

***Texas  
Health and  
Human  
Services  
Commission***

**Texas Health and Human Services Commission**  
**Website: <http://www.hhsc.state.tx.us>**

The State of Texas has created a new system for health and human services in Texas by merging 12 agencies into four new departments under the oversight of the Texas Health and Human Services Commission. This new system will make it easier for Texans to find assistance and will help the state lower administrative costs and direct more funding into services. The four new departments are:

- **The Department of Family and Protective Services** includes the programs previously administered by the Department of Protective and Regulatory Services.
- **The Department of Assistive and Rehabilitative Services** combines the programs of the Texas Rehabilitation Commission, Commission for the Blind, Commission for the Deaf and Hard of Hearing and Interagency Council on Early Childhood Intervention.
- **The Department of Aging and Disability** consolidates mental retardation and state school programs of the Department of Mental Health and Mental Retardation, community care and nursing home services programs of the Department of Human Services, and aging services programs of the Texas Department of Aging.
- **The Department of State Health Services** includes the programs provided by the Texas Department of Health, the Texas Commission on Alcohol and Drug Abuse and the Health Care Information Council, plus mental-health community services and state hospital programs operated by the Department of Mental Health and Mental Retardation.

In addition, the **Health and Human Services Commission** will expand its role to coordinate administrative functions across the system, provide eligibility determination for health and human services programs, and administer Medicaid and the Children's Health Insurance Program.

**State Offices:**

**Ombudsman Office for Public Assistance:**

Phone #: (877) 787-8999  
TDD: (888) 425-6889 / (512) 438-3087  
Fax #: (512) 491-1967  
Mail: HHSC Office of the Ombudsman  
P.O. Box 13247  
Austin, TX 78711-3247  
Website: [www.hhs.state.tx.us](http://www.hhs.state.tx.us)

**Health and Human Services Commission:**

Phone #: (512) 424-6500  
Press Office #: (512) 424-6951  
Website: [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us)  
Programs: Medicaid, Children's Health  
Insurance Program, Temporary

Assistance for Needy Families and Food Stamps; Office of Inspector General; and oversight of health and human services agencies.

**Department of Assistive and Rehabilitative Services:**

Phone #: (512) 377-0500

Press Office: (512) 377-0696

Website: [www.dars.state.tx.us](http://www.dars.state.tx.us)

Programs: Rehabilitation Services, including vocational, rehabilitation and independent living programs; disability determination services; services for the blind, visually impaired, deaf and hard of hearing; and early childhood intervention services.

**Department of Aging and Disability Services:**

Phone #: (512) 438-3011

Press Office: (512) 435-3015 or  
(512) 438-2894  
(for nursing home regulation)

Website: [www.dads.state.tx.us](http://www.dads.state.tx.us)

Programs: Aging services; community-based services and state school programs for people with mental retardation; community Care programs for people with disabilities; and inspection of nursing homes and other long-term care facilities.

**Department of State Health Services:**

Phone #: (512) 458-7111

Press Office: (512) 458-7524

Website: [www.dshs.state.tx.us](http://www.dshs.state.tx.us)

Programs: Public health programs, including immunizations, bioterrorism preparedness, and state laboratory services; Kidney Health Care Program; Children with Special Health Care Needs; Women, Infants & Children (WIC); mental health services; substance abuse services; and regulatory services for health care professionals, facilities and consumer health protection.

**Department of Family and Protective Services:**

Phone #: (512) 438-4800

Press Office: (512) 438-3294

To report Child Protective Services issues only: (877) 787-8999

To report Child Abuse: (800) 252-5400

Website: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

Programs: Child Protective Services; Adult Protective Services; child care licensing; and prevention and early intervention services.

**Texas Department of Family  
and Protective Services**  
Website: <http://www.dfps.state.tx.us>

**Region 4**  
**Bowie, Camp, Cass, Delta, Franklin, Hopkins,  
Lamar, Marion, Morris, Red River and  
Titus Counties**

**Texas Department of Family and  
Protective Services - Cass County**  
305 East Thomas Street  
Atlanta, TX 75551-2836  
Phone #: (903) 799-7003  
Statewide Reporting : 1-800-252-5400  
Fax #: (903) 796-2123

**Texas Department of Family and  
Protective Services - Red River County**  
308 N. Cedar St.  
Clarksville, TX 75426-3017  
Phone #: (903) 427-3874  
Fax #: (903) 427-2053

**Texas Department of Family and  
Protective Services - Morris County**  
205 Jefferson  
Daingerfield, TX 75638-1547  
Phone #: (903) 645-3211  
Fax #: (903) 645-2864  
Email: [lori.kelley@dshs.state.tx.us](mailto:lori.kelley@dshs.state.tx.us)

**Texas Department of Family and  
Protective Services - Marion County**  
1113 North Wallcott  
Jefferson, TX 75657-1041  
Phone #: (903) 665-3926  
Fax #: (903) 665-8762

**Texas Department of Family and  
Protective Services - Cass County**  
213 Hwy. 8 North  
Linden, TX 75563-9514  
Phone #: (903) 756-9246  
Fax #: (903) 756-7695

**Texas Department of Family and  
Protective Services - Titus County**  
614 N. Jefferson

Mt. Pleasant, TX 75455  
Phone #: (903) 577-1929  
Fax #: (903) 577-8957  
Email: [ginger.jones@dshs.state.tx.us](mailto:ginger.jones@dshs.state.tx.us)

