20501. 202-456-1414.

VICTIM RESOURCES (11/08) (See also: Abuse; Suicide)

13th Judicial Circuit State Attorney: Operates a Victim Assistance Program that includes advocacy, emotional support, emergency services, courtroom assistance, and assistance filing claims with the state victim compensation fund. 272-6472; www.saol3th.com/victim_assistance.htm

Crisis Center of Tampa Bay: Staffs a trauma response team to treat victims of sexual abuse. 964-1964; www.crisiscenter.com

Family Justice Center of Hillsborough County: On-site representatives of 2 dozen victim assistance agencies under one roof. 9309 N. Florida Ave., Suite 109, Tampa; 935-2015; www.fjchc.org

Florida Attorney General: The Division of Victim Services advocates on behalf of crime victims and administers the victim compensation program pursuant to the Florida Crimes Compensation Act, F.S. 960 (www.leg.state.fl.us) and the Florida Crime Victims Bill of Rights, Florida Constitution, Article 1, Section 16 (www.leg.state.fl.us) Tampa Office: 287-7900; 800-226-6667; <http://myfloridalegal.com/victims>

Life Center of Tampa: Conducts support groups for crime victims. 237-3114; www.lifecenteroftampa.org

National Center for Victims of Crime: 800-FYI-CALL (394-2255); TTY/TDD: 800-211-7996; www.ncvc.org

National Domestic Violence Hotline: 800-799-SAFE (7233); TTY: 800-787-3224; www.ndvh.org

National Organization for Victim Assistance (NOVA): 800-TRY-NOVA (879-6682); www.trynova.org

Tampa General Hospital: The Child Protection Team is a multidisciplinary group that aids child victims and their families. 251-8007; www.cms-kids.com/CPTTampa.htm

U.S. Attorney for the Middle District of Florida: Victim/Witness Coordinator, Tampa Office: 274-6000 or 274-6091.

U.S. Department of Justice: Office of Victim Assistance Resource Center: 800-851-3420; TTY: 877-712-9279; www.ojp.usdoj.gov/ovc Website contains a webpage of over 20 telephone numbers to various providers of victim assistance. www.ojp.usdoj.gov/ovc/help/numb.htm

VISION CARE (11/08)

City of Tampa: The Community Affairs Office provides free eye exams and prescription eyeglasses to eligible low-income Tampa residents. For eligibility pre-screening, please call 274-5835, 8 a.m. to 5 p.m., Mondays and Thursdays only.

EyeCare America: The public service foundation of the American Academy of Ophthalmology provides access to vision care services to eligible low-income seniors. 800-222-EYES (3937); www.eyecareamerica.org

Hillsborough County HealthCare Program: Provides eyeglasses/vision care to eligible low-income county residents. 272-5040; www.hillsboroughcounty.org/hss/hhcprogram

Vision USA: A public program of the American Optometric Association that provides basic eye health and vision care to eligible low-income working Americans. Prospective recipients may apply by telephone or online. 800-766-4466; www.aoa.org

VISION IMPAIRED PERSONS, RESOURCES for (11/08) (See also: Library Services for the Blind; Service Animals)

Florida Council of the Blind: 800-424-8666; www.fcb.org

Florida Division of Blind Services: Provides a variety of programs and services including the Blind Babies Program and Blind Children's Program, a School-to-Work Transition Program, independent living services, vocational rehabilitation services, employer services focused on workplace accessibility, business enterprise services providing jobs in the food service industry, and Braille and talking book library services. Tampa Office: 871-7190; 800-757-7190; statewide advocate: 800-342-1828; <http://dbs.myflorida.com>

National Association of Parents of Children with Vision Impairments: 800-562-6265; www.spedex.com/napvi

Prevent Blindness Florida (Tampa): 874-2020; 800-817-3495; www.preventblindnessflorida.org

Tampa Lighthouse for the Blind: Provides comprehensive rehabilitation programs for persons who are blind or visually impaired. Training is designed to help individuals who have recently lost part or all of their vision to gain the skills needed to perform daily living tasks independently and maintain their employment. 251-2407; www.tampalighthouse.org

