



Overview of the FSSA Adverse Concerns and Incident Reporting System (ACIRS)

Purpose

ACIRS is an internal, confidential online reporting system maintained and monitored by the Office of Healthy Opportunities. ACIRS empowers FSSA staff to speak out about their experiences at work. The tool is designed to connect staff with resources and inform recommendations to agency leadership.

Why should I use ACIRS?

To have an advocate: The Office of Healthy Opportunities works with all divisions and offices in FSSA. We advocate to improve staff experience and make sure you have what you need to work successfully.

To access resources: When completing a report, the tool will refer you to the appropriate reporting parties and share resources that may be helpful to you. For example, we include information on the [FSSA State Personnel Department](#) team for personnel concerns and incidents.

To inform trends: By listing the appropriate division or office, we connect with leadership or key supervisors to help address a concern or incident. We track report trends to create strategies that address recurring concerns across the agency.

Confidentiality: Anonymous reports cannot be traced to you. This is not always the case when concerns are taken directly to a supervisor or peer. If you identify yourself in a report, your information will be stored securely. Your contact information will not be shared unless consent is provided. This confidentiality applies to current employees only. There are circumstances when information will need to be shared, even without consent, due to ethical or legal obligations, including if requested for an employment investigation or litigation.

When to use ACIRS

You can submit a report for a concern or incident related to:

- Career advancement
- Communication barriers with team/division/agency leadership
- Inclusion, opportunity, and belonging
- Issues related to constituents
- Issues related to provider or vendor relations
- Violation of state ethics code
- Workload

ACIRS tool will refer you to the appropriate reporting parties and share resources that may be helpful to you based on your responses. For example, office hazard and accessibility barriers reports will be referred to resources to address the issue. State ethics code reports will collect your information and share your summary report with to the FSSA Ethics Officer for review and follow-up.

Please note: ACIRS does not collect information for [Indiana State Personnel Department policy violations](#). All personnel concerns and incidents should be reported to INSPD. Please refer to the [Human Resources Hub page](#) for more information.

How to submit an ACIRS report

Complete the form online, via voicemail, or hard copy:

- **Online:** You may [use this link](#) or the QR code to submit a report.
- **Voicemail:** 317-234-3905.
- **Alternate format:** Request Braille, large text, or Word version of the form by emailing the ADA Coordinator at ada@fssa.in.gov.

Note: Voicemail or Braille requests may not remain anonymous.



If you have any questions, contact FSSAACIRS@fssa.in.gov.

Submitting a report

You can submit a report anonymously or with contact information. Based on your responses, we may share relevant resources or redirect you to appropriate parties.

When you submit anonymously:

- We will note your concerns.
- We will track trends in reporting from your divisions.
- You will not receive updates on your submission.

When you submit with your contact information:

- We may connect you with a member of the Review Council.
- We will identify opportunities for support.
- You will receive updates on your submission.

Please DO NOT submit false accusations or personnel policy violations. Incidents or concerns of discrimination, hostile work environment, retaliation, compensation, and other related items must be reported to the [FSSA State Personnel Department team](#) or [INSPD Employee Relations](#).