**Texas Department of Family and Protective Services - Lamar County**  
1460 19<sup>th</sup> N.W.  
Paris, TX 75460-2304  
Phone #: (903) 785-7541  
Fax #: (903) 737-0281  
Email: [misty.ray@dshs.state.tx.us](mailto:misty.ray@dshs.state.tx.us)

**Texas Department of Family and Protective Services - Hopkins County**  
1400 College Street, Ste. #274  
Sulphur Springs, TX 75482-3431  
Phone #: (903) 885-2667  
Fax #: (903) 439-2223

**Texas Department of Family and Protective Services - Bowie County**  
3115 S. Lake Drive, Suite 120  
Texarkana, TX 75501  
Phone #: (903) 791-3229  
Fax #: (903) 791-3230  
Email: [tangelo.oliver@dshs.state.tx.us](mailto:tangelo.oliver@dshs.state.tx.us)

**Texas Department of Family and Protective Services – Smith County (District Office)**  
302 E. Rieck Rd.  
Tyler, TX 75703-3824  
Phone #: (903) 561-5359

3303 Mineola Hwy.  
Tyler, TX 75702-1126  
Phone #: (903) 595-4841

**Texas Department of Family and Protective Services – Gregg County**  
2130 Alpine  
Longview, TX 75601  
Phone #: (903) 757-0588  
Fax #: (903)-233-5201  
Hotline: 1-800-252-5400 (answered 24/7)  
Website: [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

**Child Protective Services:**

The Child Protective Services Division investigates reports of abuse and neglect of children. It also:

- Provides services to children and families in their own homes
- Contract with other agencies to provide clients with specialized services
- Places children in foster care
- Provides services to help youth in foster care make the transition to adulthood
- Places children in adoptive homes

### **Report Abuse or Neglect**

- Call **1-800-252-5400** to report abuse or neglect of children, elders and adults with disabilities that occur in Texas, if you live in Texas, Oklahoma, Louisiana, Arkansas, or New Mexico.
- Other states may call **(512) 834-3784** to report abuse or neglect that has occurred in Texas.
- Child abuse and neglect are against the law in Texas, and so is failure to report it.
- If you suspect a child has been abused or mistreated, you are required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency
- You are required to make a report immediately.

Cannot accept email reports of suspected abuse or neglect.

### **Texas Runaway Hotline 1-888-580-HELP**

The governor of Texas initiated the toll-free, runaway hotline in September 1973. The Texas Runaway Hotline and the Youth Hotline are answered 24 hours a day and provide prevention services to callers who are in need of a caring voice and listening ear. They can help with the following services:

- Comprehensive information and referrals to shelter, counseling, medical assistance, and related services
- Confidential conference calls to parents
- Conference calls to shelters and agencies in the caller's area to confirm appropriate and available services
- A message relay service that helps runaways contact families on their own terms, which not only helps give parents peace of mind, but promotes communication
- Assistance to runaways who wish to access **Operation Home Free**, a service that provides free transportation.

### **Adult Protective Services:**

Adult Protective Services is responsible for investigating abuse, neglect and exploitation of adults who are elderly or have disabilities and providing or arranging for services as necessary to alleviate or prevent further maltreatment.

- In-Home Investigations and Services
- MHMR Investigations
- Guardianship

Although the problem of abuse of the elderly and adults with disabilities has been widely recognized only in recent decades, some estimate it may be as common as child abuse.

**Abuse** results in scratches, cuts, bruises, burns, broken bones, bedsores, confinement, rape or sexual misconduct, and verbal and psychological abuse.

**Neglect** results in starvation, dehydration, over-or under-medication, unsanitary living conditions, and lack of heat, running water, electricity, medical care, and personal hygiene.

**Exploitation** is misusing the resources of an elderly or disabled person for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources.

**Abused elderly or disable persons** may be isolated or ill; they may lack a capable or willing caregiver, or the resources to meet their basic living requirements. Any aged or disabled adult who is in a state of **abuse, neglect, or exploitation** is eligible to receive adult protective services.

### **Report Abuse or Neglect:**

Please contact the **Statewide Intake Program (SWI)** 24 hours a day, 7 days a week, toll free **1-800-252-5400**. States that do not border Texas may use **(512) 834-3784** to report abuse, neglect, or exploitation that has occurred in Texas.

- The law requires any person who believes that an elderly or adult with disabilities is being abused, neglected or exploited to report to the Texas Department of Protective and Regulatory Services (PRS) Statewide Intake.
- A person making a report is immune from civil or criminal liability, and the name of the person making the report is kept confidential.
- Any person suspecting abuse and not reporting it can be held liable for a Class B misdemeanor.
- Time frames for investigating reports are based on the severity of the allegations.

