

## OUR MISSION, VISION AND VALUES

### - Our Mission -

To provide for the protection, well-being, and self-sufficiency of children and adults.

### - Our Vision -

Helping change lives for the better by providing the premier social welfare programs in the southeastern United States.

### - Our Values -

#### ► Integrity

We are dedicated to act in a manner that merits the trust of our clients, stakeholders, and fellow employees.

#### ► Respect

We believe every individual has worth and potential and is deserving of being treated with dignity.

#### ► Commitment

We are dedicated to providing the highest quality services and support to our clients.

#### ► Accountability

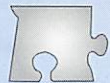
We are responsible for the policies, standards, and decisions that frame our service to our clients.

## HOW TO CONTACT US



DHR's Website: [WWW.DHR.ALABAMA.GOV](http://WWW.DHR.ALABAMA.GOV)

Click on Services; Click the Selected Program



DHR's Location: **State Office:** 50 N. Ripley Street  
Montgomery, AL 36104

**67 County Offices:** Check DHR's website or your local telephone directory for the office serving your area.

**Program Access Assistance:** For persons who are deaf or hard of hearing or for persons in need of language assistance when contacting DHR, interpreter services are available.

## HOW WE CAN HELP



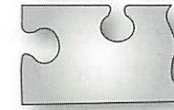
### FAMILY ASSISTANCE

Provides temporary cash assistance to low-income families with children who are under 18 or who are under 19 if in school.

#### Important Numbers:

**County Departments of Human Resources** - see HOW TO CONTACT US section on opposite page.

**EBT Customer Service** -  
1-800-997-8888



### FOOD ASSISTANCE

Provides assistance to supplement the food budgets of low-income individuals and families.

#### Important Numbers:

**Information Hotline** -

1-800-382-0499

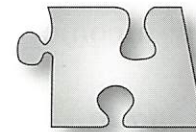
**EBT Customer Service** -

1-800-997-8888

**Alabama Elderly (60 or older)**

**Simplified Application Project** -

1-800-438-2958

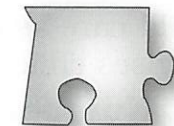


### JOBS

Provides job training, child care, and support services to Family Assistance recipients (and certain former recipients) to assist in moving from welfare to work.

#### Important Numbers:

**County Departments of Human Resources** - see HOW TO CONTACT US section on opposite page.



### CHILD SUPPORT

Provides services to custodial and non-custodial parents to assist in location of parents, establishment of paternity, obtaining orders for support and medical coverage, enforcement of orders, collection and distribution of support payments.

#### Important Number:

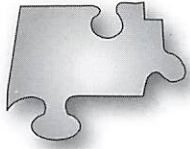
**Automated Voice Response** -

1-800-284-4347

**Online Payment Inquiry** -

<https://www.dhr.alabama.gov/opi/login.asp>

## There's More

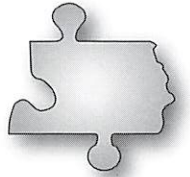


### ADULT PROTECTIVE SERVICES

Provides protective services for elderly and disabled adults who are at risk of abuse, neglect, or of being exploited or institutionalized.

#### Important Numbers:

**Adult Abuse Hotline -1-800-458-7214 or contact your County Department of Human Resources.**



### FAMILY SERVICES

Provides protective services for children, which includes adoption services.

#### Important Numbers:

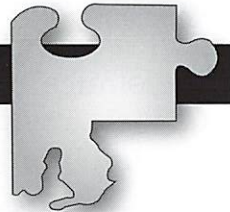
- **Adoption and Foster Care Inquiry - 1-866-425-5437**
- **Alabama Pre/Post Adoptive Services - 1-866-803-2722**
- **Foster and Adoptive Parent Association - 1-888-545-2372**
- **To Report Child Abuse and Neglect - contact your County Department of Human Resources or in emergencies, call 911.**



### CHILD CARE SERVICES

Provides child care assistance for children from low-income families; licenses child care providers.

**Important Numbers: For child care assistance - go to DHR's website; for licensing information-1-866-528-1694**



### SOME OF OUR PARTNER PROGRAMS/SERVICES



**Alabama Campaign to Prevent Teen Pregnancy** - provides statewide leadership on the issue of teen pregnancy prevention. Learn More: 334-265-8004; [www.acptp.org](http://www.acptp.org)



**Alabama Coalition to Prevent Domestic Violence** - provides shelter, support and advocacy to battered women and their children through a statewide network of community based programs. Learn More: **Alabama Hotline - 1-800-650-6522; National Hotline - 1-800-799-7233 or TTY for the Deaf - 1-800-787-3224; [www.acadv.org](http://www.acadv.org)**



**Children's Health Insurance (ALL Kids)** - provides children/teens with low cost healthcare coverage. Learn More: 1-888-373-5437; [www.adph.org/allkids](http://www.adph.org/allkids)



**Medicaid Program** - pays for medical and long term care services for low income pregnant women, children, certain people on Medicare, disabled individuals and nursing home residents who meet certain income and other requirements. Learn More: 1-800-362-1504 [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov)



**Alabama Community Healthy Marriage Initiative** - provides access to healthy relationships/marriage resources for youth, non-married parents, premarital couples, stepfamilies and married couples so as to promote family stability. Learn More: 1-888-4TOGETHER [www.alabamamarriage.org](http://www.alabamamarriage.org) [marriageandfamily@auburn.edu](mailto:marriageandfamily@auburn.edu)



**Alabama Department of Child Abuse and Neglect Prevention/The Children's Trust Fund** - provides funding for programs throughout the State in order to prevent child abuse and neglect as well as to promote healthy marriage and fatherhood. Learn More: 334-242-5710 [www.ctf.alabama.gov](http://www.ctf.alabama.gov)



**Alabama Department of Rehabilitation Services** - provides a continuum of services to enable children and adults with disabilities to achieve their maximum potential. Learn More: 1-800-441-7607 [www.rehab.alabama.gov](http://www.rehab.alabama.gov)



**Health and Human Services Website** - provides information about programs and services available in Alabama. Learn More: [www.myalabama.gov](http://www.myalabama.gov)

#### DHR PAMPHLET SERIES 09-3 Revised 11-19

All programs of the Department of Human Resources are administered in accordance with the Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990 (ADA), as amended by the ADA Amendments Act of 2008, and all other federal and state civil rights laws.

## Alabama

### DEPARTMENT OF HUMAN RESOURCES

### Putting It Together

## FOR THOSE WHO NEED US

