

## **Requesting Notices or Correspondence in Accessible Text Formats**

In accordance with the Americans with Disabilities Act, the Indiana Family and Social Services Administration provides free auxiliary aids and services, including information in accessible formats like braille, large print, and digital navigable formats. These formats allow the individual to obtain benefits and services in which they are otherwise qualified to receive.

Anyone receiving services from FSSA can request accommodations for large print or braille. Notices or correspondence can be provided in braille or large print if requested by the client or individual needing services.

Division of Family Resources team members can make requests by contacting [DFRExecOffice.DFR@fssa.in.gov](mailto:DFRExecOffice.DFR@fssa.in.gov) or calling 317-232-4907 with the following information:

- Applicant/recipient or authorized representative's name
- Case number
- What type of alternative text the individual requires (If braille, please indicate if Grade 1 or Grade 2 is required)
- Specific notice or correspondence to be sent in braille or alternative text

Vocational Rehabilitation staff may also receive accommodations requests from applicants and participants. Please use the following method based on the request. Questions can be directed to the help desk or Steve Upchurch, Training Director.

- Requests for large print documents can be made through the VR case management system
- Requests for braille documents can be made by contacting the Director of Specialized Services and Support Programs, Virginia Bates, to connect with the translation vendor

Requests may also be received by individuals receiving assistance from the Disability Determination Bureau. Such requests must be made through the Social Security Administration's Special Notice Option using the following methods:

- Visit the SSA website "Special Notice Option for the Blind or Visually Impaired" to make an online request
- National toll-free number 800-772-1213 or TTY number 800-325-0778
- Writing, calling, or visiting a local Social Security field office

If you work for another FSSA division or business unit and receive a request for braille or large print, send an email to [ADA@fssa.in.gov](mailto:ADA@fssa.in.gov), or call 317-234-3905 with the following information:

- Client or authorized representative's name
- Phone number and mailing address to send materials
- Division, bureau, or office through which the request was made
- The FSSA staff person making the request
- Specific notice or correspondence to be sent in braille or large print (If braille, please indicate if Grade 1 or Grade 2 is preferred)
- Date items need to be received by individual

Note: Please notify the Office of Healthy Opportunities well in advance of the date the information should be received to ensure timely processing.

Once a person has requested alternate text accommodations, they will not need to make an additional request for that division. The Office of Healthy Opportunities assumes that an individual needs all information shared in their preferred format unless otherwise noted. It is up to the individual making the request and the FSSA staff person to notify the office about any needed changes.