

Discrimination is Against the Law

The Missouri Department of Health and Senior Services (DHSS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DHSS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

DHSS provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

DHSS also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Sandy Lewis (Civil Rights Coordinator).

If you believe that DHSS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Sandy Lewis, Human Relations Officer, DHSS/Office of Human Resources, P.O. Box 570, Jefferson City, Missouri 65102, (573) 751-6056 or (573) 526-8595, Fax: (573) 526-5521, Email: sandy.lewis@health.mo.gov . You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sandy Lewis, Human Relations Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Dept of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.