

Independent Ombudsman

for the

Texas Juvenile Justice Department



First Quarter Report FY 15
September 1, 2014 to November 30, 2014

Introduction:

This report is the first Quarterly Report of FY 2015 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the first quarter of FY 15 spanning September 2014 through November 2014.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all contract care programs as well as tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities. Currently, TJJD operates 6 secure facilities, 8 halfway houses, and several parole district locations. Additionally, TJJD contracts with additional facilities to provide services to TJJD youth. While the IO seeks to address systemic problems with TJJD service delivery, the office has resolved numerous individual complaints, as well.

The office successfully visited and inspected secure TJJD facilities, as well as halfway houses, contract care facilities and parole offices to monitor for compliance with best practices for the safety and security of the youth. In addition, all ANE incident reports from county facilities have been reviewed and tracked for trends.

Accounting of Site Visits, Youth Contact and Individual Cases

| | FY14 | 1st Quarter FY15 | FY15 Total |
|---|-------------|-------------------------|-------------------|
| Site Visits | 216 | 61 | 61 |
| Number of Youth Interviewed | 1354 | 585 | 585 |
| Number of Youth Interviews Conducted | 2898 | 773 | 773 |
| Closed Cases | 181 | 33 | 33 |

Facilities visited by IO staff during the fourth quarter

Secure Facilities

Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility-*Mart TX*
McLennan Residential Treatment Center-*Mart TX*
Ron Jackson State Juvenile Correctional Complex -*Brownwood TX*

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Brownwood Halfway House-*Brownwood TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Willoughby House-*Fort Worth TX*
York House-*Corpus Christi TX*

TJJD District Offices

Austin District Office
Dallas District Office
Fort Worth District Office
Houston District Office
San Antonio District Office

Parole Areas (Parole officers not working out of a district office)

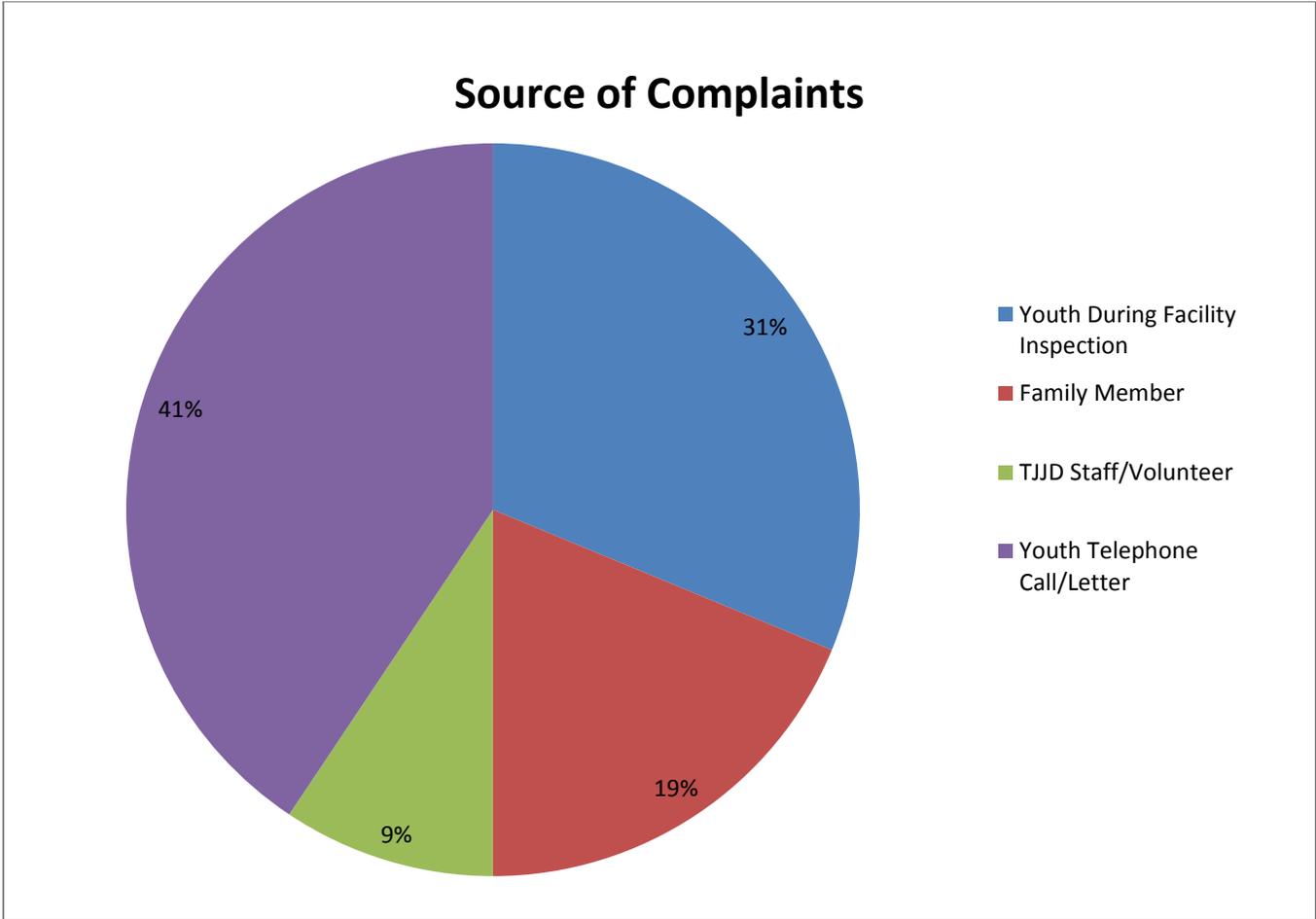
Amarillo Area Parole
Bell County Parole
Harlingen Area Parole
Lubbock Area Parole
Midland Area Parole
Tyler Area Parole