Lighthouse International Vision Connection: 800-829-0500; www.lighthouse.org

WUSF Radio Reading Service: Broadcasts many local and national newspapers, an extensive selection of current magazines, and many unique programs, such as grocery and department store ads and newsletters from local and national organizations for the blind and visually impaired. 974-8635; 800-444-4193; www.wusf.usf.edu

VITAL STATISTICS and RECORDS (12/08)

Hillsborough County Health Department: Vital Statistics Office: 13601 N. 22nd St., Tampa; M-F, 8-4; 307-8002; www.hillscountyhealth.org/vital/vital_main.htm

Florida Department of Health: The Office of Vital Records handles official birth, death, marriage and divorce certificates, paternity acknowledgement and putative father forms, and commemorative birth and marriage certificates. 904-359-6900; www.doh.state.fl.us/Planning_eval/Vital_Statistics/index.html

National Center for Health Statistics: Hosts a website on Where to Write for Vital Records, which includes addresses and fees to obtain copies of birth, marriage, divorce, and death certificates in all 50 states, the Canal Zone, Guam, Puerto Rico, and the U.S. Virgin Islands. www.cdc.gov/nchs/howto/w2w/w2welcom.htm

VOLUNTEER PROTECTION, CIVIL IMMUNITY (12/08)

F.S. 768.1355 (www.leg.state.fl.us) is known as the Florida Volunteer Protection Act and limits volunteers' civil liability.

VOLUNTEERISM (12/08) (See also: Mentoring)

Florida Department of Elder Affairs: The Volunteer and Community Initiatives Office connects elders with opportunities to share their knowledge and experience to enrich their communities. 800-96-ELDER (963-5337); <http://elderaffairs.state.fl.us/english/volunteers.php>

Volunteer Florida: The Governor's Commission on Volunteerism and Community Service. 850-921-5172; www.volunteerflorida.org

Volunteer Florida Foundation: 800-825-3786; www.volunteerfloridafoundation.org

VolunteerMatch: A website that helps match willing volunteers with in-need organizations. Search the database of more than 40,000 listings for organizations and volunteer opportunities; filters enable users to limit their search by location or interest area. www.volunteermatch.org

Volunteer Tampa Bay: This is a service of the United Way designed for people interested in exploring volunteer opportunities before making a long term commitment. Sign up for a one-time or short-term project and then decided if you want to become more involved. 274-0999; www.volunteertampabay.com

VOTING (12/08) (See also: Elections)

Voter Assistance Hotline: 866-308-6739; TTY: 800-955-8771

Voter Fraud Hotline: 877-868-3737

Voter Registration: Obtain a voter registration form by calling the Hillsborough County Supervisor of Elections or downloading from the website. Or, register in person at the Supervisor of Elections office, 601 E. Kennedy Blvd., 16th Floor, Tampa, or any city hall, driver's license office, public library, armed forces recruiting office, workers' compensation office, division of blind services, or veterans' affairs office. 272-5850; www.votehillscounty.org

WAGE and HOUR LAW (12/08)

U.S. Department of Labor: Wage and Hour Division: Tampa Office: 4905 W. Laurel St., Suite 300. 866-4USWAGE (487-9243); TTY: 877-889-5627; www.dol.gov/esa/whd

WATER and WASTEWATER REGULATION (See: Utilities Regulation)

WATER MANAGEMENT DISTRICT, Southwest Florida (12/08)

Based in Brooksville, the Southwest Florida Water Management District is one of five such districts in Florida and includes all of Hillsborough County. 800-423-1476; Tampa Service Office: 985-7481. www.swfwmd.state.fl.us

WATER RESTRICTIONS, Hillsborough County (12/08)

Hillsborough County Water Resource Services: Customer Service: 272-6680; 24-hour recorded message about restrictions: 275-7094; Report suspected violations: 224-8993; www.hillscounty.org/water/restrictions

