



Mike Braun, Governor  
State of Indiana

**Indiana Family and Social Services Administration**  
**Office of General Counsel**

402 W. WASHINGTON ST., ROOM W451, MS27  
INDIANAPOLIS, IN 46204-2744

## Indiana Family and Social Services Administration ADA Grievance and Accommodation Request Policy

The Indiana Family and Social Services Administration (FSSA) is committed to ensuring equal access and navigation to agency facilities and websites in accordance with the Americans with Disabilities Act (ADA), Architectural Barriers Act (ABA), the Rehabilitation Act of 1973, and all other applicable federal, state, and local laws. *28 CFR Part 35; 29 CFR § 1614; 24 CFR § 570.614*

This policy may be given in an alternative format such as braille and large print upon request. To request an alternative format, please e-mail [ADA@fssa.in.gov](mailto:ADA@fssa.in.gov) When requesting braille, state whether you need uncontracted (grade one) or contracted (grade two).

### Scope

This policy applies to all FSSA divisions, business units, and functional areas therein. All physical and digital access barriers addressed in this policy are those that are public-facing and may affect how a constituent may receive services or benefits, or participate in any program hosted by FSSA.

### Definitions

- **Accessibility barriers:** Architectural design of a building (e.g., stairs, doorways, hallway width, layout of room, etc.) parking areas or walking paths which may present additional barriers for people with disabilities.
- **Accommodation:** A **reasonable modification or adjustment to an existing policy, practice, or procedure** that enables a qualified person with a disability to participate in, or benefit from a public entity's programs, services, or activities.
- **Auxiliary aids:** Tools that help individuals with hearing, vision, or speech impairments affecting communications with others. Auxiliary aids and services can



include qualified readers, taped text, audio recording, braille and large print materials, or other methods of making audible, written, and visually represented information accessible to individuals.

- **Barrier removal:** Removing or addressing architectural barriers where such removal can be carried out without much difficulty or expense.
- **Concerned party:** FSSA employees or contractors who have experienced and/or reported an accessibility barrier.
- **Contractor:** An individual or entity who has a professional services contract to conduct consultation or work with or on the behalf of FSSA.
- **Disability:** The Americans with Disabilities Act defines disability as a mental or physical impairment that substantially limits one or more life activities. A person that has a record of a disability, and an individual who is perceived as having a disability are also covered under this definition.
- **Legal counsel:** Refers to legal counsel involved in the barrier removal process including legal counsel handling leases and any FSSA legal counsel assisting with the complaint.
- **Office:** Refers to any space being leased or purchased to conduct business to the public on behalf of FSSA.

## Introduction

All steps will be taken to protect the identity of a constituent who wishes to report a complaint or concern. If sensitive information is needed, the ADA Director will explain why and how this information will be used to resolve any complaints or concerns that were shared.

If requesting a reasonable accommodation, please attempt to request the accommodation three business days in advance of when the program, service, or activity will occur. The requested time will permit FSSA in providing the requested accommodation or a reasonable alternative. If the program, service, or activity will be occurring sooner than the three business day period, FSSA will continue to provide a reasonable accommodation once alerted.

## Requesting Reasonable Accommodations

Contact the ADA Director with your accommodation request at [ADA@fssa.in.gov](mailto:ADA@fssa.in.gov) or (317) 653-5603. FSSA will provide the requested accommodation or a reasonable alternative in accordance with the ADA. All accommodations are individualized.

If your accommodation is dealing with a program, the ADA Director will partner with the appropriate program leadership to create a reasonable accommodation in accordance with the ADA. The ADA Director will inform the concerned party of the reasonable accommodation and next steps.

## Complaint Process

All complaints or concerns should be reported to the ADA Director at [ADA@fssa.in.gov](mailto:ADA@fssa.in.gov) or (317) 653-5603. This interactive process will assist in the creation of an appropriate resolution. The ADA Director will share the resolution with the concerned party. FSSA investigates all ADA and accessibility related complaints. The ADA Director will review all complaints and work with relevant divisions and the concerned party to create a resolution. To ensure that complaints are properly filed and tracked in accordance with internal processes, please provide the following information if applicable:

- Name of the party reporting the concern or complaint. If you are an authorized party, or a secondary party reporting an observation explain this in your e-mail or phone call.
- Date and time of the incident.
- Location: please provide the address of the office where the incident occurred.
- If the concern or complaint is related to a website, please provide the URL to the page.
- Explain the incident and any parties that were involved, and how this affected your participation in the services or programs with FSSA.
- Proposed resolution: Indicate what you would prefer to happen as a resolution to the incident (E.G., repair of an elevator, update of a website, or providing information in large print). FSSA will make efforts to provide a reasonable or comparable accommodation.
- Other information: provide any other information that you feel is relevant to understanding your concern or complaint.