

***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 Services** 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

Health and Human Services Commission:

Phone #: (512) 424-6500
Press Office #: (512) 424-6951
Website: 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) 377-0800

Press Office: (512) 377-0696

Website: 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

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

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 Abuse: (800) 252-5400

Website: 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
Statewide Reporting: 1-800-252-5400
Fax #: (903) 427-2053

**Texas Department of Family and
Protective Services - Morris County**
603 Ward St.
Daingerfield, TX 75638-1547
Phone #: (903) 645-3214
Statewide Reporting: 1-800-252-5400
Fax #: (903) 645-2864

**Texas Department of Family and
Protective Services - Cass County**
213 Hwy. 8 North
Linden, TX 75563-9514
Phone #: (903) 756-5551
Statewide Reporting: 1-800-252-5400
Fax #: (903) 756-7695

**Texas Department of Family and
Protective Services - Titus County**
303 E. 11th St.
Mt. Pleasant, TX 75455
Phone #: (903) 572-3483
Statewide Reporting: 1-800-252-5400
Fax #: (903) 577-8957

**Texas Department of Family and
Protective Services - Lamar County**

1460 19th N.W.
Paris, TX 75460-2304
Phone #: (903) 785-7541
Statewide Reporting: 1-800-252-5400
Fax #: (903) 737-0281

**Texas Department of Family and
Protective Services - Hopkins County**

1400 College Street, Suite #111
Sulphur Springs, TX 75482-3431
Phone #: (903) 885-9561
Statewide Reporting: 1-800-252-5400
Fax #: (903) 439-2223

**Texas Department of Family and
Protective Services - Bowie County**

3115 S. Lake Drive, Suite 120
Texarkana, TX 75501
Phone #: (903) 791-6400
Statewide Reporting: 1-800-252-5400
Fax #: (903) 791-3230

**Texas Department of Family and
Protective Services – Smith County (Regional Headquarters Office)**

3303 Mineola Hwy.
Tyler, TX 75702-1126
Phone #: (903) 595-4841
Statewide Reporting: 1-800-252-5400
Fax #: (817) 276-3987

**Texas Department of Family and
Protective Services – Gregg County**

2130 Alpine
Longview, TX 75601
Phone #: (903) 757-0588
Fax #: (903) 233-5201
Statewide Reporting: 1-800-252-5400
Website: www.dfps.state.tx.us

Child Protective Services:

The Child Protective Services division of the Texas Department of Family and Protective Services 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. The number works nationally.
- 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

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 disabled 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**.

- 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 Family and Protective Services (DFPS) 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 Aging and Disability Services (DADS)

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

Complaints (reports of abuse):

1-800-458-9858

Nursing Home Information:

1-800-252-8016

Texas Department of State Health Services (DSHS)

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
August 2010
4800 N. Lamar Blvd.
Austin, TX 78756
Inquiries: (800) 628-5115
Website: DARS.Inquiries@dars.state.tx.us

DEPARTMENT OF ASSISTIVE & REHABILITATIVE SERVICES (DARS)

DARS Overview

<http://www.dars.state.tx.us/indexs.html>

The Department of Assistive and Rehabilitative Services, or DARS, administers programs that ensure Texas is a state where people with disabilities, and children who have developmental delays, enjoy the same opportunities as other Texans to live independent and productive lives.

The department has four divisions:

- [Rehabilitation Services](#)
- [Blind Services](#)
- [Early Childhood Intervention Services](#)
- [Disability Determination Services](#)

Through these divisions, DARS administers programs that help Texans with disabilities find jobs through vocational rehabilitation, ensure that Texans with disabilities live independently in their communities, and assist families in helping their children under age 3 with disabilities and delays in development reach their full potential.

It is a fundamental value of DARS to listen, to learn, and to be responsive to our stakeholders and our consumers in an ongoing effort to make programs and services even better. If you have suggestions or comments, please call the DARS Inquiries Unit at 1-800-628-5115, or email DARS.Inquiries@dars.state.tx.us

Rehabilitative Services:

Texarkana, TX Office

Rehabilitation Services Division

410 Baylor Street, Suite A

Texarkana, TX 75501

Phone #: (903) 255-3220

(800) 344-3419

Fax #: (903) 255-3230

Paris, TX Office
Rehabilitation Services Division
2340 Lamar Avenue
Paris, TX 75460
Phone #: (903) 783-7850
(800) 687-8076
Fax #: (903) 783-7870

Sulphur Springs, TX Office
Rehabilitation Services Division
1250 College Street
Sulphur Springs, TX 75482
Phone #: (903) 439-1600
(800) 687-8176
Fax #: (903) 439-1607