Plant City Water Resource Management Division: 757-9289; <http://www.plantcitygov.com/index.asp?NID=99>

Tampa Water Department Customer Service: 274-8121; Water Conservation Hotline: 274-8032; Water Use Violation

Hotline: 274-8036; http://www.tampagov.net/dept_Water/information_resources/restrictions
Temple Terrace Public Works Department: Water Division: 989-7170; www.templeterrace.com/publicworks/water.htm

WATER SKIS, PARASAILS, and AQUAPLANES (12/08)

F.S. 327.37 (www.leg.state.fl.us) regulates the use this recreational equipment for safety purposes.

WATER SUPPLY AUTHORITY (12/08)

Pursuant to inter-local agreements, Tampa Bay Water provides all the water for six local governmental jurisdictions: Hillsborough County, Pasco County, Pinellas County, New Port Richey, St. Petersburg, and Tampa. Tampa Line: 996-7009; www.tampabaywater.org

WEAPONS and FIREARMS (12/08)

F.S. 790 (www.leg.state.fl.us) regulates the possession, purchase and sale, storage, transportation, and use of weapons and firearms. Concealed weapons require a permit. Application only: 272-5865

Florida Department of Agriculture and Consumer Services: The Division of Licensing issues permits for concealed weapons. 850-245-5691; Tampa Office: 272-2552. <http://licgweb.doacs.state.fl.us/weapons/index.html>

U.S. Bureau of Alcohol, Tobacco, Firearms, and Explosives: Firearms Theft Hotline: 888-930-9275; Illegal Firearms: 800-ATF-GUNS (283-4867); www.atf.gov/firearms/index.htm

WEATHER SERVICE (12/08)

National Weather Service: Tampa Bay Forecast Office: 645-2323; Recorded weather information: 645-2506; Automated Surface Observation System at Tampa International Airport: 873-7228; www.srh.noaa.gov/tbw

WEATHERFORD, WILL – State Representative (District 61) (12/08)

28963 State Road 54, Suite A. Wesley Chapel 33544; 813-558-5115; if no answer, call 813-272-5865.
will.weatherford@myfloridahouse.gov

WEATHERIZATION ASSISTANCE (12/08)

Weather Care: Tampa Electric and the Centre for Women have partnered to provide free weatherization services to eligible homeowners over 60 who are on low, fixed incomes. 251-8437.

Weatherization Assistance Program: Operated by the Florida Department of Community Affairs to provide grants to community action agencies, local governments, Indian tribes and non-profit agencies to fund energy saving repairs on low-income homes. The Hillsborough County Health and Social Services Community Action Program (272-6770) and the Tampa Hillsborough Action Plan (626-4926) administer the program locally. www.floridacommunitydevelopment.org/wap

WEB PAGES, GOVERNMENT (12/08)

Federal Government	
(One-stop portals for official government information)	www.fedworld.gov and www.usa.gov
Agriculture, Dept. of	www.usda.gov
Citizenship & Immigration Services	www.uscis.gov
Commerce, Dept. of	www.commerce.gov
Defense, Dept. of	www.defenselink.mil
Education, Dept. of	www.ed.gov
Energy, Dept. of	www.doe.gov
Ethics, U.S. Office of Government	www.usoge.gov
Federal Reserve	www.federalreserve.gov
General Services Administration	www.gsa.gov
Health & Human Services, Dept	www.dhhs.gov

