

Title VI/American with Disabilities Act (ADA) Public Notice:

Mark Twain Behavioral Health (MTBH) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

MTBH operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

MTBH posts Title VI/ADA notices on our agency's website and in public areas of our agency.

If you believe you have been discriminated against on the basis of race, color, national origin or disability by Mark Twain Behavioral Health, you may file a Title VI/ADA complaint by completing, signing, and submitting the agency's Title VI/ADA Complaint Form.

How to file a Title VI/ADA complaint with Mark Twain Behavioral Health:

1. Obtain a Title VI/ADA Complaint Form from the receptionist at one of our locations or download the form from our website: www.mtbh.org.
2. In addition to the complaint process at Mark Twain Behavioral Health, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street Suite 404, Kansas City, Missouri 64106.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information. If information is needed in another language, contact 573.221.2120.
5. Return completed Title VI/ADA Complaint Form to Mark Twain Behavioral Health, Attention Celia Hagan, 154 Forrest Drive, Hannibal, MO 63401.

Nondiscrimination obligations and complaint procedures may be translated as needed.

Persons interested in knowing more about the nondiscrimination obligations of Mark Twain Behavioral Health may submit their request to Celia Hagan, 154 Forrest Drive, Hannibal, MO 63401.