



# INDIANA DEPARTMENT OF TRANSPORTATION

## **Standard Operating Procedures for the Coordination and Arrangement of Support Services for Americans with Disabilities and Limited English Proficiency Stakeholders**

August 2020

The Indiana Department of Transportation promotes proactive public outreach and engagement related to agency policies, projects and programs in serving communities throughout Indiana. The transportation projects we deliver touch the lives of every citizen each day. Standard Operating Procedures (SOPs) are developed to raise awareness of support services available to ensure inclusion and engagement of Americans with Disabilities (ADA) stakeholders and persons of Limited English Proficiency (LEP) during the transportation decision-making process.

### **The Americans with Disabilities Act of 1990 (ADA)**

Title II of the ADA applies to all public entities. It requires INDOT to remove architectural and programmatic barriers that exclude qualified individuals with a disability. The ADA also requires INDOT, upon request, to make reasonable modifications to its policies and programs to ensure that qualified individuals with disabilities have an equal opportunity to enjoy its programs and activities. INDOT is not required to take any action that would fundamentally alter the nature of its programs and services or impose an undue financial or administrative burden. For more information about accessibility at INDOT, see <https://www.in.gov/indot/3583.htm>.

### **Title VI of the Civil Rights Act of 1964**

INDOT values each individual's civil rights and wishes to provide equal opportunity and equitable service for the citizens of this state. As a recipient of federal funds, INDOT is required to conform to Title VI of the Civil Rights Act of 1964 (Title VI) and all related statutes, regulations, and directives, which provide that no person shall be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation (DOT) on the grounds of race, color or national origin.

### **INDOT's Nondiscrimination Mission Statement**

INDOT will implement compliance with Title VI of the Civil Rights Act of 1964 (Title VI); 49 CFR § 26; and related statutes and regulations to ensure that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of religion, race, color, national origin, disability, sex, sexual orientation, gender identity, age, low income status or limited English proficiency. See <https://www.in.gov/indot/3584.htm> for more information.

## **AMERICAN'S WITH DISABILITIES (ADA) SUPPORT SERVICES**

INDOT coordinates support services for ADA stakeholders through the Indiana Family and Social Services Administration's (FSSA) Division of Disability and Rehabilitation Services (DDRS). See <https://www.in.gov/fssa/ddrs/4219.htm>.

### **SUPPORT SERVICES FOR HEARING AND VISUALLY IMPAIRED PERSONS:**

1. INDOT requestor/business unit, completes a State Agency Communication Form, instructions are found at [https://www.in.gov/fssa/files/DHHS\\_PROCEDURES\\_AND\\_RESPONSIBILITIES.pdf](https://www.in.gov/fssa/files/DHHS_PROCEDURES_AND_RESPONSIBILITIES.pdf)
2. The following INDOT business unit should be notified of support services request: INDOT ADA Coordinator: [accessforall@indot.in.gov](mailto:accessforall@indot.in.gov).
3. The INDOT requestor submits a completed State Agency Communications Form to the Indiana Family and Social Services Administration's (FSSA) Division of Disability and Rehabilitative Services (DDRS).

#### **To request Blind & Visually Impaired services:**

Email: [bvis@fssa.in.gov](mailto:bvis@fssa.in.gov)

#### **To request Deaf & Hard of Hearing services:**

Email: [dhshelp@fssa.in.gov](mailto:dhshelp@fssa.in.gov)

4. The request is reviewed by Indiana FSSA's DDRS and if approved, services will be arranged. The coordinated service partner will determine if request can be accommodated within the time requested. The coordinating service partner for the area in which the service was requested will confirm the assignment with the INDOT requestor upon filling the job request.
5. Requests for interpretation services should be made two (2) weeks in advance of your event.
6. Services are statewide and in most cases are provided at no charge to INDOT but rather as part of services provided by Indiana FSSA. However, depending upon the time, date and location in which the service is requested, INDOT may incur charges for the support service.
7. Any cancellation of service should be done forty-eight (48) hours prior to your event. Failure to do so may result in INDOT being charged directly for the service.

