



Deaf and Hard of Hearing Services

Who we are and what we do



Who We Are

Deaf and Hard of Hearing Services (DHHS) is a service program within the Bureau of Rehabilitation Services (BRS) in the Division of Disability and Rehabilitative Services (DDRS) under the Indiana Family and Social Services Administration (FSSA).

Mission Statement

To engage in purposeful and transformational activities to improve the lives of Hoosiers who are Deaf and Hard of Hearing through education, technology, and collaboration with statewide organizations that encourage equal access and independence.

Services We Provide

Advocacy

Case Management Services

Community Education

Hearing Aid Information

Interpreter Service Program

Indiana Interpreter Certificate Program

Accommodations Coordinating-Vocational Rehabilitation

Information & Referral

Remote CART Loan Equipment

Telecommunication Relay Services

Advocacy

DHHS provides assistance to individuals regarding the needs and rights of individuals who are Deaf and Hard of Hearing, as defined in the Americans with Disabilities Act (ADA) and various other laws.

Employers

Medical Staff

Judicial

Public Meetings

Airlines

Police

Case Management Service

This service specializes in consumers' needs to order to maintain his/her stability and well-being needs including:

- Community
- Health
- Home
- Social Services
- Social skills

The person with these responsibilities is called a “case manager” their role is to assist in planning, coordinating, monitoring, and evaluating services for a consumer with quality of care and continuity of services.



Statewide Case Management Services

Deaf and Hard of Hearing Services (DHHS) has a Social Security Block Grant (SSBG) fund to provide advocacy and promote independence through case management services for the Deaf and/or Hard of Hearing individuals. Additional details about SSBG funds can be found at <https://www.acf.hhs.gov/ocs/programs/ssbg>

DHHS has appointed Deaf Community Services under the Division of Easterseals Crossroads as a statewide Case Management Services now available in all 92 counties including the subcontractors with five agencies in the state of Indiana.



Several
examples
for
Case
Management
Services

UNDERSTANDING LEGAL SERVICES AND HOW TO
OBTAIN APPROPRIATE NEEDS FOR ANY SITUATION

LIFE-CHANGING CHALLENGES (CANCER, MEDICAL
ISSUES, OR DEATH IN THE FAMILY)

UNDERSTANDING SOCIAL SECURITY BENEFITS,
MEDICARE, AND/OR MEDICAID

COMMUNICATION BREAKDOWNS BETWEEN
EMPLOYER OR FAMILY MEMBERS

ASSISTANCE WITH BUDGETING, TO PREVENT
UTILITIES BEING DISCONNECTED

ASSISTING NEW RESIDENTS IN BECOMING FAMILIAR
WITH RESOURCES IN THEIR AREA

DHHS provides presentation, information seminars, and ASL videos to increase the public's awareness of Deaf culture, special communication needs, and issues pertaining to the rights of people who are Deaf and Hard of Hearing.

Community Schools

Day Camps

State Agencies

Employers



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Hearing Aid Information

Upon request DHHS distributes information for obtaining hearing aid(s) and refers individuals who want to work to the Vocational Rehabilitation Program. Please contact their website: <https://www.in.gov/fssa/ddrs/2636.htm>.

We also have the State of Indiana Hearing Aid Discount Program for State Employees and immediate family members depending on Hearing Aid manufacturers' coverage policies. Please check their website: <http://www.investinyourhealthindiana.com/hearing-aids-available-at-a-reduced-rate-to-employees/>, for detailed information.



Interpreter Service Program - ISP



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- DHHS has a small fund (approximately \$80,000/year) to assist with the cost to provide citizens of Indiana who are deaf or hard of hearing with communication accommodations to access state government agencies in Indiana.
- These services include interpreters, Video Remote Interpreting (VRI), Virtual/Online interpreting, Computer Aided Real-time Transcription (CART), and remote CART.
- 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.
- All other state agencies: Email requests to DHSHelp@fssa.in.gov.
- For more information: Contact dhshelp@fssa.in.gov or dhhs.in.gov.

Indiana
Interpreter
Certification
Program

dhhs.in.gov

Sign language Interpreters wanting to work with the State of Indiana need to apply for their Indiana Interpreter Certificate (IIC).

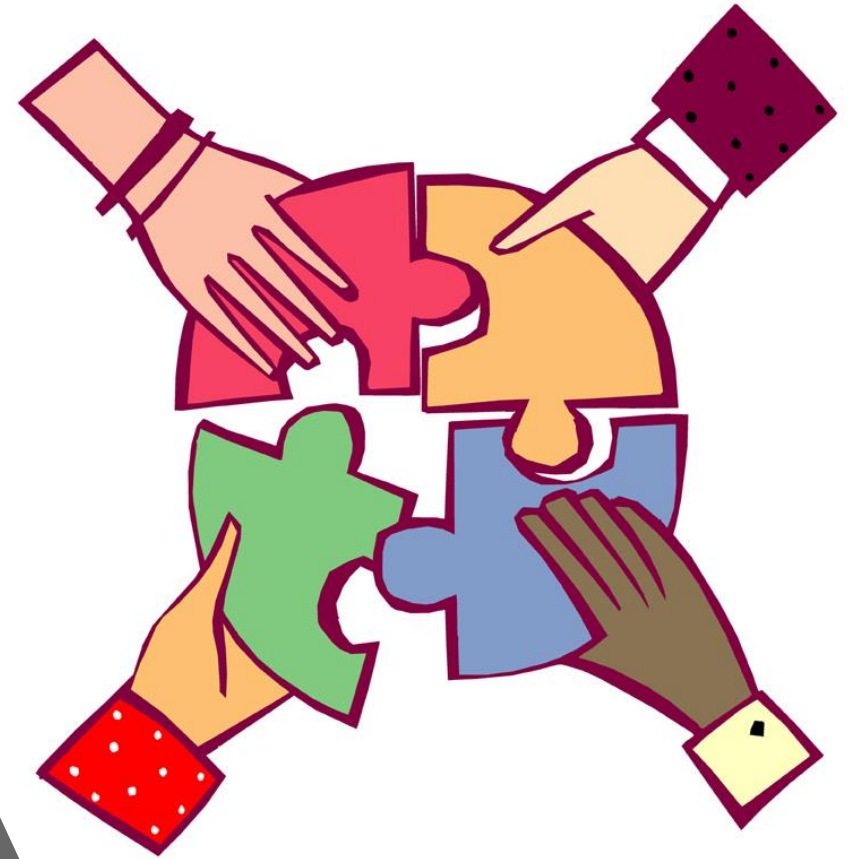
The website has the information, as well as, the application to download and submit: <https://www.in.gov/fssa/ddrs/2712.htm>

