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*Division of Disability and Rehabilitative Services*  
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Deaf and Hard of Hearing Services Interpreter Services  
COVID-19 temporary interim practice  
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As a result of the current public health situation, there has been a significant increase in the provision of services, trainings and meetings in a remote format. As a result, increased online interpreting services are needed, and while video remote interpreting services remain available, VRI may not adequately meet communication accommodation needs in every situation. The Division of Disability and Rehabilitative Services, Bureau of Rehabilitation Services, Deaf and Hard of Hearing Services is allowing online interpreting services as a temporary option to better meet the current needs.

For virtual meetings requiring the accommodation of a Sign Language interpreter, please adhere to the following interim guidance:

- A. For virtual meetings that are more than 60 minutes in length, a second interpreter is permissible with DHHS approval, to join the platform and team interpret the meeting. If approved, both interpreters would be reimbursed at the current BRS/DHHS pay rate and standards for live interpreting, including the two-hour minimum standard (first job of the day), *instead of* the VRI rate of \$1 per minute, 30 minute minimum. DHHS will determine the possible need for online interpreting services based on the initial request for communication accommodations, and consideration of the specific needs of participants, number of meeting participants, virtual platform used, etc. DHHS may be contacted at [DHHShelp@fssa.in.gov](mailto:DHHShelp@fssa.in.gov) to discuss on a case by case basis. Online interpreting services must be approved in advance by DHHS.
- B. For virtual meetings that are 60 minutes or less in length, only one interpreter will be utilized, and will be reimbursed at the current BRS/DHHS VRI rates (\$1 per minute, 30 minute minimum). All current VRI procedures will remain in effect.

This is a temporary practice and DHHS anticipates it will be discontinued once the frequency of virtual meetings returns to a more customary level.