Highway Traffic & Safety Administration	www.nhtsa.dot.gov
Homeland Security	www.dhs.gov
House of Representatives	www.house.gov
Housing & Urban Development Dept of	www.hud.gov
Interior, Dept. of	www.doi.gov
Internal Revenue Service	www.irs.gov/
Justice, Dept. of	www.usdoj.gov
Labor, Dept. of	www.dol.gov
Library of Congress	www.loc.gov
Senate	www.senate.gov
Small Business Administration	www.sba.gov
Smithsonian Institution	www.si.edu
Social Security Administration	www.ssa.gov
State, Dept. of	www.state.gov
Supreme Court	www.supremecourtus.gov
Transportation, Dept. of	www.dot.gov
Treasury, Dept. of	www.ustreas.gov
Veterans' Affairs, Dept. of	www.va.gov
White House	www.whitehouse.gov
State Government	www.myflorida.com (Florida Portal)
Administrative Code	https://www.flrules.org/Default.asp
Agriculture and Consumer Services, Dept. of	www.doacs.state.fl.us
Attorney General	www.myfloridalegal.com
Auditor General	www.state.fl.us/audgen
Business & Professional Regulation, Dept. of	www.state.fl.us/dbpr
Cabinet	www.myflorida.com/myflorida/cabinet/index.html
Children & Families, Dept. of	www.state.fl.us/cf_web
Citrus, Dept. of	www.floridajuice.com
Community Affairs, Dept. of	www.dca.state.fl.us
Constitution	www.leg.state.fl.us
Corrections, Dept. of	www.dc.state.fl.us
Courts	www.flcourts.org
Education, Dept. of	www.fldoe.org
Elder Affairs, Dept. of	http://elderaffairs.state.fl.us
Emergency Management, Dept. of	http://floridadisaster.org
Environmental Protection, Dept. of	www.dep.state.fl.us
Financial Regulation, Office of	www.flofr.com
Financial Services, Dept. of	www.fldfs.com
Fish and Wildlife Conservation Commission	http://myfwc.com
General Laws (Laws of Florida)	www.leg.state.fl.us
Governor	http://www.flgov.com/
Health, Dept. of	www.doh.state.fl.us
Health Care Administration, Agency for	http://ahca.myflorida.com
Highway Patrol	http://www.flhsmv.gov/fhp/
Highway Safety & Motor Vehicles, Dept. of	www.hsmv.state.fl.us
House of Representatives	www.myfloridahouse.gov
Juvenile Justice, Dept. of	www.djj.state.fl.us
Law Enforcement, Dept. of	www.fdle.state.fl.us
Legislature	www.leg.state.fl.us
Lottery	www.flalottery.com
Management Services, Dept. of	http://dms.myflorida.com
Military Affairs, Dept. of	http://www.dma.state.fl.us
On-Line Sunshine	www.leg.state.fl.us
Parole Commission	https://fpc.state.fl.us
Persons with Disabilities, Agency for	http://apd.myflorida.com

Public Service Commission	www.floridapsc.com
Revenue, Dept. of	www.myflorida.com/dor
Telephone Directory	http://411.myflorida.com
Transportation, Dept. of	www.dot.state.fl.us
Senate	www.flsenate.gov
State, Dept. of	www.dos.state.fl.us
Statutes	www.leg.state.fl.us
Veteran's Affairs Dept. of	www.floridavets.org
Workforce Innovation, Agency for	www.floridajobs.org
Hillsborough County	www.hillsboroughcounty.org
Aviation Authority	www.tampaairport.com
Board of County Commissioners	www.hillsboroughcounty.org/bocc
Clerk of the Court	www.hillsclerk.com
Expressway Authority	www.tampa-xway.com
Legislative Delegation	www.hillsboroughcounty.org/legislative-delegation
Ambler, Kevin (Rep.)	kevin.ambler@myfloridahouse.gov
Burgin, Rachel (Rep.)	rachel.burgin@myfloridahouse.gov
Crist, Victor (Sen.)	crist.victor.web@flsenate.gov
Culp, Faye (Rep.)	faye.culp@myfloridahouse.gov
Galvano, Bill (Rep.)	bill.galvano@myfloridahouse.gov
Glorioso, Rich (Rep.)	rich.glorioso@myfloridahouse.gov
Homan, Ed (Rep.)	ed.homan@myfloridahouse.gov
Joyner, Arthenia (Sen.)	joyner.arthenia.web@flsenate.gov
Justice, Charlie (Sen.)	justice.charlie.web@flsenate.gov
McKeel, Seth (Rep.)	seth.mckeel@myfloridahouse.gov
Reagan, Ron (Rep.)	ron.reagan@myfloridahouse.gov
Reed, Betty (Rep.)	betty.reed@myfloridahouse.gov
Rouson, Darryl (Rep.)	darryl.rouson@myfloridahouse.gov
Scionti, Michael (Rep.)	michael.scionti@myfloridahouse.gov
Storms, Ronda (Sen.)	storms.ronda.web@flsenate.gov
Weatherford, Will (Rep.)	will.weatherford@myfloridahouse.gov
Central Office	hundleyc@hillsboroughcounty.org
Planning Commission	www.theplanningcommission.org
Plant City, City of	www.ci.plant-city.fl.us/
Port Authority	www.tampaport.com
Property Appraiser	www.hcpafl.org
Public Defender	http://pd13.state.fl.us
School Board	www.sdhc.k12.fl.us
Sheriff	www.hcso.tampa.fl.us
State Attorney	www.sao13th.com
Sports Authority	www.tampasportsauthority.com
Supervisor of Elections	www.votehillsborough.org
Tampa, City of	www.tampagov.net
Tax Collector	www.hillstax.org
Temple Terrace, City of	www.templeterrace.com
Thirteenth Judicial Circuit Court	www.fljud13.org

