



Eric Holcomb, Governor  
State of Indiana

*Division of Disability and Rehabilitative Services*  
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Please note the following changes with the Deaf and Hard of Hearing Services (DHHS) Interpreter Services Program (ISP). This program primarily funds communication accommodations (e.g. American Sign Language/CART) for Deaf and Hard of Hearing citizens accessing Indiana state government services. The ISP has also funded communication accommodations for state employees in some circumstances, including employees in your agency. DHHS fiscal resources for offsetting state agency communication accommodation costs have decreased, and therefore the criteria for accessing ISP funding is changing as follows:

- ISP funding will continue to be available to offset communication accommodations for individuals who are Deaf or Hard of Hearing citizens accessing state government services, pending available funding.
- ISP funding will continue to be available to offset communication accommodations for Deaf and Hard of Hearing state employees (a maximum of 10 hours per state employee per state fiscal year) until **October 31, 2019, pending available funds**. ISP will not fund communication accommodations for state employees after that time, however DHHS will be available to assist agencies in accessing these required accommodations through other avenues.

To assist with the coordination of accommodations, DHHS will provide state agencies with a resource list for alternative options for obtaining communication accommodations. Currently state agencies are encouraged to access QPA 13314 for ASL needs. Please visit <http://www.in.gov/idoa/proc/QPA/13314.pdf> for more information on accessing services through the QPA provider. State agencies are encouraged to begin using this option immediately, particularly for state employee communication accommodation needs.

DHHS will continue to be available to Indiana state agencies as a resource in identifying appropriate communication accommodations. DHHS is available to help provide your agency with options for securing appropriate accommodations for citizens who are Deaf or Hard of Hearing. DHHS is also available to provide training or technical assistance in helping your agency understand and explore utilization of cost effective remote communication accommodation services through the use of technology to improve access to required accommodations.

More specifically, state agencies may request the following from DHHS:

- Agency utilization of DHHS communication accommodation funds in the last year, which may assist agencies in budgeting for these services;
- Time to meet with DHHS to learn about cost effective remote communication accommodation services;
- Training and/or technical assistance on obtaining appropriate communication accommodations, including:



- How to identify appropriate communication accommodations and interpreters;
- Sharing information about the current Indiana Department of Administration (IDOA) Quantity Purchase Agreement (QPA) for ASL services;
- Exploring the use of technology to aid in communication such as apps and smart phones, Video Relay Services (VRS) for telephone meetings, Video Remote Interpreting (VRI), and identification of equipment needs; acquiring CART services and
- Sharing relevant resources such as assistive technology services through the InData program at Easter Seals Crossroads, and the Indiana Interpreter Certification (IIC) listing.

Questions or requests for training or to meet with DHHS can be directed to Rhonda Marcum, at 317-542-3449 or [rhonda.marcum@fssa.in.gov](mailto:rhonda.marcum@fssa.in.gov) or [DHHSHelp@fssa.in.gov](mailto:DHHSHelp@fssa.in.gov).