Once IIC is awarded Interpreters can work directly with DHHS for Vocational Rehabilitation by registering at: <https://vrcps.fssa.in.gov/Public/Portal.aspx>

Information and Referral

DHHS serves as a Statewide resource center for issues concerning the Deaf and Hard of Hearing Services community.

- Maintains the DHHS's Resource Directory
- Creating ASL/Captioned Videos
- Website www.dhhs.in.gov.
- Respond to public inquires and complaints on a variety of issues
- Distributes information concerning laws



Remote CART and VRI Loaner Equipment

DHHS has wireless Mics, laptops, and iPads that can be loaned for accessing remote services with VR consumers or the Deaf or/and Hard of Hearing community accessing state government. Request must come from a state agency.



DHHS Provides Services Statewide for Vocational Rehabilitation Counselors for the Deaf (RCD) and VR participants

- Consultation Services
- Assist RCD with cases for the Deaf and Hard of Hearing
- Review documentation from medical professionals
- Schedule Interpreter/CART Accommodations for VR Participants
- Offer Trainings for RCDs
- New RCD training
- Deaf/Blind Trainings
- Deaf/BI (Brain Inquiry)
- Twice a year RCD Training
- Hearing Aid Training



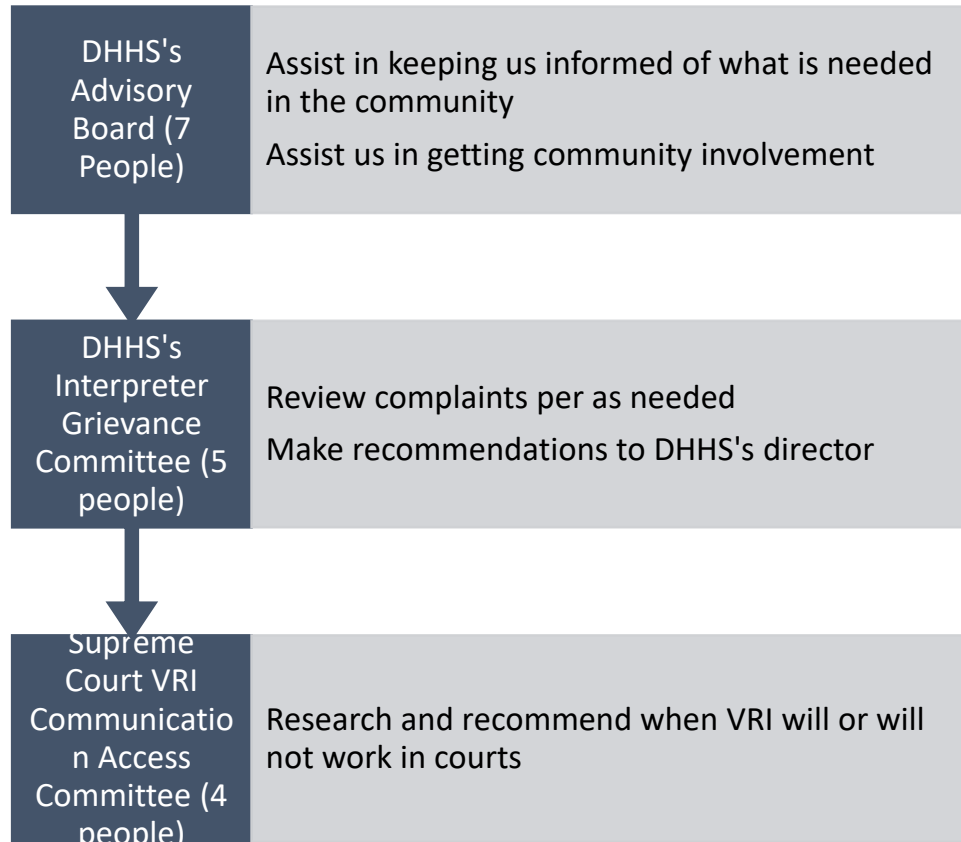
RELAY INDIANA

Telecommunication Relay Service

DHHS monitor the quality of relay services and serves on the Indiana Telecommunication Relay Access Corporation (InTRAC) Board of Directors.

- Relay Indiana
- Captioned phone calls
- <http://relayindiana.com/>

DHHS Seeks Individuals to volunteer for different advisory committees



Contact Us

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