



**TEXAS**

Health and Human  
Services

Civil Rights  
Office

## Client Civil Rights

- **Access**
- **Equality**
- **Opportunity**
- **Respect**

### Your Civil Rights

All Texas Health and Human Services clients have the right to apply for and get services, free from discrimination, from the HHS agencies:

- Health and Human Services Commission [hhs.texas.gov](https://hhs.texas.gov)
- Department of State Health Services [dshs.texas.gov](https://dshs.texas.gov)

This includes services and programs provided by organizations that contract with these agencies.

**Do you need this information in a different form such as audio, Braille or large print? If so, call the HHS Civil Rights Office toll-free at 888-388-6332 or [email HHSCivilRightsOffice@hhsc.state.tx.us](mailto:HHSCivilRightsOffice@hhsc.state.tx.us).**

## Civil Rights Office

### Our Mission

The mission of the Texas HHS Civil Rights Office is to help ensure HHS programs and services are provided in a nondiscriminatory manner.

### Our Services

The Civil Rights Office can help clients who receive services from HHS agencies. We are committed to providing fair and equal services for our clients in the following areas:

- Discrimination complaints
- Access to services and programs
- Access for people with disabilities
- Access for people who don't speak fluent English
- Accurate and timely civil rights information
- Civil rights training for our employees and service providers

## **We Can Help If You:**

- Think you have been discriminated against
- Have been denied access to services or programs
- Have received unwanted sexual advances
- Have been harassed when receiving services
- Have been treated rudely
- Have been denied services because of a disability
- Have a problem because of a language or communication need

## **Nondiscrimination in Services**

The Civil Rights Office investigates discrimination complaints filed by people applying for services, clients and other customers.

People who believe they've been discriminated against can contact the office or fill out the [Client Complaint of Discrimination form](#), CR 136, available online at [hhs.texas.gov/about-hhs/your-rights/civil-rights-office](https://hhs.texas.gov/about-hhs/your-rights/civil-rights-office). You don't need to fill out a form to file a complaint.

You must file a discrimination complaint **no later than 180 days** after the discriminatory incident.

### **A complaint can be started in person or by:**

- **Letter**
- **Email**
- **Fax**
- **Phone**

## **Civil Rights Office - Central Office**

Health and Human Services Commission

701 W. 51st Street

Mail Code W206

Austin, TX 78751

Toll-Free Phone: 888-388-6332

Phone: 512-438-4313

Fax: 512-438-5885

Website: [hhs.texas.gov/about-hhs/your-rights/civil-rights-office](https://hhs.texas.gov/about-hhs/your-rights/civil-rights-office)

People applying for services, clients and other customers who believe they have been discriminated against can also contact the U.S. Department of Agriculture's Office of the Assistant Secretary for Civil Rights. To file a discrimination complaint with their office, fill out the [USDA Program Discrimination Complaint Form](#), AD-3027, found at any USDA office or [www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer](http://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer). Or you can write a letter to USDA and

include all the information requested in the form. To request a copy of the form, call 866-632-9992.

Send your completed form or letter to:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Ave., SW  
Washington, D.C. 20250-9410  
Fax: 202-690-7442  
[Email](mailto:program.intake@usda.gov): [program.intake@usda.gov](mailto:program.intake@usda.gov)

## **CRO Offices**

### **Austin**

701 W. 51<sup>st</sup> Street  
Mail Code W206  
Austin, TX 78751  
Phone: 512-438-4313  
Fax: 512-438-5885

### **Edinburg**

2520 S. Veterans Blvd.  
Mail Code 108-1  
Edinburg, TX 78539  
Phone: 956-316-8393  
Fax: 956-316-8177

### **Grand Prairie**

801 S. State Highway 161  
Suite 600  
Mail Code 012-5  
Grand Prairie, TX 75051  
Phone: 972-337-6245  
Fax: 972-337-6153

### **Houston**

5425 Polk St.  
Mail Code 174-7  
Houston, TX 77023  
Phone: 713-767-2382  
Fax: 713-767-2352

### **Lubbock**

6302 Iola Ave.  
Mail Code 217-1  
Lubbock, TX 79424  
Phone: 806-783-6677  
Fax: 806-783-6644

### **San Antonio**

11307 Roszell St., Room 2100  
Mail Code 279-4  
San Antonio, TX 78217  
Phone: 210-619-8166 or  
210-619-8170  
Fax: 210-619-8159

## **HHS Services**

Call 2-1-1 to learn more about health and human services in your community. If you're calling from a cellphone or outside Texas, call 877-541-7905 toll-free to use the 2-1-1 information line.