### **Abuse Hotline:**

1-800-252-5400

### **Abuse Hotline for MHMR Investigations:**

1-800-647-7418

### **Texas Department of Human Services (DHS)**

Nursing homes, assisted living facilities, private ICF/MR, adult day care

Complaints (reports of abuse):

1-800-458-9858

Nursing Home Information:

1-800-252-8016

### **Texas Department of Health (TDH)**

Hospitals, psychiatric hospitals (including private psychiatric facilities), and various other medical facilities

Complaints:  
1-888-973-0022

**Texas Council on Family Violence**

Hotline:  
1-800-799-7233  
(1-800-799-SAFE)  
1-800-787-3224 (TDD)

**Department of Assistive and  
Rehabilitative Services  
4800 N. Lamar Blvd., 3<sup>rd</sup> Floor  
Austin, TX 78756  
Phone #: (512) 377-0800  
Website: [www.dars.state.tx.us](http://www.dars.state.tx.us)**

**Rehabilitative Services:**

**Texarkana, TX Office  
Rehabilitation Services Division**

410 Baylor Street, Suite A  
Texarkana, TX 75501  
Phone #: (903) 255-3220  
1-800-344-3419  
Fax #: (903) 255-3229  
(903) 255-3230

**Paris, TX Office  
Rehabilitation Services Division**

2340 Lamar Avenue  
Paris, TX 75460  
Phone #: (903) 785-4596  
1-800-687-8076  
Fax #: (903) 784-7383

**Sulphur Springs, TX Office  
Rehabilitation Services Division**

1250 College Street  
Sulphur Springs, TX 75482  
Phone #: (903) 885-8651  
1-800-687-8176  
Fax #: (903) 885-9579

The Department of Assistive and Rehabilitative Services (DARS) provides services to Texans who are disabled. The agency was created by House Bill 2292 of the 78<sup>th</sup> Texas Legislature as part of a major transformation of the state's health and human services system. DARS administers the programs previously provided by the Texas Rehabilitation Services.

A person may be eligible for this program if:

- The person has a disability that results in substantial problems in obtaining employment.
- Vocational rehabilitation services are required by that person to prepare, get, or keep a job.
- The person is able to get or keep a job after receiving services.

Services will be determined through informed client choice; that is, after providing information about options and alternatives.

The Vocational Rehabilitation Program serves people with a wide variety of disabilities, including:

- Mental Illness
- Hearing impairment
- Impaired functioning of arms or legs
- Back injury
- Alcoholism or drug addiction
- Mental retardation
- Learning disability
- Traumatic brain injury
- Other physical or mental disabilities that prevent the person from find and keeping a job

Services based on individual needs include:

- Medical, psychological and vocational evaluation to determine the nature and degree of the disability and the client's job capabilities.
- Counseling and guidance to help the client and family plan vocational goals and adjust to the working world.
- Training to learn job skills in trade school, college, university, on the job or at home.
- Hearing examinations, hearing aids and other communication equipment, aural rehabilitation and interpreter services for the deaf and hearing impaired.
- Medical treatment and/or therapy to lessen or remove the disability.
- Assistive devices such as artificial limbs, braces, and wheelchairs to stabilize or improve functioning on the job or at home.
- Rehabilitation technology devices and services to improve job functioning.
- Training in appropriate work behaviors and other skills to meet employer expectation.
- Job placement assistance to find jobs compatible with the person's physical and mental ability.
- Follow-up after job placement to ensure job success.

Counties served are Bowie, Cass, Morris, Red River, Lamar, Delta, Franklin, Hopkins, Rains, and Titus counties.

Business hours are Monday thru Friday, 8:00 a.m. thru 5:00 p.m.

### **Services for the Visually-Impaired:**

**Texarkana, TX Office**  
**Division for Blind Services**  
410 Baylor Street, Suite C  
Texarkana, TX 75501  
Phone #: (903) 255-3200  
1-800-687-7040  
Fax #: (903) 255-3209

**Department of Assistive and  
Rehabilitative Services – Division for Blind Services**

Serving Camp and Franklin counties  
Nancy Custer, Children’s Specialist  
1121 ESE Loop 323, Bldg. 1, Suite 106  
Tyler, Texas 75701  
Phone #: (903) 581-9945  
(800) 687-7042  
Email: [nancy.custer@dars.state.tx.us](mailto:nancy.custer@dars.state.tx.us)

**Blindness Education, Screening and Treatment:**

The Blindness Education, Screening and Treatment (BEST) Program assists uninsured adult Texas residents with the payment for urgently needed eye-medical treatment. The intent of the BEST Program is to prevent blindness, and the program serves qualified individuals with:

- Diabetic retinopathy
- Glaucoma
- Detached retina
- Other eye disease determined to be an urgent medical necessity by the applicant's eye doctor and a state medical consultant.

Individuals applying for BEST Treatment Program services must apply through their physician or optometrist. BEST Treatment Program toll-free telephone number is 877-667-7273 or e-mail at [ron.lucey@dars.state.tx.us](mailto:ron.lucey@dars.state.tx.us).

**Blind Children's Vocational Discovery and Development**

The Blind Children's Vocational Discovery and Development Program helps child with visual impairments get the greatest benefit from school, learn to be as independent as possible, and provide support for families. Children between the ages of birth and 10 years who live in Texas and have vision impairment are eligible for services.

Services available from the Children's Program are:

- Assistance to help children develop the confidence and competence to be an active part of their community.
- Educational support.
- Training in areas like food preparation, money management, recreational activities and grooming.
- Help to coordinate medical services.
- Information to families about additional resources

By working directly with the entire family, this program can help a child develop the concepts and skills needed to realize his or her full potential.

For information on any program, call (512) 377-0500 or 800-252-5204.

**Criss Cole Rehabilitation Center**

The Criss Cole Rehabilitation Center (CCRC) within the Division for Blind Services is a comprehensive vocational rehabilitation training facility working in partnership with consumers to empower them to achieve their employment and independent living goals. Serving as a residential adult training facility in Austin, CCRC offers comprehensive training in core skills such as orientation and mobility (O&M), Braille, communication skills, kitchen adaptive skills, technology, Adjustment to Blindness Seminar, and career guidance.