Services for the Visually-Impaired:

Texarkana, TX Office
Division for Blind Services
410 Baylor Street, Suite A
Texarkana, TX 75501
Phone #: (903) 255-3220
(800) 344-3419
Fax #: (903) 255-3230

Tyler, TX Office
Division for Blind Services
Serving Camp and Franklin counties
Nancy Custer, Children's Specialist
1121 E SE Loop 323, Bldg. 1, Suite 106
Tyler, Texas 75701
Phone #: (903) 279-0970
(800) 687-7042
Email: nancy.custer@dars.state.tx.us

TREATMENT PROGRAM FOR THE EYES OF TEXAS

<http://www.dars.state.tx.us/dbs/best/indexs.html>

The DARS DBS **Blindness Education, Screening, and Treatment (BEST)** Program assists uninsured adult Texas residents with 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, or
- any other eye disease determined to be an urgent medical necessity by both the applicant's eye doctor and the DBS ophthalmologic consultant or designee.

The BEST Program is funded with voluntary donations when Texans renew their driver's licenses or DPS-issued identification cards. DARS DBS expects that demand for this program will exceed available resources. During periods when the program is without resources, DARS DBS will establish and maintain a waiting list. When new funds become available, approved applicants on the waiting list will be served in order by the earliest referral date.

Individuals applying for BEST treatment services must apply through their physician or optometrist. We welcome and encourage your participation in this important program to protect the eyes of Texas. If you have any questions about the BEST Program, please call 1-800-628-5115 or e-mail your questions to DBSinfo@dars.state.tx.us.

BEST Program Sponsored Vision Screenings

The BEST Vision Screening Program has completed its schedule of vision screenings for the current fiscal year. Additional vision screenings will be scheduled after September 1, 2010. Please call 1-800-628-5115 for more information about the BEST Program or contact [Prevent Blindness Texas for vision screening opportunities currently available in your local area.](#)

BLIND CHILDREN'S VOCATIONAL DISCOVERY AND DEVELOPMENT PROGRAM

<http://www.dars.state.tx.us/dbs/bcps.html>

Children who are blind or visually impaired have brighter futures today than at any time in history! No longer isolated from their peers and the rest of society, children who are blind or visually impaired are fully involved in the world around them. Advances in technology make it possible for them to live, learn and play alongside their peers. Powerful laws protect their rights to education, access to their communities and other important civil rights. There have never been more excellent resources to help children who are blind and visually impaired achieve their fullest potential.

If your child is blind or visually impaired, the Division for Blind Services Blind Children's Vocational Discovery and Development Program (BCVDDP) may be able to help you, your child, and your entire family. Every year, hundreds of Texas families turn to the Children's Program for information and support to help their children grow and thrive. A Blind Children's Program Specialist—an expert in providing services to children with visual impairments—works with each child and family to create a Family Service Plan. The plan—tailored to the child's unique needs and circumstances—is a flexible document that will develop along with the child.

Who is eligible?

Children between the ages of birth and 22 years who live in Texas and have vision impairment are eligible for services.

What services are available from the Children's Program?

BCVDDP offers a wide range of services that are tailored to each child and family's needs and circumstances. We can:

- Assist your child in developing the confidence and competence needed to be an active part of their community
- Provide support and training to you in understanding your rights and responsibilities throughout the educational process
- Assist you and your child in the vocational discovery and development process
- Provide training in areas like food preparation, money management, recreational activities and grooming
- Supply information to families about additional resources.

By working directly with your entire family, this program can help your child develop the concepts and skills needed to realize their full potential.

Where can I apply for services or get more information?

For information on any Division for Blind Services program or to apply for services, contact any DBS office located throughout Texas. To find the nearest office, check the [DBS Offices in Your Area](#) feature on this web site or call the Division for Blind Services at 1-800-628-5115.

Offices can also be located by checking the government "blue pages" in your local phone book.

ABOUT THE CRISS COLE REHABILITATION CENTER

<http://www.dars.state.tx.us/dbs/ccrc/indexs.html>

The Criss Cole Rehabilitation Center (CCRC) within the [DARS Division for Blind Services](#) is a comprehensive vocational rehabilitation training facility working in partnership with consumers to help them 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, Daily Living Skills/Career Development, technology, Adjustment to Blindness Seminar, and advanced career guidance.

CCRC was named in honor of Judge Criss Cole, who lost his sight while serving as a Marine during World War II. As a member of the Texas House of Representatives from

1955 to 1962 and the Texas Senate from 1963 to 1970, he was instrumental in improving services for all people with disabilities.