WEIGHT LOSS PRACTICE ACT (12/08)

F.S. 501.057–501.0583 (www.leg.state.fl.us) regulates the practice of commercial weight loss plans and programs.

Florida Attorney General: Offers consumer tips on commercial weight loss programs. 866-966-7226; www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Weight Loss Fraud”

Florida Department of Agriculture and Consumer Services: Monitors compliance with the statute: 800-435-7352.

WELFARE (See: Low-Income Assistance; Workforce Innovation)

WHEELS OF SUCCESS (See: Motor Vehicles, Low Income)

WHEELCHAIRS (12/08)

Wheelchair Foundation: Provides wheelchairs worldwide to children and adults without the means to purchase their own. 877-378-3839; www.wheelchairfoundation.org

WHISTLEBLOWER HOTLINES (12/08)

Florida Department of State: Office of Chief Inspector General: 800-543-5353; www.dos.state.fl.us/ig/whistle.html

U.S. Office of Special Counsel: 800-572-2249; www.osc.gov

WILDLIFE (12/08) (See also: Endangered Species)

Backyard Wildlife Program: For information on creating a wildlife habitat on your property, contact the National Wildlife Federation’s Backyard Wildlife Program. 800-822-9919; www.nwf.org/backyard

Florida Fish and Wildlife Conservation Commission: 850-488-4676; Southwest Regional Office, Lakeland: 863-648-3200; <http://myfwc.com>

Fish Kill Hotline	800-636-0511	Oil/Hazardous Substance Spill	800-320-0519
Horseshoe Crab Survey (Nest Sighting)	866-252-9326	RedTide Status	866-300-9399
Injured/dead Manatee/Sea Turtle	888-404-3922	Tagged Fish Catch	800-367-4461
Nuisance Alligators	866-392-4286	Wildlife Law Violations	800-404-3922

WILLS and OTHER ADVANCE DIRECTIVES (12/08)

Florida law governing advance directives is set forth in F.S. 765 (www.leg.state.fl.us). Part II (s.765.203) contains a form for designating a health care surrogate, and Part III (s. 765.303) includes a living will form. To download or request a print copy of either or both documents, along with Frequently Asked Questions, contact the Florida Attorney General, 866-966-7226; TDD: 800-955-8771; www.myfloridalegal.com or The Florida Bar, 850-561-5600, www.flabar.org

American Association of Retired Persons (AARP): Offers end-of-life planning resources including estate planning, financial power of attorney, health care surrogate and living wills, and wills. 888-OUR-AARP (687-2277); www.aarp.org/families/end_life

