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GOVERNOR

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DIRECTOR

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I am excited to inform you about a new system we will be using to enhance communication between you and your VR Counselor and Technician. The program is called SARA. SARA acts as an automated assistant, sending emails and/or text messages to make it easier for us to stay connected and better serve you. SARA is our new, mobile communications system, and she is completely confidential.

In the next few days, you will be receiving a text message and email from us at Vocational Rehabilitation (VR) introducing SARA. The first communication will be a general contact that will be sent to the email and/or text number we have on file for you. You can respond to SARA using either your cell phone or a computer by simply clicking on the blue link in the email or text message you receive.

Please be on the lookout for a text message from the number 34459. That will be SARA trying to reach you! Please ensure you respond. In the meantime, feel free to call or email your counselor with any questions and to confirm or update your current email and cell phone number to ensure you can benefit from this improved communication tool. Thank you.

Sincerely,

A handwritten signature in purple ink that reads 'Shelley Hendren'.

Shelley Hendren, Administrator

DETR Rehabilitation Division, Bureau of Vocational Rehabilitation and Bureau of Services to Persons Who are Blind or Visually Impaired (jointly "VR")