The training at CCRC promotes the learning of basic blindness skills non-visually using sleep shades. Using sleep shades encourages consumers to minimize their dependence on vision, overcome the fear of blindness and develop confidence in the blindness skills and in themselves. 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.

CCRC staff work in partnership with field staff to address specific consumer training needs in the Center setting and in the community. Currently through the Community and Outreach Department, the Center offers several community based options for consumers including:

- Mini-training, which provides experiential group activities in the home community designed to build confidence in basic blindness skills;
- Statewide Diabetes Consultant services;
- Statewide O&M Consultant services; and
- Staff Immersion Training, which provides staff intense blindfold experiences in basic blindness skills.

CCRC staff also responds to special requests for training such as group skills trainings and employment focus trainings for consumers and staff.

The dedicated staff of CCRC is committed to providing a positive environment which affords consumers the opportunity to develop the skills, confidence and a positive attitude toward blindness. It is our goal that each consumer we serve be empowered to fully participate in their employment, community and society.

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

Staff tours are available by appointment. Contact the CCRC Admissions Office for information and arrangements.

Access to Criss Cole Rehabilitation Center

The Criss Cole Rehabilitation Center is located at 4800 N. Lamar Blvd. in Austin. To reach the Center:

- By Bus: The Criss Cole Rehabilitation Center is served by Capitol Metro bus route #5-Woodrow. Exit the bus on Sunshine Drive at Criss Cole.
- By Car: Going north on Lamar Boulevard, pass 45th Street. Turn left into the circular drive (marked 4800 North Lamar), and proceed to the parking garage. You may park in any unreserved spot in the parking garage, or along Sunshine Drive (directly west of the CCRC building), or in the visitor spaces of the Criss Cole Rehabilitation Center parking lot.

INDEPENDENT LIVING REHABILITATION FOR PERSONS WHO ARE BLIND OR VISUALLY IMPAIRED

<http://www.dars.state.tx.us/dbs/ils.html>

Do you have a vision problem that is making everyday tasks more difficult or seemingly impossible?

If so, the Division for Blind Services Independent Living (IL) Program may be able to help you get back control of your life and the confidence you need to live independently. Successful independent living training can help you:

- Accomplish everyday tasks
- Participate in your favorite activities
- Communicate with family and friends
- Gain a better understanding about your vision impairment
- Get back confidence you may have lost

Who is eligible?

People who have a visual impairment that is a substantial impediment to living independently and who will benefit from services.

What services are available in the IL Program?

Depending on the individual need, services provided may include:

- Eye Examinations (getting information about your vision)
- Information and Referral (making connections with community resources and programs)
- Orientation and Mobility Training (how to determine where you are and safely get where you're going)
- Counseling (addressing adjustment to vision loss)
- Recreation and Socialization (how to stay active and develop confidence in social settings)
- Independent Living Skills Training (specific everyday skills essential to stay in your home such as meal preparation, identifying money, identifying medications, telling time, etc.)

How are services provided?

A variety of service approaches are used to promote independence. They are designed take into account the individual's situation, and to maximize services within available resources.

- Information and referral material provides tips and information about living independently with blindness that individuals can implement on their own; a follow-up call is used to determine if the material met the individual's needs

- Group services offer opportunities to learn from one another and to participate in training in small group settings. Local support groups, group skills training, and referrals to local low vision clubs are all examples.
- In-home instruction from trained professionals in adaptive skills, information about adaptive aids, and counseling and advocacy are available to help consumers in managing their daily lives. These are intended for situations when more intensive training is appropriate.

Where can I apply for services or get more information?

For information on any Division for Blind Services program or to apply for services, contact any DBS office located throughout Texas. To find the nearest office, check the [DBS Offices in Your Area](#) feature on this web site or call the Division for Blind Services at 1-800-628-5115.

Offices can also be located by checking the government "blue pages" in your local phone book.

INDEPENDENT LIVING SERVICES

<http://www.dars.state.tx.us/drs/ils.html>

Millions of people with disabilities face barriers that severely limit their choices for quality of life. The Division for Rehabilitation Services Independent Living Services (ILS) program promotes self-sufficiency despite the presence of one or more significant disabilities.

Objectives of ILS include but are not limited to:

- living independently;
- decreasing dependence on family members;
- decreasing the need for attendant services;
- decreasing the need for supervision in activities of daily living;
- increasing a self-directed lifestyle;
- improving ability to perform activities of daily living;
- improving mobility;
- improving communication; and
- improving personal/social adjustment.