## **LANGUAGE INTERPRETATION AND DOCUMENT CONVERSION SERVICES**

INDOT coordinates support services for Limited English Proficiency stakeholders through active Quality Purchase Agreements (QPAs) through the Indiana Department of Administration (IDOA)

### **What is a QPA?**

Quantity Purchase Agreements are contracts between the state and vendors in which commodities are supplied to Indiana state agencies on an on-going, as-needed basis. QPAs benefit the state by enabling the state to aggregate its purchases to achieve bulk pricing. QPAs are awarded via the competitive bid process.

### **LANGUAGE (In-Person) INTERPRETATION SERVICES:**

Upon receiving a request from stakeholder or member of public, visit the Indiana Department of Administration to learn of current Quality Purchase Agreements (QPA) with the State of Indiana at <https://www.in.gov/idoa/2450.htm>

1. INDOT requestor gathers all pertinent information then contacts current vendor approved by the Indiana Department of Administration. See <https://www.in.gov/idoa/2648.htm> to review services required.
2. INDOT requestor is assigned to a project manager who assigns an interpreter, determines the project scope and time required to complete assignment.
3. Requestor discusses project scope and time required with INDOT business unit prior to issuing order to proceed.
4. Request for language interpretation should be submitted approximately 1 to 2 weeks prior to event.
5. Interpretation services are available under current State of Indiana QPAs at cost to INDOT.

#### **LEP Support Services QPAs available:**

QPA 13314 – Language Training Centers (LTC), Expiration Date 11/30/2020

[www.LTClanguagesolutions.com](http://www.LTClanguagesolutions.com)

Translation Manager – [lmichel@ltcls.com](mailto:lmichel@ltcls.com)

Translation Coordinator – [pgarand@ltcls.com](mailto:pgarand@ltcls.com)

QPA 13336 – Propio LS LLC, Expiration Date 11/30/2020

<https://propio-ls.com/>

IDOA Vendor Contract Manager [Jpardue1@idoa.in.gov](mailto:Jpardue1@idoa.in.gov)

**INDOT Account Number 3497**

6. The requesting INDOT business unit is responsible for payment including processing invoices. The requesting business unit must make provisions to ensure they have funds available for use.

#### **DOCUMENT CONVERSION SERVICES:**

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3. Requestor discusses project scope and time required with INDOT business unit prior to issuing order to proceed.
4. Request for language interpretation should be submitted approximately 1 to 2 weeks prior to event.
5. Interpretation services are available under current State of Indiana QPAs at cost to INDOT.
6. The requesting INDOT business unit is responsible for payment including processing invoices. The requesting business unit must make provisions to ensure they have funds available for use.

#### **ADDITIONAL INFORMATION**

##### **FSSA, Deaf and Hard of Hearing Services (DHHS)**

The DHHS procedures must be followed in order to determine if the agency may use the program. If accepted, the services will be provided at no cost to the agency. If DHHS approves funding, the agency and DHHS will coordinate Interpreting, Video Remote Interpreting, or Computer Access Real-time Transcriptions available both live and remote, so State Agencies may provide services to individuals who are Deaf or Hard of Hearing. See <https://www.in.gov/fssa/2328.htm>.

## **IDOA QPA for In-Person Interpretive Services**

### **Language Training Center – QPA 13314**

The In-Person Interpretive Services contract establishes hourly rates based on the language selected. 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 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 demand, 24 hours a day, 7 days a week. This service is billed per-minute and requires a high-speed Internet connection, webcam, and computer. See <https://www.in.gov/idoa/2450.htm>.

## **IDOA QPA for Telephonic Interpretation Services**

### **Propio – QPA 13336**

The Telephonic Interpretation contract establishes 24/7 interpretative services. The rates are billed by the minute based on the language selected. The contractor has educational materials, and provides awareness training, to assist those interacting with Limited English Proficient persons (for example, cards to communicate that interpretative services are being provided at no cost to the person). The contractor also provides upon request four-way conference calling at no additional cost to the state. See <https://www.in.gov/idoa/2450.htm>.