Aging with Dignity: This non-profit organization has created a document called “Five Wishes” to let your family, friends, and physicians know how you want to be treated if you are seriously ill and cannot speak for yourself. “Five Wishes” satisfies Florida’s legal requirements. It is available in 20 languages. Cost is \$5. P.O. Box 1661, Tallahassee, FL 32302; 888-5-WISHES (594-7437); www.agingwithdignity.org/5wishes.html

American Bar Association: The Commission on Law and Aging offers a free Consumer’s Tool Kit for Health Care Advance Planning containing 10 “tools.” www.abanet.org/aging/toolkit/home.html

Bay Area Legal Services: The Senior Advocacy Program offers a free fact sheet called “Senior Individual Rights” that addresses advance planning for incapacity including affidavit of health care proxy, durable power of attorney, health care surrogate designations, and living wills. www.bals.org/documents/Senior%20Individual%20Rights.pdf

Caring Connections: A consumer program of the National Hospice and Palliative Care Organization to improve care at the end of life. They offer many free brochures, state-specific advance directive forms, and an online locator for hospices and end-of-life community collations. 800-658-8898; Spanish: 877-658-8896; www.caringinfo.org

Florida Agency for Health Care Administration: Publishes two free brochures, a 28-page document called “End of Life Issues: A Practical Planning Guide” and an 8-page document called “Health Care Advance Directives: The Patient’s Right to Decide.” The first includes an in-depth discussion of facing death and the latter includes frequently asked questions and forms for designating a health care surrogate, making a living will, and making an anatomical gift (donating your organs for transplant and/or your body for study). 888-419-3456; www.floridahealthstat.com/rg_cb.shtml

The Florida Bar: Publishes two free consumer pamphlets, “Do You Have a Will?” and “Probate in Florida.” 850-561-5600; www.floridabar.org, then “Public Information,” then “Consumer Information.”

Project Grace: This Clearwater-based nonprofit organization promotes education about advance care planning and end-of-

life issues. Their free advance care plan document is legally binding on all physicians in Florida. 877-99-GRACE (994-7223); <http://www.projectgrace.org/history.htm>

U.S. Living Will Registry: The Registry electronically stores advanced directives, organ donor information and emergency contact information, and makes them available to health care providers across the country 24 hours a day through an automated system. Free to anyone registering through a member health care provider. 800-LIV-WILL (548-9455); www.uslivingwillregistry.com

WOMEN, CENTRE for (12/08)

Provides programs and services for displaced homemakers, widowed and divorced women, women contemplating career changes, women with substance abuse issues, senior citizens, and girls. 251-8437; www.centreforwomen.com

WORKERS' COMPENSATION, Florida (12/08)

Florida Department of Financial Services: The Division of Workers' Compensation administers the program pursuant to F.S. 440 (www.leg.state.fl.us). Employee Assistance: 800-342-1741; Tampa Employee Assistance Office: 221-6507; Fraud Hotline: 800-742-2214; www.fldfs.com/WC

WORKFORCE FLORIDA, INC. (07/07) (See also: Economic Self-Sufficiency)

F.S. 445.004 (www.leg.state.fl.us) created this entity to be the state's chief workforce policy organization, charged with developing and retaining a competitive workforce responsive to the needs of employers and employees. Projects include Employ Florida, a website to match job seekers with available, quick response training for new businesses, and incumbent worker training for established employers. 850-921-1119; www.workforceflorida.com

Employ Florida: 866-FLA-2345; www.employflorida.com

WORKFORCE INNOVATION, Florida Agency for (12/08)

