



## Discrimination is Against the Law

The Iowa Department of Health and Human Services (HHS) complies with applicable federal civil rights laws to provide equal treatment in employment and provision of services to applicants, employees and clients and does not discriminate based on race, color, national origin, age, disability or sex. HHS does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

### HHS

1. Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
2. Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Hawki Member Services at 1-800-257-8563.

If you believe that HHS has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance to HHS Office of Human Resources by emailing [contactdhs@dhs.state.ia.us](mailto:contactdhs@dhs.state.ia.us) or in writing to:

HHS Office of Human Resources  
Hoover State Office Building, 1st floor  
1305 East Walnut Street  
Des Moines, IA 50319-0114

You can file a grievance in person, by mail or email. If you need help filing a grievance, the HHS Office of Human Resources is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-257-8563 (TTY: 1-800-735-2942).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-257-8563 (TTY: 1-800-735-2942)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-257-8563 (TTY: 1-800-735-2942).

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-257-8563 (TTY – Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2942).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-257-8563 (TTY: 1-800-735-2942).

تحت اذكار اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-257-8563 (رقم هاتف الصم والبكم: 1-800-735-2942). (ملحوظة: إذا كنت

ໂປດລາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີໄວ້ອີກໃຫ້ທ່ານ. ໂທ 1-800-257-8563 (TTY: 1-800-735-2942).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-257-8563 (TTY: 1-800-735-2942) 전화해 주십시오.

ध्या द्द : द्द आप हद्द बोलते ह्द तो आपके िलए मुफ्द म् भाषा सहाययत्ता सेवाएं उपलब्द् ह्द। 1-800-257-8563 (TTY: 1-800-735-2942) पर कॉल कर ।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-257-8563 (ATS: 1-800-735-2942).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-257-8563 (TTY: 1-800-735-2942).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-257-8563 (TTY: 1-800-735-2942).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-257-8563 (TTY: 1-800-735-2942).

ບົວວຽດບົວວະ:- ກຸມາກວົນ ກວັດ ກຸງິວຂວີ. ກຸມາກວົນ ກຸງິວຂວີ ມາເອາເລາ ຕາລາວົວວຽດລາວົວ ຈີຕາວົວວຽດວຽດລາວົວ. ກີ: **1-800-257-8563 (TTY: 1-800-735-2942).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-257-8563 (телетайп: 1-800-735-2942).