Services provided in the ILS program may include:

- counseling and guidance;
- training and tutorial services;
- adult basic education;
- rehabilitation facility training;
- telecommunications, sensory and other technological aids for people who are deaf;
- vehicle modification;

- assistive devices such as artificial limbs, braces, wheelchairs and hearing aids to stabilize or improve function; and
- other services as needed to achieve independent living objectives, such as To be eligible for the ILS program, a person must be certified by a DRS counselor:
- to have a significant disability that results in a substantial impediment to their ability to function independently in the family and/or in the community, and
- there must be a reasonable expectation that ILS assistance will result in the ability to function more independently.

ILS services can be provided to consumers when they meet the basic eligibility requirements.

The DRS counselor provides guidance and counseling and, when possible, coordinates services from organizations offering comparable benefits directed toward achieving the ILS goal.

For those ILS services that require DRS funds, consumers are continued on the ILS Waiting List. The timing of DRS-paid services varies depending upon available funding and the current number of consumers receiving or waiting for DRS-funded services.

DRS works very closely with Centers for Independent Living in locations that have a center. The Centers for Independent Living are located in various communities throughout the state. Your DRS counselor can provide information about the closest available center and the area that it serves.

Consistent with the primary purpose of the program, the DRS Independent Living services also contribute to the support of persons with disabilities in the community as well as support their movement from nursing homes and institutions to community-based settings.

[Complete list of Independent Living Centers in Texas](#)
[List of Independent Living Centers directly funded by DARS](#)

Services will be determined through informed consumer choice, that is, after providing you with information about your options and alternatives. Please note that consumers can be served by only one DRS program at a time.

Some people with significant disabilities face barriers that severely limit their ability to take advantage of the many opportunities most people take for granted, for instance, transportation, living arrangements, social and recreational activities.

Some barriers are obvious – a curb with no ramp for people who use wheelchairs, lack of interpreters or captioning for people with hearing impairments, lack of brailled material for people with visual impairments, for example.

Less obvious barriers can be even more limiting. Misunderstandings about disability can very often prevent people with disabilities from living lives of independence.

That's where the DRS ILS program can help. With some assistance, people with disabilities can effectively confront these barriers and achieve lives of personal satisfaction and independence. DRS counselors can help people with disabilities move beyond all kinds of barriers, both at home and in the community.

People with significant disabilities can benefit from the ILS program at DRS. (People who are blind or visually impaired are served by the Division for Blind Services).

SERVICES FOR PERSONS WHO ARE DEAF OR HARD OF HEARING

<http://www.dars.state.tx.us/dhhs/indexs.html>

The DARS, Division for Rehabilitative Services, Office for Deaf and Hard of Hearing Services (DHHS) works in partnership with people who are deaf or hard of hearing to eliminate societal and communication barriers to improve equal access for people who are deaf or hard of hearing. DHHS advocates for people of all ages who are deaf or hard of hearing to enable them to express their freedoms, participate in society to their individual potential, and reduce their isolation regardless of location, socioeconomic status, or degree of disability.

Find Services

<http://www.dars.state.tx.us/dhhs/findservices.asp>

[Need interpreter services?](#)

Interpreter services can be found through the council list under Communication Access Services.

[Need information regarding hearing aids?](#)

Includes information on financial assistance.

[Need a device to access the telephone networks?](#)

The Specialized Telecommunications Assistance Program can help.

[Want information about interpreter training?](#)

Includes information about interpreter training happening across the state.

[Need a Certificate of Deafness for Tuition Waiver?](#)

Provided to applicants for tuition waiver at state supported post-secondary schools in Texas.

[Want to apply for interpreter testing?](#)

Services for the Deaf or Hard of Hearing:

Division for Deaf and Hard of Hearing Services (DHHS)

4900 N. Lamar, Suite 2169 Austin, Texas 78751

PO Box 12904, Austin, Texas 78711

Phone #: (512) 407-3250

(512) 407-3251 (TTY)

Fax #: (512) 407-3299

<http://www.dars.state.tx.us/dhhs/findservices.asp>

Deaf Action Center

3115 Crestview Drive

Dallas, TX 75235

Phone #: (214) 521-0407

E-Mail: seniorcitizens@deafactioncentertexas.org

advocacy@deafactioncentertexas.org

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

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

E-Mail: paticed@goodrichcenter.com

EARLY CHILDHOOD INTERVENTION SERVICES

<http://www.dars.state.tx.us/ecis/indexs.html>

What is ECI?

ECI is a statewide program for families with children, birth to three, with disabilities and developmental delays. ECI supports families to help their children reach their potential through developmental services. [Services](#) are provided by a variety of local agencies and organizations across Texas.