Programs	
Agricultural Services Program	Assist Workforce Boards in operating an outreach employment program for migrant and seasonal farm workers (MSFW). 800-633-3572; http://www.floridajobs.org/workforce/msfw_services.html
Citizen Soldier Program	Provides matching grants to Florida private sector employers who provide wages to their Florida resident employees serving in the U. S. Armed Forces Reserves or the Florida National Guard while those employees are on federal active duty.
Displaced Homemakers Program	Counseling, work training and education, and job placement assistance to help displaced homemakers obtain and retain self-sufficient employment. http://www.floridajobs.org/workforce/displ_home.html
Florida's Alien Labor Certification Program	Check on the status of a case, request forms, submit a prevailing wage request, and find answers to other certification related questions. 850-921-3299; http://www.floridajobs.org/alc/index.html
Florida's Federal Bonding Program	Provides information on how fidelity bonds can be used as a job placement incentive to place Florida applicants with employers. http://www.floridajobs.org/workforce/bonding.html
Florida's Work Opportunity Tax Credit Program	Provides for employer incentives pursuant to federal legislation passed in December 2006.
Food Stamp Employment & Training Program (FSET)	For able-bodied adults ages 18-49 without dependent children. http://www.floridajobs.org/workforce/fset.html
Job Corps Program	Job Corps is the nation's largest and most comprehensive residential education and job training program for at-risk youth ages 16 through 24. 800-733-JOBS (5627); http://www.floridajobs.org/workforce/JobCorps.html
Labor Market Statistics	Find labor market data for Florida. www.labormarketinfo.com
Office of Early Learning	Increases children's chances of achieving the educational levels that help them become productive members of society.

	www.floridajobs.org/earlylearning/index.html
Reemployment and Emergency Assistance Coordination Team	Provides rapid-response assistance for Florida’s employers and workers affected by temporary and permanent business layoffs. www.floridajobs.org/React/index.html
Trade Adjustment Assistance (TAA)	Assists workers who lost their jobs due to increased trade with Canada or Mexico or a shift in production to those countries. www.floridajobs.org/TAA/index.html
Unemployment Appeals Commission	The quasi-judicial administrative body is the highest level for review of contested unemployment appeals referee decisions. www.floridajobs.org/unemployment/uc_appeals_comm_default.html
Unemployment Compensation Program	Unemployment insurance provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own. www.floridajobs.org/unemployment/index.html
Veterans Workforce Program	Information related to job and training referrals, reintegration supportive services, case management, labor market information, resume assistance and more. www.floridajobs.org/PDG/veterans.html
Wagner-Peyser	A Federally funded labor exchange developed to match up employers with qualified out of work applicants. See also Agricultural Services Program. http://www.floridajobs.org/workforce/wag_peyser.html
Welfare Transition Program	Helps people go from welfare to work. http://www.floridajobs.org/workforce/wel_trans.html
Worker Adjustment and Retraining Notification (WARN)	The Worker Adjustment and Retraining Notification Act requires employers to provide 60-day advance notification of plant closings and mass layoffs. www.floridajobs.org/React/warn_notice.html
Workforce Investment Act	Comprehensive information about the federal Workforce Investment Act of 1998 and the Florida Workforce Innovation Act 2000. www.floridajobs.org/PDG/wia.html

WORTHLESS CHECKS (12/08)

F.S. 832 (www.leg.state.fl.us) sets forth Florida law regarding passing worthless checks

13th Judicial Circuit State Attorney’s Office: Worthless Check Unit handled prosecution. 272-5336.

Florida Attorney General: Offers tips on how to avoid taking a worthless check. 866-966-7226;

www.myfloridalegal.com then Consumer Protection, then Protecting Yourself from Consumer Fraud, then “Worthless Bank Checks”

WRECKER REGULATION (12/08)

Hillsborough County Public Transportation Commission: Regulates wreckers with government contracts, e.g., those on law enforcement agency rotation lists. Other towing activity is regulated by local ordinance. The PTC website has an extensive FAQ page. 272-5814; www.hillsboroughcounty.org/publictransportation/faq/wreckers.cfm

YOUTH EMPLOYMENT (01/08)

The Youth@Work website is part of EEOC’s Youth@Work initiative – a national education and outreach campaign to promote equal employment opportunity for America’s next generation of workers. In addition to this website, the Youth@Work Initiative includes (1) free outreach events and (2) partnerships with industry, education, and human resource leaders. <http://youth.eeoc.gov>

YOUTH MENTORING PROGRAMS (See: Mentoring Programs)