

Easterseals Crossroads - QPA 50144

Contract Summary

CAS Interpretation

- Central

Resources

- [ASL Interpreter and CART Request Instructions](#)

Note that this contract allows a minimum two-hour rate if the services are not rendered and are not cancelled 24 hours in advance. Please be certain that the CAS language required is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter begins the billable time.

Educational materials to assist those interacting with Limited English Proficient persons are available through the Contractor (for example, cards to communicate that interpretative services are being provided at no cost to the person).

Video remote interpreting services are available on request.

A guarantee of services is included in the contract. In the event that the services were not satisfactory, please contact the IDOA Vendor Manager.

Please note, if services are not rendered and are not cancelled within 48 hours for ASL a 2-hour minimum rate for ASL will apply.

Please be certain that the CAS language required is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter or the appointment start time (whichever is later) begins the billable time.

Scheduling an Onsite Interpretation

Be prepared to answer the following:

- Which agency are you calling from?
- Requestor's name, number, and email address
- What's the address of the appointment? (full address required)
- What CAS language do you need interpreted?
- What is the name of the person needing the interpreter (non-English Speaker/Signer)?
- What is the nature of the assignment? (the more information, the better)

- What date/time will you need the interpreter and for approximately how long?

Be prepared to answer these billing questions before an appointment is set:

- What Indiana County are you calling from?
- How would you prefer to be invoiced? (Regular mail (USPS) or e-mail).
- Are any additional billing instruction needed? If necessary, please provide a purchase order number, office or individual identification number, and a referral ID number.

***Contact your Agency Procurement Agents or Director to acquire this information before calling the Contractor for services.**

Contacts

Billing Contact (Invoice Issue/Question)

Sara Inman, Financial Accounting Manager

sinman@eastersealscrossroads.org

Office: 317-466-1000 x2418

Scheduling an Appointment or Setting up an Account

Any of our staff can help you schedule an appointment or set up an account. For faster service, please email our team at interpreting@eastersealscrossroads.org.

Or, you may call the office at 317-479-3240 (voice) or 317-493-0107 (Video Phone) between the hours of 8:00 a.m. to 4:00 p.m., Monday – Friday.

If the request is urgent, for the same day, and/or you are unable to reach the office, please call our mobile phone at 317-519-4289 (voice and text).

Questions about Services (Agency Point of Contact)

Stephanie Ritchie

Director, Deaf Community Services

interpreting@eastersealscrossroads.org

Office: 317-479-3240

IDOA's Vendor Contact

Stephanie Ritchie

Phone: 317-479-3240

sritchie@eastersealscrossroads.org