

Language Training Center, Inc. (LTC Language Solutions)

State of Indiana QPA 96716 Overview

LTC Language Solutions provides ASL interpreting and CART services statewide under QPA 96716. These services are available for immediate use by State of Indiana agencies.

Access & Contact Information

- **Interpretation Requests:** interpreting@ltcls.com | 317-537-8710
- **CART Requests:** cart@ltcls.com | 317-537-8710
- **Quotes & Cost Estimates (for requisition approval):** bidopp@ltcls.com
- **On-Demand VRI Setup & Questions:** bidopp@ltcls.com
- **Billing Questions:** finance@ltcls.com

Contract & Account Management

- Makenzie George | mkgeorge@ltcls.com | 317-616-3682
- Pola Laskus | plaskus@ltcls.com | 317-813-9790
- Sydney Lindstrom | slindstrom@ltcls.com | 321-221-7569

Services Provided

- **ASL Interpreting Services**
 - In-person interpreting & scheduled virtual interpreting (statewide)
 - On-demand Video Remote Interpreting (VRI)
 - Certified Deaf Interpreter (CDI) services (as needed)
- **CART & Captioning Services**
 - Remote CART
 - On-site CART

LTC partners with Azur CART & Captioning to ensure high-quality, reliable CART delivery.

How To Request Services

To ensure timely and accurate scheduling, please include the following:

- Agency name and contact information
- Date, time, and estimated duration
- Type of service (ASL or CART)
- Format (in-person or virtual)
- Location (for in-person assignments)
- Nature of assignment (meeting, training, legal, etc.)
- Billing information (PO number, business unit, etc.)

Submit requests via email or phone. A secure client scheduling dashboard is also available upon request. We recommend 72-hour notice for any in-person interpretation requests for best fulfillment.

Need Something Urgent?

- Call: 317-537-8710
- VRI is available immediately (24/7/365). Refer to your Instruction Cards for immediate access. Please contact Sydney if you do not have your Instruction Card (slindstrom@ltcls.com | 321-221-7569)

Minimums, Travel & Cancellations

- Cancellations more than 48 hours prior: No charge
- Cancellations less than 48 hours prior: 100% of service fee
- No-shows are treated as late cancellations if the interpreter waits up to 45 minutes
- Scheduled virtual ASL services require a 2-hour minimum
- Mileage may apply for in-person assignments exceeding 50 miles roundtrip at state rate

Additional Information

- Statewide service coverage across Indiana
- Qualified interpreters and captioners with appropriate certifications (IIC, Non-IIC+, RID, NAD, court-certified, etc.)
- Experience supporting government, legal, medical, and community settings
- Adherence to confidentiality and professional standards
- Remote CART demos available upon request