



AMERICANS WITH DISABILITIES ACT

The Texas Health and Human Services (HHS) agencies will not discriminate because of disability.

Communication Assistance

Anyone can ask for help to communicate with HHS agencies and participate in HHS programs and services. Assistance may include sign language interpreters; documents in Braille, large print, or electronic format; readers and computer screen readers; and many other types of services or equipment.

To ask for help, contact the HHS agency as soon as possible, but no later than 48 hours before a planned appointment or activity with the HHS agency.

HHS agencies and their contractors will provide help free of charge, as necessary.

Changes in Procedure

HHS agencies can change procedures so members of the public have an equal chance to receive services, unless doing so would cause a financial or administrative difficulty. For example, people with service animals are welcome in HHS offices, even when pets are usually not allowed.

Employment

HHS agencies do not discriminate because of disability in their hiring or employment practices.

ADA Coordinator

The Director of the HHSC Civil Rights Office is the ADA Coordinator for the HHS agencies.

To File a Complaint

To file a complaint that an HHS program or service is not accessible, you can contact:

Assistant Director - Civil Rights Office

Texas Health and Human Services Commission

P.O. Box 149030, MC W-206

Austin, TX 78714-9030

Toll Free: (888) 388-6332

TTY Toll Free: (877) 432-7232

Fax: (512) 438-5885

E-mail: HHSCivilRightsOffice@hhsc.state.tx.us