- [Vision & Mission statement](#) - ECI's guiding principles
- [Make a referral](#) - Information for physicians and other professionals
- [Division history](#) - How ECI came to be

- [How babies develop](#) - Information about developmental milestones

State and federally funded through the Individuals with Disabilities Education Act (IDEA, P.L. 108-446), 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 programs.

ECI is here to help and can become an important resource for all families. For more information about ECI or to refer a child, call the [DARS Inquiries Line](#) at **1-800-628-5115**.

[More Questions About ECI?](#)

Division for Early Childhood Intervention Services:

4900 North Lamar Blvd.
Austin, TX 78751
Phone #: (800) 628-5115
TDD: (866) 581-9328
Website: www.dars.state.tx.us/ecis/indexs.html

Area Early Childhood Intervention Offices:

Early Childhood Intervention

ECI Texoma

P.O. Box 109
7 Northside Square
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) 791-2288
Fax #: (903) 793-0058

**Region 8 Education Service Center
Early Childhood Intervention (ECI) Program**

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

**Community Healthcare
ECI Early Childhood Intervention**

PO Box 6800
Longview, TX 75608-6800
Phone #: (888) 504-2229
Fax #: (903) 757-8294

EMPLOYMENT & DISABILITY CONNECTIONS

<http://www.dars.state.tx.us/edc/indexs.html>

The Employment and Disability (EDC) connection begins with a partnership looking at Texas resources that support employment opportunities for people with disabilities.

An example of an employment support is the Medicaid Buy-In program (MBI), which offers health care coverage for people with disabilities and earning a paycheck if they meet the eligibility [requirements](#) for MBI.

<http://www.dars.state.tx.us/edc/medicaidbuyin.shtml>

**Texas Department of Aging and
Disability Services
701 W. 51st Street
Austin, TX 78751
Phone #: (512) 464-0004
Website: <http://www.dads.state.tx.us/services/contact.cfm>**

The Texas Department of Aging and Disability Services (DADS) was established in September 2004. Its mission is to provide a comprehensive array of aging and disability services, supports, and opportunities that are easily accessed in local communities.

DADS state office headquarters is located at:

701 W. 51st St.
Austin, Texas 78751
Phone: 512-438-3011

Mailing Address:
P.O. Box 149030
Austin, Texas 78714-9030

Consumer Rights and Services employees can answer your questions about DADS programs and services. Please call them at **1-800-458-9858**.

DADS Local Intake Office - DADS local intake offices serve and enroll eligible individuals in programs for older Texans (65+) and people with physical disabilities. Persons interested in applying for DADS community care services should call the Local Intake Office for Red River County at 1(877)317-2121

Mental Retardation Authorities (MRAs) - MRAs offer each county in Texas community-based services for persons with intellectual or developmental disabilities or a pervasive developmental disorder. The MRA also provides enrollment services to people who are eligible for certain Medicaid-funded services and supports. The local MRA is Community Healthcore. Their number is 1(800)446-8253.

Area Agency on Aging (AAA) - The 28 area agencies on aging help older Texans (60+), their family members and/or other caregivers receive the information and assistance they need in locating and accessing community services.

- **Ark-Tex Council of Governments/Area Agency on Agency of Ark-Tex**
4808 Elizabeth Street
Texarkana, TX 75503-2910
Phone #: (903) 832-8636
Fax #: (903) 832-3441
Web: www.atcog.org

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

- **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

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

DADS Provides Services To:

- **Person with intellectual of developmental disabilities (IDD)** – DADS seeks to improve the quality of life for Texans with intellectual 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 supported living centers.
- **Person with physical disabilities** – DADS provides a variety of Medicaid and Title XX community-based and institutional services including nursing home care and attendant services.
- **Children** – DADS provides a continuum of services for children with intellectual or developmental disabilities (IDD) or physical disabilities. Children can receive services in a variety of settings, such as their own home, foster home, group home, state supported living center, or nursing facility, depending on the child's need.

DADS Reference Guide – Includes information about DADS programs and services
<http://cfoweb.dads.state.tx.us/ReferenceGuide/guides/FY10ReferenceGuide.pdf>

Eligibility for Services – To find out if you might qualify for Medicaid or other state services, please visit the Your Texas Benefits website at www.yourtexasbenefits.com.

**Texas Department of State
Health Services
1100 West 49th Street
Austin, TX 78756-3199
Phone #: (512) 458-7111
1-888-963-7111
Fax #: (512) 458-7708
1-800-735-2989
Press Office #: (512) 458-7524
Website: 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

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.