

UNITED STATES DEPARTMENT OF AGRICULTURE  
FOOD SAFETY AND INSPECTION SERVICE  
WASHINGTON, DC

# FSIS NOTICE

07-24

2/13/24

## REQUESTING SIGN LANGUAGE INTERPRETER SERVICES

### I. PURPOSE

This notice provides instructions for requesting sign language interpreter (SLI) services for deaf and hard of hearing employees and job applicants.

### II. SLI SERVICES FOR EMPLOYEES AND JOB APPLICANTS OUTSIDE OF THE NATIONAL CAPITAL REGION (NCR)

SLI services outside of the NCR are coordinated by the FSIS Reasonable Accommodations Office. Employees and job applicants requesting services are to email [ReasonableAccommodations@usda.gov](mailto:ReasonableAccommodations@usda.gov) at least 2 weeks before the services are needed.

### III. SLI SERVICES IN THE NCR

A. As of January 1, 2024, SLI services in the NCR are available through the USDA Office of Operations TARGET Center for employees, job applicants, and FSIS Program Areas requiring services for specific events.

B. The NCR Sign Language Interpreting Services Program provides in-person and virtual sign language interpreting services by utilizing visual or tactile modes of communication for FSIS employees and job applicants requiring SLI services, including supervisors and managers, Human Resources Specialists, and program and event coordinators.

C. The TARGET Center will facilitate requests to access the following SLI services in the NCR for work-related individual use and for FSIS programs, events, and activities by coordinating with contract vendors who provide those services to employees and job applicants.

1. Certified American Sign Language (ASL) Interpreting Services;
2. Certified Deaf Interpreting (CDI) Services;
3. Pro-Tactile ASL Interpreting Services;
4. Low Vision Interpreting Services;
5. Trilingual Interpreting Services;
6. Transliteration Services;
7. Oral Transliteration Services;

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8. Cued Speech Transliteration Services;
9. TypeWell Services;
10. Communication Access Real-Time Translation (CART) Services; and
11. Video Interpreting Services

#### **IV. PROCEDURES FOR OBTAINING SLI SERVICES FOR FSIS EMPLOYEES IN THE NCR**

A. All requests for SLI services are to be submitted **at least 24 business hours in advance**. To ensure the availability of SLI services, the TARGET Center recommends submitting requests **at least 2 weeks in advance**.

B. Employees are to ensure that SLI service **cancellations** are submitted **16 business hours** prior to the scheduled SLI service assignment.

C. Prior to requesting services, employees need to successfully complete the USDA NCR Sign Language Interpreting Services Web Portal Training. A link to the training with an access code will be sent to employees by the TARGET Center upon request by emailing [sm.oo.targetcenter@usda.gov](mailto:sm.oo.targetcenter@usda.gov). SLI service requests, and the scheduling of these services, are processed through the Self-Service Automated Request System (i.e., Vendors' Web Portal).

D. Employees who have not requested SLI services during Fiscal Year (FY) 2024 are to email the following information, which is required to initiate the request, to the TARGET Center's Sign Language Interpreting Services Program at [sm.oo.targetcenter@usda.gov](mailto:sm.oo.targetcenter@usda.gov) and cc: the supervisor of the individual who requires the services:

1. Requestor's First and Last Name;
2. Requestor's Email Address and Phone Number;
3. First and Last Name of the Individual Who Requires the Services;
4. Email and Phone Number of the Individual Who Requires the Services;
5. Agency or Staff Office of the Individual Who Requires the Services;
6. Duty Station Address of the Individual Who Requires the Services;
7. Supervisor's (of the Individual Who Requires the Services) First and Last Name; and
8. Supervisor's (of the Individual Who Requires the Services) Email Address and Phone Number

E. The Sign Language Interpreting Services Program will acknowledge receipt of the request via email within 8 business hours and provide additional instructions.

F. Upon receipt of the acknowledgement, review the instructions and enter the following information into the Web Portal:

1. Type of SLI Service Requested;
2. Event Name;

3. Event Description;
4. Service Date;
5. Service Start Time;
6. Service End Time;
7. Name of the Building;
8. Address;
9. Room Number;
10. Type of Virtual Platform;
11. Virtual Link;
12. Meeting or Event Program/Agenda;
13. Details Regarding After-Hours Work-Related Request for Services;
14. Notes;
15. Escort/Point of Contact's Name and Onsite Voice or Text Phone Number; and
16. Escort/Point of Contact's Email Address

G. Employees who have previously requested SLI services during the current FY may request services directly from the Web Portal by providing the information in subparagraph III.F. since their account has already been established with the TARGET Center.

H. Prior to submitting the information required into the Web Portal, employees are to verify the accuracy of the information to ensure that the fulfillment of their request for SLI services is not delayed due to errors.

## **V. QUESTIONS**

A. Please refer questions regarding SLI services in the NCR directly to the TARGET Center at (202) 720-2600 or email at [sm.oo.targetcenter@usda.gov](mailto:sm.oo.targetcenter@usda.gov).

B. For questions regarding reasonable accommodations, call 1-877-FSIS-HR1 (1-877-374-7471), Option #5, or email [FSISHR1@usda.gov](mailto:FSISHR1@usda.gov) with the subject "Reasonable Accommodations."



Assistant Administrator  
Office of Policy and Program Development