



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
- Department of State Health Services 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 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. 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

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-
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3027, found at any USDA office or 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: program.intake@usda.gov

CRO Offices

Austin

701 W. 51st 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.