



Division of Disability and Rehabilitative Services

Deaf and Hard of Hearing Services

About DHHS

Indiana Deaf and Hard of Hearing Services (DHHS) offers programs for Hoosiers who are deaf or have hearing loss which enables them to participate as productive citizens, preserves their heritage and affirms their right to accessibility in society.

DHHS has a small fund (approximately \$80,000/year) to assist with the cost to provide individuals who are deaf or hard of hearing with communication accommodations to access state government in Indiana. These services include interpreters, Video Remote Interpreting (VRI), Computer Aided Real-time Transcription (CART), and remote CART.

Process for Requesting Communication Accommodations

- A Communication Request Form (CRF) must be completed and emailed to the appropriate contact listed below. The CRF and instructions are posted online at www.dhhs.in.gov.
 - **General Assembly:** Email requests to ADAhelp@iga.in.gov. *The executive director of the Legislative Services Agency has been established as the single point of contact for all DHHS accommodation requests for the General Assembly. This includes requests during floor debates, committee meetings, scheduled conference committee meetings, interim study committee meetings, and meetings with legislators in the State House.*
 - **All other state agencies:** Email requests to DHHSHelp@fssa.in.gov.
- Though DHHS can typically find accommodations with 4 or 5 days advance notice, requests must be submitted 2 weeks (10 business days) in advance to guarantee service (due to the national shortage of interpreters and CART providers.)
- Video Remote Services (VRI) can be an option for a last minute request if the state agency has the required equipment available.
- In case of a true emergency (child abuse/welfare or life/death situations), help is available 24 hours a day/7 days a week by texting 317-697-8568 or calling/texting 812-350-5600.

Cancellations

Please note that cancellations must be emailed at least 48 hours (2 business days) in advance of a scheduled request. DHHS is charged for services not cancelled in advance of this window.

Alternative Communication Accommodations

Many options exist to secure communication accommodations at a state agency's own expense. DHHS can provide a list of alternative resources and additional information upon request by emailing DHHSHelp@fssa.in.gov.