

NONDISCRIMINATION POLICY STATEMENT

The Missouri Department of Social Services (DSS) is committed to the principles of equal employment opportunity and equal access to services. Accordingly, DSS employees, applicants for employment, and contractors are treated equitably regardless of race, color, national origin, ancestry, genetic information, pregnancy, sex, sexual orientation, age, disability, religion, or veteran status.

All DSS contracts and vendor agreements shall contain nondiscrimination clauses as mandated by the Governor's Executive Order 94-3, Article XIII. Such clauses shall also contain assurances of compliance with Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990 (ADA), as amended; the Age Discrimination Act of 1975, as amended and other pertinent civil rights laws and regulations.

DSS applicants for, or recipients of, services from DSS are treated equitably regardless of race, color, national origin, ancestry, sex, age, sexual orientation, disability, veteran status, or religion. Appropriate interpretive services will be provided as required for the visually or hearing impaired and for persons with language barriers. **Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Department of Social Services should notify DSS as soon as possible, and no later than 48 hours before the scheduled event, by contacting either their DSS local office or Anna Wise, DSS ADA Coordinator and Manager of the DSS Office for Civil Rights at the address/phone number listed below.**

Applicants for, or recipients, of services from DSS who believe they have been denied a service or benefit may file a complaint by contacting either their DSS local office or the Missouri DSS Office for Civil Rights at (800) 776-8014; or (866) 735-2460 (Voice); (800) 735-2966 (Text). Complaints may also be filed by writing to: Missouri DSS Office for Civil Rights, P. O. Box 1527, Jefferson City, MO 65102-1527.

Applicants for, or recipients, of services from DSS who believe they have been denied a service or benefit because of race, color, national origin, sex, age, disability, or religion may also file a complaint by writing to: U.S. Department of Health and Human Services, Office for Civil Rights, 601 East 12th Street, Room 353, Kansas City, MO 64106, (800) 368-1019 (Voice); (800) 537-7697 (TDD).

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Rather than using the links in the above statements, for your convenience, the Family Support Division customer service number is 855-FSD-INFO (855-373-4636).

In regard to victim's assistance grants, in accordance with Federal civil rights law and U.S. Department of Justice (DOJ) civil rights regulations and policies, the Missouri DSS, DSS' employees, and subrecipients administering DOJ funding are prohibited from discriminating based on race, color, national origin, sex, religion, disability, and age, or retaliating for prior civil rights activity in any program or activity conducted or funded by DOJ. If you believe you have been discriminated by DSS or its' subrecipients, you may file a complaint by contacting the Missouri DSS Office for Civil Rights at (800) 776-8014; or (866) 735-2460 (Voice); (800) 735-2966 (Text) or in writing to: Missouri DSS Office for Civil Rights, P. O. Box 1527, Jefferson City, MO 65102-1527. You may also file a complaint by writing to: Office for Civil Rights; Office of Justice Programs; U.S. Department of Justice; 810 Seventh Street N.W.; Washington, DC 20531 or <https://ojp.gov/about/ocr/complaint.htm>.

INTERPRETATIVE SERVICES

Español – AVISO: Si usted habla español, hay servicios de asistencia de idioma disponibles para usted, sin costo alguno.

中文 – 如果您讲中文，我们将免费为您提供语言协助服务。

Tiếng Việt – CHÚ Ý: Nếu quý vị nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho quý vị.

Hrvatski – PAŽNJA: Ako govorite hrvatski, usluge govorne pomoći, bez ikakvih troškova su vam dostupne.

Srpski – PAŽNJA: Ako govorite srpski jezik, biće vam dostupna usluga pomoći za jezik bez ikakve nadoknade.

Српски – ПАЖЊА: Ако говорите српски језик, биће вам доступна услуга помоћи за језик без икакве надокнаде.

Deutsch – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen Sprachassistenzenzdienste kostenlos zur Verfügung.

عربي – تنبيه: إذا كنت تتحدث اللغة العربية، فسوف تتوفر لك خدمات مساعدة اللغة، بدون تكلفة.

한국어 – 주의: 한국어가 모국어인 경우, 무료로 언어 지원 서비스를 이용하실 수 있습니다.

Russian – ВНИМАНИЕ: Если вы говорите по-русски, вам будет предоставлена бесплатная помощь переводчика.

Français – ATTENTION : si vous parlez français, des services d'aide linguistique vous sont offerts, sans frais.

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Nederlands – AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalhulpverlening.

فارسی – توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمک‌های زبانی رایگان برای شما موجود است. برای شما موجود است.

Afaan Oromoo – XIYYEEFFANNOO: Afaan Oromoo dandeessa yoo ta'e, tajaajilliwwan gargaarsa afaanii, baasii tokko malee, siif ni jiru.

Português – ATENÇÃO: Se você fala português, estão disponíveis serviços de assistência linguística para você, sem custo.

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This policy shall be posted in a conspicuous place, accessible to all applicants for services, clients, employees, and applicants for employment, in all divisions, institutions and offices governed by DSS.