

A required form cannot be completed with a screen reader

Area of work: Accessibility, language access, and inclusive operations

The situation

A provider reports that a DSD form required for authorization cannot be completed with a screen reader and is only available as a scanned image. No one on the team knows who owns the form.

What to notice first

- Unclear accessibility ownership was one of the clearest barriers DSD staff named.
- A scanned image fails the State accessibility standard and excludes people by default.
- The fix is at the source, and it needs an owner today.

Questions to ask before acting

1. Who owns this form, and do they know?
2. What is the accessible alternative today, while the form is fixed?
3. How many other forms in the same family have the same problem?

Practical next moves

- **Plain language and accessible documents** — program page </resources/ja-plain-language>
- **Minnesota accessibility standard** — program page </resources/tool-mn-accessibility-standard>
- **Find the right person** — program page /support/right-person?matter=accessibility_barrier

Who to involve

Route to the form owner and your division's accessibility lead. Ask for an accessible alternative immediately and a fixed form with a date.