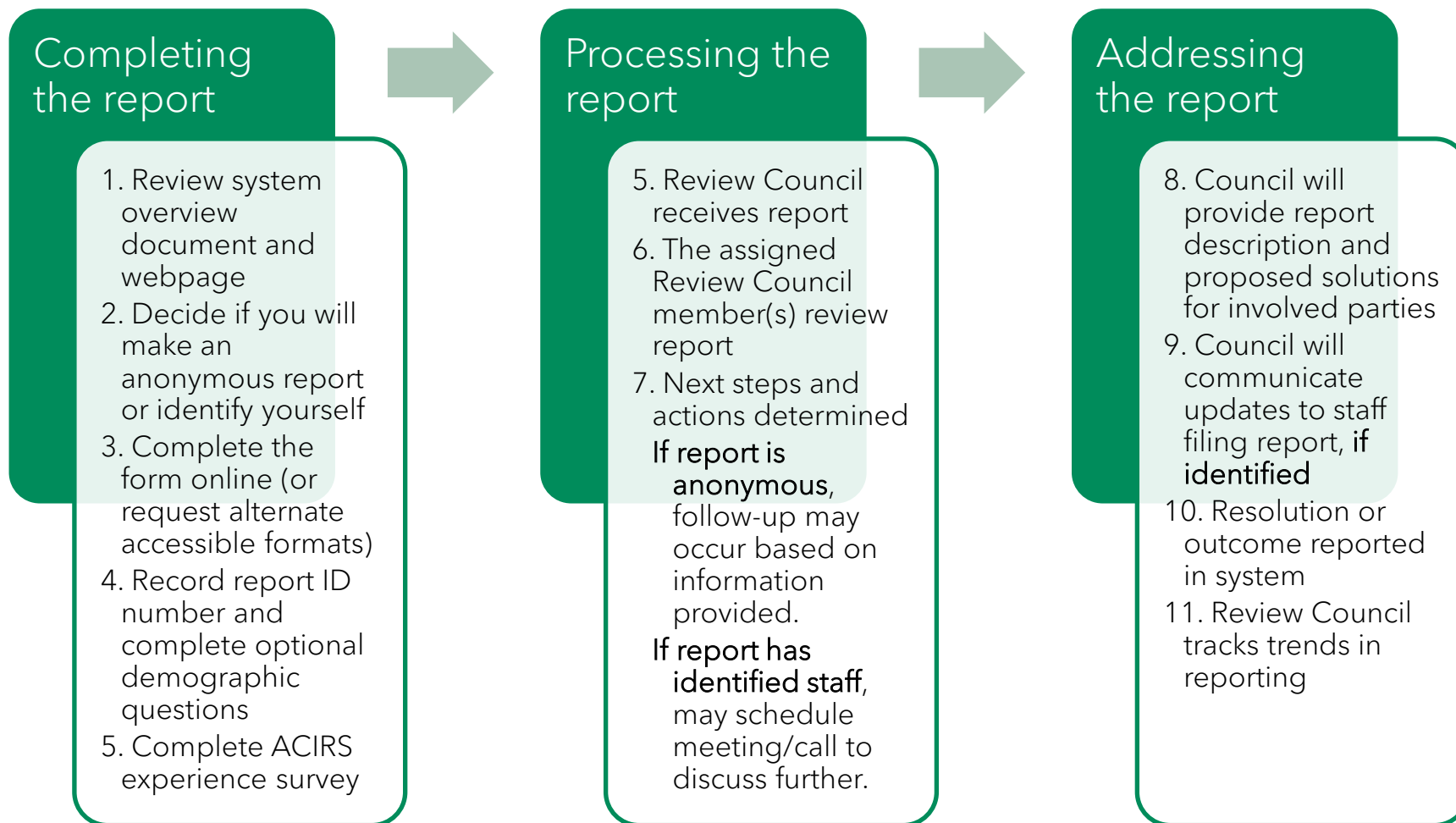
Demographic and experience data collection

Staff completing a report can complete optional survey questions about their demographics. Demographics include race, age, gender identity, disability status, job classification, and tenure with FSSA. Staff can also complete a separate survey to let us know about their experience using ACIRS. The [ACIRS experience survey](#) includes questions about previous use of ACIRS, comfort using the system again, and relevance of resources and information provided.

These responses will not be connected to or affect how your report is handled. This information will be used to help us improve the system and will be analyzed separately from your report.

Structure of ACIRS system and review process

The following diagram highlights how the system works.



ACIRS Review Council

The Review Council is made up of the individuals in the positions listed below:

- **FSSA ADA coordinator:** Responsible for supporting disability-related needs and experiences for FSSA staff and constituents.
- **FSSA Office of General Counsel director, Investigations:** Leads the FSSA unit responsible for investigating misuse of agency dollars and programming.
- **FSSA Office of General Counsel deputy general counsel:** Serves as attorney for FSSA and specializes in agency program and service areas.
- **FSSA Chief Health Equity and ADA Officer:** Leads agency strategy for policy, programming, and employee experience on issues related to social equity and constituent needs.
- **FSSA Human Resources Team:** Serves as the representative of the State of Indiana's State Personnel Department and consists of certified HR professionals.

How will my report be addressed?

You will receive a report ID number to submit any follow-up attached to your existing report. If your submission was anonymous, the council will track trends in reporting from your division or office and identify opportunities for support. If you provide contact information when you submit your report, the council will follow up with you when appropriate.

If the council identifies multiple reports from a unit, they will notify appropriate leadership of those concerns to strategically address the issue(s). Potential strategies include:

- Office or division-wide listening sessions with recommendations and action steps
- Identified trainings and coaching sessions on key topics
- Goal setting with HR representatives
- Lunch-and-learns to educate about specific topics related to the reported incident or experience