The training at CCRC is focused on the learning of basic blindness skills non-visually. Using sleep shades encourages consumers to minimize their dependence on vision and overcome the fear of blindness. Following the completion of the Basic Blindness Skills Program, and the development of increased confidence; consumers receive additional training on the use of vision, if needed, to optimize the tools available.

Additional information on the Center can be obtained from Ed Kunz, Center Director; or Andrea Moen, CCRC Admissions Office at (512) 377-0300.

### **Vocational Rehabilitation for the Blind or Visually Impaired**

The services available from the DARS Division for Blind Services Vocational Rehabilitation Program or Transition Program (for students 10 years and older) may be able to help you get a job or help you keep the one you already have.

The steps of Vocational Rehabilitation are:

- Applying for services
- Eligibility and evaluation
- Developing a rehabilitation plan
- Training and related services
- Job placement
- Follow-up

Each person in the program has a plan written and designed to meet his or her individual needs.

Eligibility for services are:

- Have a visual impairment that is a barrier to employment.
- Can benefit from vocational rehabilitation services in terms of an employment outcome.
- Require vocational rehabilitation services to prepare for, get, or retain gainful employment.

There are a variety of services available to the vocational rehabilitation consumer, including:

- Evaluation
- Rehabilitation teaching
- Counseling, guidance, referral
- Orientation and mobility services
- Physical and mental restoration
- Reader services
- Transportation
- Technological aids and devices

- Vocational Training
- Employment Assistance

### Transition Program

The Transition Program is for students 10 and older who are making the change from school to work, or from secondary school to college or vocational school. This program is designed to help the young adult who is blind or visually impaired gain the skills needed to be independent and successful for life.

For information on any program, call (512) 377-0500 or 800-252-5204.

### **Independent Living Rehabilitation Program**

DAR's Independent Living Program helps people with vision problems gain the skills and confidence to live independently. In-home instruction from trained professionals in adaptive skills information about adaptive aids and counseling and advocacy are available to help consumers manage their daily lives. Services provided may also include:

- Eye examinations
- Information and referral
- Orientation and mobility training
- Counseling
- Recreation and socialization
- Independent Living Skills Training

Counties served are Bowie, Camp, Lamar, Cass, Morris, Red River, Marion, and Titus counties. Hopkins, Delta, and Franklin counties are covered by the Tyler office @ 1-800-687-7042.

### **Services for the Deaf or Hard of Hearing:**

#### **Division for Deaf and Hard of Hearing Services (DHHS) (Texas Commission for the Deaf and Hard of Hearing)**

P.O. Box 12904

4800 North Lamar, Suite 100

Austin, TX 78711

Phone #: (512) 407-3250

(512) 407-3251 (TTY)

Fax #: (512) 407-3299

Website: [www.tcdhh.state.tx.us](http://www.tcdhh.state.tx.us)

#### **Communication Access**

Provided to persons who are deaf or hard of hearing for essential services and community participation. This service includes sign language or oral interpreters, and real-time captioning.

#### **Information and Referral**

Information and referral regarding deafness and/or hearing impairment is provided to all persons who inquire, regardless of hearing loss. Referrals are made to the appropriate sources for additional services and/or information in the local communities or where appropriate.

### **Hard of Hearing Services**

For persons who are hard of hearing, late-deafened or oral deaf. Includes training, information, referral and adaptive equipment, demonstrations provided by a hard of hearing specialist.

### **Senior Citizens Program (SCP)**

Geared toward bridging the communication barriers and reducing the isolation facing persons who are deaf or hard of hearing, ages 60 or older. Services vary from area to area and may include coping skills training, independent living services, and recreational activities.

### **Early Intervention Program (EIP)**

Funds various projects to identify individuals with possible hearing loss and provide information about available resources. Projects target high risk populations.

### **Communication Access Mentor Program**

Funds projects through local service providers for advanced training opportunities for interpreters to upgrade their skills.

### **Regional Specialist Program**

Funds projects through local service providers to assist state and local governments, organizations and private entities in making their services accessible and readily available to individuals who are deaf or hard of hearing. The program also addresses attitudinal and cultural barriers of the target population which may hinder successful service delivery, provides information and referral services, and may provide training geared toward the needs of both the service population and the service providers.

### **Interpreter Outreach and Training**

Offers agency sponsored training opportunities for interpreters. Continuing Education Units (CEU's) for certification maintenance are awarded to participants in any approved training.

### **Camp SIGN**

Camp SIGN is a week-long summer program for children between the ages of 8 and 17 who are deaf or hard of hearing. The camp program is totally dependent on donated funding. Camp SIGN is a communication barrier free environment for students who are deaf or hard of hearing. Camp SIGN is for boys and girls between the ages of 8 and 17 who are deaf or hard of hearing

who can benefit from the outdoor training program. For more information, please contact Ann Horn at (512) 407-3251 TTY or by e-mail at [ann.horn@dars.state.tx.us](mailto:ann.horn@dars.state.tx.us).

### **Certification of Deafness for Tuition Waiver**

Provided to applicants for tuition waiver at state supported post-secondary schools in Texas. Applicants must have an average uncorrected hearing loss of 55 decibels (dB) or greater (using 500, 1000, 2000 and 4000 Hz) or a physician who will certify that the applicant is "functionally deaf and the primary mode of communication in the classroom is visual" to quality.

