



# Training: Requesting Notices or Correspondence in Accessible Text Formats

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# Training Overview



The purpose of this training is to provide you with the process to follow if someone requests a notice or agency correspondence in an accessible format, such as braille or large text.

In this training, you will:

- Learn the process to follow if notices and correspondence in accessible formats is requested.
- Acknowledge that you have read and understand the process.

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# Americans with Disabilities Act (ADA), 508, and Other Guidelines



In accordance with the Americans with Disabilities Act (ADA), 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. All communications will be compliant with Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG).

These formats allow the individual to obtain benefits and services in which they are otherwise qualified to receive.

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# Additional information on the ADA/Rehabilitation Act



To learn more about the ADA, the Rehabilitation Act, and the Web Content Accessibility Guidelines and our responsibility for supporting them, please check out our resource pages on The Hub.

You may also reach out to the ADA Coordinator for assistance at [ada@fssa.in.gov](mailto:ada@fssa.in.gov) if you have questions.

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# Requests for Notices and Correspondence: DFR



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

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# Requests for Notices and Correspondence: VR



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

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# Requests for Notices and Correspondence: DDB



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 1-800-772-1213 or TTY number 1-800-325-0778
- Writing, calling, or visiting a local Social Security field office

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# Requests for Notices and Correspondence: OHO



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.

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# Requests for Notices and Correspondence



- The Office of Healthy Opportunities (“OHO”) will maintain an internal listing of a summary of all calls and the type of notice that was requested
- Once information is received, OHO, along with the responsible division or program, will ensure that any Braille or large print formats are mailed within two to five business days.

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# Requests for Notices and Correspondence



- Once a person has requested alternate text accommodations, they will not need to make an additional request for that division
- OHO 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 OHO about any needed changes.
- Clients may be contacted for additional information once the internal request is submitted.
- All applicable FSSA contractors will receive an overview of their requirements for providing accessible text formats for FSSA.

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# Congratulations!

You have completed the training on  
Requesting Notices or Correspondence in  
Accessible Text Formats.