



Memorandum

#22-091

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: December 2, 2022

SUBJECT: Interpreting Services for Persons who are deaf and hard of hearing

The State Agency pays for services for persons who are deaf and hard of hearing through the Office of Deaf and Hard of Hearing by using an approved Communication Services for State Agencies (CSSA) Contractor.

The CSSA contractor will gather the name of clinic serviced, parent/guardian's name and date of birth (DOB) and participant's name and DOB, and then bill the SA directly for the interpreting service. Services must be requested through the appropriate process in order for the State Agency to pay for services.

To locate a Communication Services for State Agencies (CSSA) Contractor, go to <https://dhhs.hhs.state.tx.us/providers/cssacontractors.asp> and select a Contractor within your Health and Human Services Commission (HHSC) region under the far-right side column, "Office Located In HHSC Region."

An HHSC regional map and list of counties by region can be found at <https://hhs.texas.gov/sites/default/files/documents/about-hhs/hhs-regional-map.pdf>.

If you have questions or need more information, contact the Information Response Management Group at irm-policy@hhs.texas.gov.