### **Interagency Contract Local Service Providers**

#### **Deaf Action Center**

3115 Crestview Drive

Dallas, TX 75235

Phone #: (214) 521-0407

E-Mail: [seniorcitizens@deafactioncentertexas.org](mailto:seniorcitizens@deafactioncentertexas.org)

[advocacy@deafactioncentertexas.org](mailto:advocacy@deafactioncentertexas.org)

[communication@deafactioncentertexas.org](mailto:communication@deafactioncentertexas.org)

#### **Merritt Interpreting Services**

3626 N. Hall, Suite #504

Dallas, TX 75219

Phone #: (214) 969-5585

Fax #: (214) 969-5592

E-Mail: [merritt.interpreting\\_services@airmail.net](mailto:merritt.interpreting_services@airmail.net)

#### **Goodrich Center for the Deaf**

2500 Lipscomb Street

Ft. Worth, TX 76110

Phone #: (817) 926-5305 Voice

(817) 926-4101 TTY

Fax #: (817) 921-9528

Website: [www.goodrichcenter.com](http://www.goodrichcenter.com)

E-Mail: [patriced@goodrichcenter.com](mailto:patriced@goodrichcenter.com)

### **Division for Early Childhood Intervention Services:**

#### **Division for Early Childhood Intervention Services**

4900 North Lamar Blvd.

Austin, TX 78751

Phone #: (512) 424-6745

ECI Care Line: 1-800-250-2246

TDD: (512) 424-6770

Website: [www.eci.state.tx.us](http://www.eci.state.tx.us)

**ECI** is a statewide program for families with children, birth to three, with disabilities and development delays. ECI supports families to help their children reach their potential through

developmental services. Services are provided by a variety of local agencies and organization across Texas.

State and federally funded through the Individuals with Disabilities Education Act, ECI provides evaluations and assessments, at no cost to families, to determine eligibility and need for services. Families and professionals work as a team to plan appropriate services based on the unique needs of the child and family. ECI asks families who can afford to do so, to share in the cost of services. The amount a family pays for ECI services is determined using a sliding fee scale and is based on family size and income after allowable deductions. No child and family will be turned away because of an inability to pay.

ECI goes to families and focuses on working with the child and family in their natural environment, such as at home, grandma's, or a child care center. Essentially, it's where children live, learn and play.

Research shows that growth and development are most rapid in the early years of life. The earlier problems are identified, the greater the chance of eliminating them. Early intervention responds to the critical needs of children and families by:

- promoting development and learning,
- providing support to families,
- coordinating services, and
- decreasing the need for costly special program.

ECI Services can include:

- Assistive Technology: Services & Devices
- Audiology
- Developmental Services
- Early Identification, Screening & Assessment
- Family Counseling
- Family Education
- Medical Services (diagnostic or evaluation services used to determine eligibility)
- Nursing Services
- Nutrition Services
- Occupational Therapy
- Physical Therapy
- Psychological Services
- Service Coordination
- Social Work Services
- Speech-Language Therapy
- Vision Services

### **Area Early Childhood Intervention Offices:**

#### **Early Childhood Intervention**

**ECI Texoma**

P.O. Box 109

140 W. Dallas

Cooper, TX 75432  
Phone #: (903) 395-4445  
Fax #: (903) 395-0495

**ECI Texoma – Head Office**

Director: Linda Horton  
P.O. Box 1087  
315 W. McLain  
Sherman, TX 75091-1087  
Phone #: (903) 957-4810  
Fax #: (903) 957-3415

**Early Childhood Intervention  
Opportunities, Inc.**

6101 N. State Line Ave.  
Texarkana, TX 75503  
Phone #: (903) 791-2270 (Main)  
(903) 791-2288 (ECI)  
Fax #: (903) 792-0816 (Main)  
(903) 793-0058 (ECI)

**Region VIII Education Service Center  
Early Childhood Intervention (ECI) Program**

P.O. Box 1894  
2230 N. Edwards  
Mt. Pleasant, TX 75456-1894  
Phone #: (903) 572-8551, ext. 2782  
Fax #: (903) 575-2630

**Sabine Valley Center  
Early Childhood Intervention**

105 Wood Bine  
Longview, TX 75602  
Phone #: (903) 757-8194  
Fax #: (903) 757-8294

**Department of Aging and  
Disability Services  
701 W. 51<sup>st</sup> Street  
Austin, TX 78751  
Phone #: (512) 438-3011  
Press Office #: (512) 435-3015  
(512) 438-2897 (for nursing home regulation)  
Website: [www.dads.state.tx.us](http://www.dads.state.tx.us)**

**Area Offices:**

**Ark-Tex Council of Governments**

122 Plaza West

Texarkana, TX 75501

Phone #: (903) 832-8636

Fax #: (903) 832-3441

Web: [www.atcog.org](http://www.atcog.org)

Serves Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties in Texas. Serves Miller County in Arkansas.

**Texas Department of Aging and Disability**

308 North Cedar Street

Clarksville, TX 75426

Phone #: (903) 427-3874

Fax #: (903) 427-2053

Website: [www.dads.state.tx.us](http://www.dads.state.tx.us)

Serves Red River County

**East Texas Council of Governments (ETCOG)**

**Area Agency on Aging of East Texas**

3800 Stone Road

Kilgore, TX 75662

Phone #: (903) 984-8641

1-800-442-8845

Fax #: (903) 984-4482

Web: [www.etcog.org](http://www.etcog.org)

Serves Anderson, Camp, Cherokee, Gregg, Harrison, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt and Wood Counties in Texas.

