

SERVICES WE PROVIDE

We are committed to providing fair and equal services for our clients in the following areas:

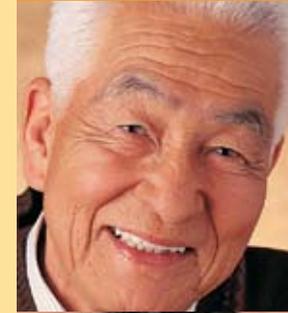
- Discrimination complaints
- Access to services and programs
- Access for people with disabilities
- Access for people who do not speak fluent English
- Accurate and timely civil rights information
- Civil rights training for our employees and client providers

WE CAN HELP

- If you think you have been discriminated against
- If you have been denied access to services or programs
- If you have received unwanted sexual advances
- If you have been harassed when receiving services
- If you have been treated rudely
- If you have been denied services due to a disability
- If you have a problem due to a language or communication need

Client Rights CIVIL RIGHTS OFFICE

- Access
- Equality
- Opportunity
- Respect



Do you need this information in a different form such as audio, Braille, or large print?

Call us Toll-free at (888) 388-6332
Or e-mail us at hscivilrightsoffice@hhsc.state.tx.us

If so, you can contact the HHSC Civil Rights Office.
Phone Toll-free: (888) 388-6332
TTY Toll-free: (877) 432-7232

HHSC Civil Rights Office
701 W. 51st Street
Mail Code W206
Austin, Texas 78751

E-mail: HHSCivilRightsOffice@hhsc.state.tx.us

- Access
- Equality
- Opportunity
- Respect

Civil Rights Office
Health and Human Services Commission
701 W. 51st Street
Mail Code W206
Austin, Texas 78751

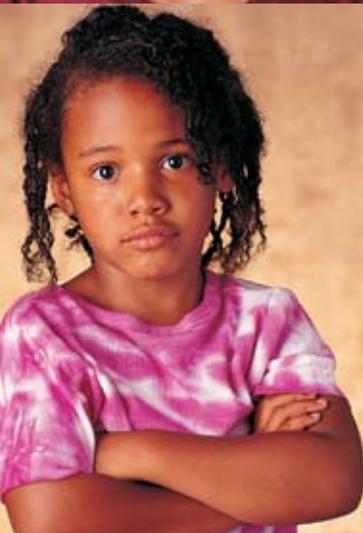


Phone Toll-free: (888) 388-6332
Phone: (512) 438-4313
TTY Toll-free: (877) 432-7232
TTY: (512) 438-2960
Fax: (512) 438-5885

Website:
www.hhs.state.tx.us/aboutHHS/CivilRights.shtml

Revised 04/2008

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OUR MISSION

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

OUR AGENCIES

We can help clients who receive services from the following Texas agencies:

- **Department of Aging and Disability Services (DADS)**
www.dads.state.tx.us
- **Department of Assistive and Rehabilitative Services (DARS)** www.dars.state.tx.us
- **Department of Family and Protective Services (DFPS)**
www.dfps.state.tx.us
- **Department of State Health Services (DSHS)**
www.dshs.state.tx.us
- **Health and Human Services Commission (HHSC)**
www.hhsc.state.tx.us

Call **2-1-1** for information about health and human services in your community. Cell phone users or callers from outside Texas can call **1-877-541-7905** Toll-free to access the **2-1-1** information line.



2-1-1

NONDISCRIMINATION IN SERVICES

The Civil Rights Office is responsible for investigating complaints of discrimination filed by applicants for services, clients, and other customers.

Applicants for services, clients, and other customers who believe they have been discriminated against may contact the Civil Rights Office or complete the Client Complaint of Discrimination form, CR 136 (www.hhs.state.tx.us/aboutHHS/CivilRights.shtml). You are not required to fill out a form to file a complaint.

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

A complaint can be started in person or by:

- Letter
- E-mail
- Fax
- Phone



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



YOUR RIGHTS AS A CLIENT

All health and human services clients have the right to apply for and get services free from discrimination. This includes services and programs provided by other organizations that contract with our agencies.

Our policy on equal opportunity in the delivery of programs and services can be found in HHS Circular C-001 at www.hhs.state.tx.us/news/circulars/c-001.shtml.

OUR OFFICES

FAX: 512-438-5885

Austin

701 West 51st Street
Mail Code W206
Austin, TX 78751
Phone Toll-free: (888) 388-6332
Phone: (512) 438-4313
TTY Toll free: (877) 432-7232
TTY: (512) 438-2960
FAX: (512) 438-5885

Grand Prairie

801 West Freeway
Mail Code 012-5
Grand Prairie, TX 75051
Phone: (972) 337-6245
TTY: (972) 337-6360
FAX: (972) 337-6153

Houston

5425 Polk
Mail Code 174-7
P.O. Box 16017
Houston, TX 77023
Phone: (713) 767-2382
TTY: (713) 767-2382
FAX: (713) 767-2352

Lubbock

1716 Parkway Drive
Mail Code 216-9
Lubbock, TX 79403
Phone: (806) 766-2755
TTY: (806) 766-2755
FAX: (806) 766-6160

Edinburg

2520 South I Road
Mail Code 108-1
Edinburg, TX 78539
Phone: (956) 316-8393
TTY: (956) 316-8187
FAX: (956) 316-8180