



Have a question or problem with your foster care placement?

FOSTER CARE OMBUDSMAN CAN HELP!

Toll-free:
844-286-0769

Contact us Monday – Friday
8 a.m. – 5 p.m.

hhs.texas.gov/foster-care-help

OMBUDSMAN: A WEIRD NAME FOR SOMEONE WHO CAN HELP YOU IF YOU ARE IN FOSTER CARE.

You have the right to live in a safe home. You also have the right to be treated fairly. You should never be treated differently because you ask for help.





An ombudsman will help you solve problems and understand your rights.

An ombudsman will:

- Keep anything you discuss confidential (it will not be discussed with anyone else without your permission).
- Find a way to solve your problems.
- Help you understand your rights.
- Answer your questions.
- Help you with the resources to be successful when you leave foster care.

Call the ombudsman if you have a question or problem with Texas Child Protective Services (CPS) or any other Texas Health and Human Services agencies.

The process:

-  1 When you call, you will speak with a foster care ombudsman.
-  2 The ombudsman will gather information from you about your question or problem.
-  3 The ombudsman will research the issue and may contact CPS with your permission.
-  4 The ombudsman will follow up with you.

The foster care ombudsman cannot:

- Give legal advice.
- Help youth older than 18 years.
- Help youth who are no longer in foster care.
- Help a family member of youth in foster care.

Other Resources

Texas Youth Hotline: 800-989-6884 or 512-872-5777 (text)

Youth and parents in crisis can call for help and advice.

Abuse Hotline: 800-252-5400

Call if you know someone who is being hurt or mistreated.

Office of Consumer Affairs: 800-720-7777

Family members and former foster care adults can call for assistance.



TEXAS
Health and Human
Services

Office of the
Ombudsman

Fax: 888-780-8099

P.O. Box 13247

Austin, Texas 78711