The Texas Department of Aging and Disability Services (DADS) were established in September 2004, which consolidates:

- **mental retardation** services and **state school programs** of the Department of Mental Health and Mental Retardation
- **community care, nursing facility, and long-term care regulatory** services of the Department of Human Services, and
- **aging services and programs** of the Department on Aging.

Its mission is to provide a comprehensive array of aging and disability services, supports, and opportunities that are easily accessed in local communities.

### **Goals:**

**Goal 1: Long-Term Care** – To enable older Texans to live dignified, independent, and productive lives in a safe living environment through an accessible, locally-based, comprehensive and coordinated continuum of services and opportunities, to provide appropriate care based on individual needs ranging from in-home and community based services for elderly people and people with disabilities who request assistance in maintaining their independence and increasing their quality of life, to institutional care for those who require that level of support, seeking to ensure health and safety and to maintain maximum independence for the client while providing the support required.

**Goal 2: Regulatory and Licensing Services** – Provide licensing, certification and contract enrollment services, as well as financial monitoring and complaint investigation, to ensure that residential facilities, home and community support services agencies, and individuals providing services in facilities or home settings comply with state and federal standards and that clients receive high-quality services and are protected from abuse, neglect, and exploitation.

### **DADS Services:**

**Aging Texas Well** – help Texans prepare individually for aging in all aspects of life and that state and local laws, policies, and services support aging well through the life span.

**Children** – Dads helps children with long-term medical needs. Services include care in their home or community or in a nursing home.

**DADS Resource Guide** – includes state and national resources for programs and services that may be of interest to DADS consumers.

**Older Texans** – DADS provides the following categories of services:

- Medicaid and state-funded medical and community-based services (nursing home care, home health services, adult day care, etc.)
- Older Americans Act services (benefits counseling, nutrition, transportation, senior centers, and information and referral)

**Person with mental retardation** – DADS seeks to improve the quality of life for Texans with mental retardation or developmental disabilities by providing services and supports to allow individuals to lead lives of dignity and independence. Services are provided in the community as well as state schools.

**Person with physical disabilities** – DADS provides a variety of Medicaid and state-funded medical and community-based services including nursing home care, home health services, and attendant services.

**Prescription drug assistance** – The Texas Cares website is designed to help older Texans and people with disabilities get information about resources that may help them obtain their prescription drugs.

**Reporting problems** – Information on how to report fraud, waste, and abuse as well as problems with home health services, ICF/MRs, and nursing homes.

**How to apply for services** – Eligibility for some DADS programs, such as community care, nursing home, and mental retardation services, is based on a person's income and resources. Other services, such as those provided through the local Area Agencies on Aging, are available to all persons age 60 and older.

**Find your local Area Agencies on Aging** – You can find one of the 28 affiliated Area Agencies on Aging (AAA) by calling toll-free 1-800-252-9240. The AAAs provides benefits counseling, long-term care ombudsman services, and a variety of services funded through the Older Americans Act.

**Find out if you qualify for services** – To find out if you might qualify for Medicaid or other state services, please visit the State of Texas Assistance and Referral System (STARS) website at [www.txstars.net](http://www.txstars.net). STARS will only tell you what you might be eligible for, a caseworker must determine your final eligibility.

**How to apply for service** – Eligibility for some DADS programs, such as community care, nursing home and mental retardation services, is based on a person's income and resources. Other services, such as those provided through the local Area Agencies on Aging, are available to all persons age 60 and older.

### **Area Agencies on Aging (AAA)**

Here are just a few examples of how your area agency on aging can help:

- **Nutrition** – Home-delivered meals, congregate meals, and nutritional counseling.
- **In-Home Assistance** – Support for homebound elderly who wants to be as independent as possible, including housekeeping, domestic chores, personal care, and visitation.
- **Transportation** – Rides to essential destinations such as nutrition sites, senior centers, doctors' appointments, and grocery shopping.
- **Senior Centers** – Places to go for nutrition services, employment services, and health screening, as well as a venue for social interaction and recreation.
- **Information, Referral, and Assistance** – Help getting information about federal, state, or local services. Information and assistance is available in all 28 DADS AAA services areas.
- **Benefits Counseling/Legal Assistance** – Help provided by trained benefits counselors on public and private benefits. Referrals to other sources of advice on legal matters.
- **Care Coordination** – Arrangement and coordination of services for older people in the most efficient, economical way.
- **Nursing Home Ombudsmen** – Trained and certified volunteer advocates, supervised by professionals, who visit nursing facilities and work with the residents, families, and facility employees to achieve the best possible care and quality of life.

- **Volunteer Services/Opportunities** – Programs administered by the Corporation for National and Community Service. These include the Retired and Senior Volunteer Program (RSVP), Senior Companion Program, and Foster Grandparent Programs, all of which allow seniors to volunteer in their communities.
- **Health Maintenance** – Coordination or provision of health services including, but not limited to, health screening, oral health, and optical services, as well as help with the proper use of prescription drugs.
- **Other Assistance** – Services such as home repair/modification, adult day care, emergency response systems, respite services, and escort service. Availability varies.

**Texas Department of State  
Health Services  
1100 West 49<sup>th</sup> Street  
Austin, TX 78756-3199  
Phone #: (512) 458-7111  
1-888-963-7111  
(512) 458-7708  
1-800-735-2989  
Press Office #: (512) 458-7524  
Website: [www.dshs.state.tx.us](http://www.dshs.state.tx.us)**

On September 1, 2004, the Department of State Health Services (DSHS) was created. This new department brings together the Texas Commission on Alcohol and Drug Abuse, the Texas Department of Health, the mental health services of the Texas Department of Mental Health and Mental Retardation and the Texas Health Care Information Council.

**Public Health Region 4 & 5 North Field Offices:**

**Texas Department of Health – Tyler Office  
Regional Administration**

1517 W. Front Street  
Tyler, TX 75702  
Phone #: (903) 533-5264  
Fax #: (903) 593-4721

**Texas Department of Health – Serves Red River County**

1300 Highway 37N  
Rt. 6, Box 130  
Clarksville, TX 75426  
Phone #: (903) 427-2851 Clinic  
(903) 427-0501 Clinic  
(903) 427-4139 WIC  
(903) 427-5759 THSteps  
Fax #: (903) 427-5548

**Texas Department of Health – Serves Morris County**

205 Jefferson  
Daingerfield, TX 75638  
Phone #: (903) 645-3211 THSteps  
(903) 645-4037  
Fax #: (903) 645-2864

**Texas Department of Health – Serves Upshur County**

324 Yapaco  
Gilmer, TX 75644  
Phone #: (903) 843-3030  
Fax #: (903) 843-5200

Email: [ginger.jones@dshs.state.tx.us](mailto:ginger.jones@dshs.state.tx.us)

**Texas Department of Health – Serves Marion County**

110 W. Elizabeth  
Jefferson, TX 75657  
Phone #: (903) 665-3924 Clinic  
(903) 665-3925 THSteps  
Fax #: (903) 665-7690

**Health & Human Services Commission – Serves Marion County  
Office of Eligibility Services**

1113 N. Walcott  
Jefferson, TX 75657  
Phone #: (903) 665-3926  
Fax #: (903) 665-9225

**Texas Department of Health – Serves Cass County**

Courthouse Annex  
P.O. Box 300  
Linden, TX 75563  
Phone #: (903) 756-7231 Clinic  
(903) 756-5726 Clinic  
(903) 756-5828 Clinic  
Fax #: (903) 756-5146

**Texas Department of Health – Serves Gregg County**

1750 N. Eastman Road  
Longview, TX 75601  
Phone #: (903) 753-0083 DHS Main Number  
Fax #: (903) 232-3278  
Diabetes #: (903) 232-3225  
Minority Health #: (903) 232-3231  
Nursing: (903) 232-3223  
(903) 232-3230  
(903) 232-3228  
Texas Health Steps: (903) 232-3215  
(903) 232-3221  
(903) 232-3222  
(903) 232-3289  
TBE: (903) 232-3279  
(903) 232-3227  
(903) 232-3233  
Vendor Drug: (903) 232-3224  
(903) 232-3226

**Texas Department of Health – Serves Gregg County**

405 E. Marshall  
Longview, TX 75601

Phone #: (903) 237-2621  
(903) 237-2620  
Fax #: (903) 237-2608

**Texas Department of Health – Serves Titus County**

1014 N. Jefferson  
Mt. Pleasant, TX 75455  
Phone #: (903) 572-9877 Clinic  
(903) 572-9878 Clinic  
(903) 572-9879 WIC  
(903) 577-7249 WIC  
(903) 577-1929 Social  
(903) 577-8383 STD/HIV  
Fax #: (903) 577-8957

**Texas Department of Health – Serves Lamar County**

P.O. Box 938  
740 Sixth Street SW  
Paris, TX 75461  
Phone #: (903) 785-4561  
Fax #: (903) 737-9924

**Texas Department of Health – Serves Hopkins, Delta, Rains, Wood, & Franklin Counties**

1400 College  
Sulphur Springs, TX 75482  
Main Phone #: (903) 885-9561  
Fax #: (903) 439-9221  
Phone #: (903) 885-6573 Clinic  
(903) 885-6574 Clinic  
(903) 439-9331 Social  
(903) 439-9336 Social  
(903) 885-8022 WIC  
(903) 885-8161 WIC  
(903) 885-2675 M&D  
(903) 885-6739 M&D  
Fax #: (903) 885-1166 Clinic Fax  
(903) 885-2742 M&D Fax

**Texas Department of Health – Serves Bowie County**

410A Baylor  
Texarkana, TX 75501  
Phone #: (903) 838-2629 THSteps  
(903) 838-3236  
Fax #: (903) 383-2596 Fax

**Population Served:**

- Residents of Texas (including non-citizens)
- Children birth to 21 years (health condition or health risk, medically fragile, medically

complex)

- High risk pregnant women (any age, Medicaid enrolled or Title V eligible)
- Must have need and desire for case management services

**Definition of Public Health:** Public health practice comprises activities undertaken to assure the conditions in which people can be health including *population-based* efforts to prevent, identify, and counter threats to the health of the public.

**Services Available:**

- **HIV/STD Services** - The primary purpose of the programs is to enhance the lives of individuals with HIV disease or other sexually transmitted diseases (STD) by providing life-sustaining or curative medications to treat these conditions, and to ensure high-quality clinical and critical social services are available and accessible statewide.
- **Special supplemental Nutrition program for Women, Infants, and Children (WIC)** - WIC provides nutrition education, breastfeeding support, and referral to health care and supplemental foods to pregnant women, breastfeeding and postpartum women, infants, and children under 5 who have nutrition-related health problems. Many WIC clinics provide immunizations for children in WIC. The program targets nutrition-related health problems such as anemia, low birth weight, gestational diabetes, obesity, failure-to-thrive and inadequate weight gain during pregnancy.
- **Vision and Hearing Screening** - To identify, at as early an age as possible, those individuals who have special senses and communication disorders and who need remedial vision and hearing services.
- **Family Planning Division** - Administers and facilitates statewide delivery of preventive, comprehensive health care services to low-income women and men in Texas in order to reduce unintended pregnancies, improve health status, and positively affect future pregnancy outcomes.
- **Children with Special Health Care Needs (CSHCN)** - Provides a health care safety net through provision of health care benefits (medical services, transportation related services, insurance premium payments, and family support services) and case managements services to eligible clients and ensures quality of care through policy, standards, and public health systems/infrastructure development.
- **Bureau of Children's Health** - Provide case management services to Medicaid enrolled high-risk pregnant women, infants and children as well as children enrolled in the Children with Special Health Care Needs Program and those receiving SSI benefits.
- **Hepatitis C Initiative** - To provide Hepatitis C Virus (HCV) counseling and testing to those at risk preventing further transmission and new cases. To provide HCV training for counselors who ser hepatitis C at-risk clients. To provide physicians and other healthcare professionals with training, which helps them to understand the value of early detection.
- **Epilepsy Program** - The Epilepsy Program provides comprehensive outpatient care (diagnostic, treatment and support services) to eligible persons who have epilepsy and/or seizure-like symptoms through contract service providers in selected service areas in the State.
- **Texas Health Steps (THSteps) Medical** - The Texas Health Steps Program, known at the federal level as the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program, provides periodic preventive medical check-ups, diagnosis, and treatment including the activities that promote and support preventive health care for Medicaid enrolled children through age 20. Services are provided in a variety of settings that include

Medicaid managed care plans, private Medicaid providers, public health clinic, local health departments, and school and community health centers.

- **Other Healthcare Programs:**
  - **Hemophilia Assistance Program**
  - **Indigent Health Care Program**
  - **Kidney Health Care Program**
  - **Medical Transportation Program**
  - **Program for Amplification for Children of Texas (PACT)**
  - **Public Health Dental**
  - **Texas Health Steps (THSteps) Dental**
  - **Hansen's Disease Program**

### **Mental Health Services:**

- **Assertive Community Treatment (ACT)** - Provides treatment, rehabilitation, and support to people with severe and persistent mental illness who have had multiple hospitalizations or involvement with the judicial system, homeless shelters, or community residential placements. The ACT team helps people with both clinical and rehabilitation services.
- **Continuity of Care** - A staff person is liaison for people in state schools and state hospitals and helps people plan for return to the community.
- **Family Education** - Informs families about mental conditions, the options for treatment, and the ways to manage problems.
- **In Home and Family Support** - Grant funds aid eligible individuals or their families to purchase services, support, adaptive devices, or architectural modifications necessary to maintain functioning in their own home.
- **Medication Related Services** - A physician prescribes the medication a person needs to get better. A nurse (or other qualified person) assesses the effects of medication. Medical staff teaches the skills a person needs to safe administer and monitor their medication.
- **Outreach** - Outreach activities link persons to community healthcare and support services. The goal is to reach persons who might otherwise not get care because of symptoms of a disorder, economic hardship, homelessness, unfamiliarity with services, lack of transportation, or other barriers.
- **Residential Services & Support Living** - Operates ICF-MR homes, residential living for persons with mental retardation. People who live in the community receive supports to maintain their independence.
- **Respite Services** - Both in-home and out-of-home care are provided to persons when family or caretakers need relief of their responsibilities on a temporary basis.

- **Skills Maintenance Services** - People with severe mental illness receive long-term services in day programs, which ensure personal well being and reduce risk of out-of-home placement.
- **STAR Services** - Youth ages 7-17 who are delinquent or at-risk of runaway, truancy, homelessness, abuse/neglect, or family conflict receive help with crisis intervention, conflict resolution, skills training, counseling, linkage with resources and case planning.
- **Substance Abuse Counseling** - Adults or teens receive assessment of problems, information about substance abuse, counseling, and referral to treatment resources.
- **Support Housing** - Persons with severe and persistent mental illness choose, get, and keep regular housing, with supports. Services include funds for rental assistance or sources for affordable housing, in-home training, assistance in finding housing and moving in, and service coordination.
- **Vocational Services** - Assist persons with mental illness or mental retardation to prepare for, find, and maintain employment. Job placement, vocational supports, and job coaching are provided in natural community settings. Vocational supports and training for person with long term needs are provided in a sheltered workshop setting.
- **First Time Offender Program** - A specialized treatment program for adolescents who are identified as being involved with the Juvenile Justice System, or are "at risk" of involvement with the juvenile authorities for the first time and who meet the priority population criteria for services. This includes youth that are referred from the school system because of delinquent behavior. Family members may also identify their child as a first time offender if they have knowledge the child has been engaging in behavior of a delinquent nature. Children identified as "First Time Offenders" receive a specific intervention on their treatment plan to address and alleviate their delinquent behaviors. Collaboration with School, Probation, Child Protection Services and Parents are exercised to the greatest extent possible.