Contract Care Facilities

Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Austin State Hospital-*Austin TX*
Byrds Therapeutic Group Home-*Houston TX*
G4S Youth Services, LLC-*Brownwood*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare LLC, East Intermediate-*Houston TX*
Pegasus School RTC-*Lockhart TX*
Specialized Alternatives for Youth (SAFY)-*Arlington TX*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 32 complaints during the first quarter. The majority of these cases were received directly from the youth during facility inspections.

First Quarter-FY 15



Complaints Received by Facility-First Quarter FY 15*

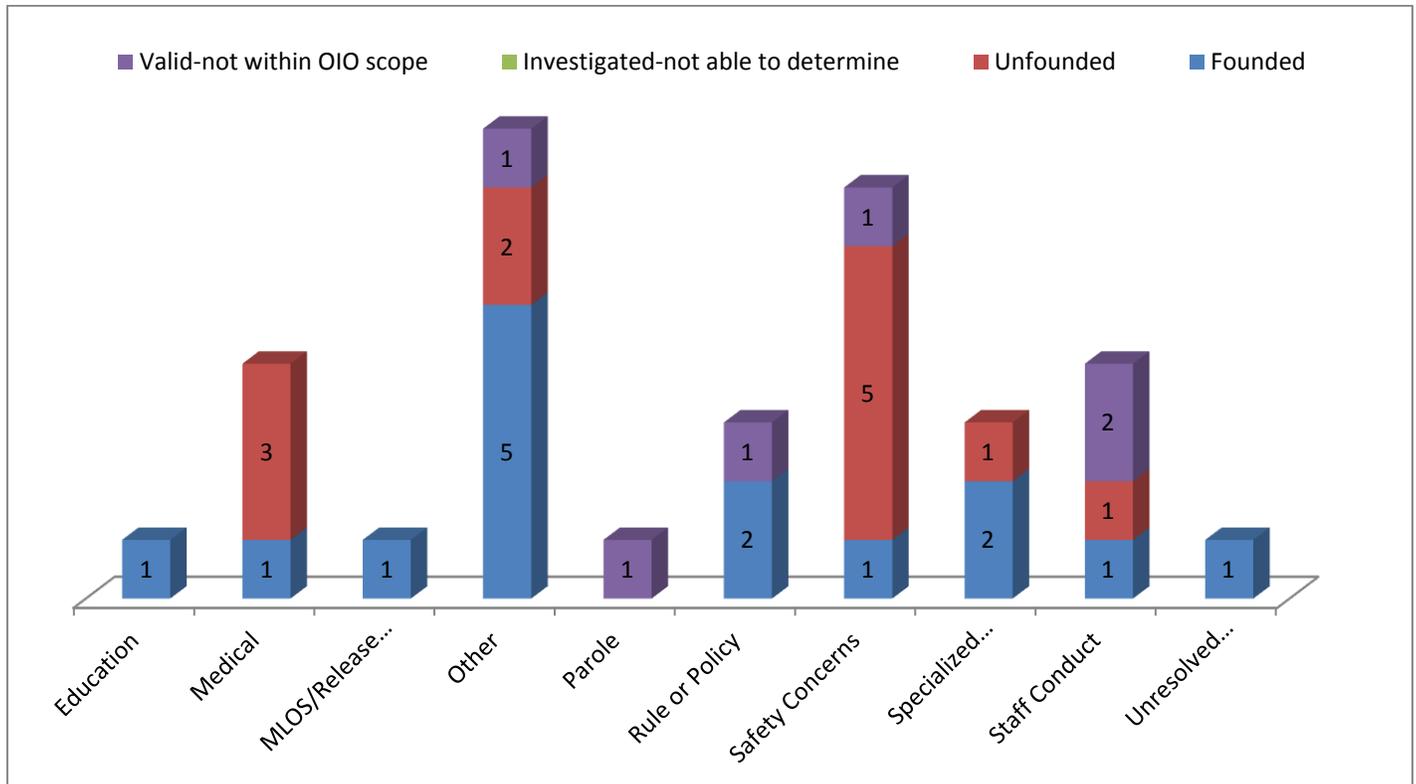
| | Total for Facility | Education | Medical | Other | Parole | Rule or Policy | Safety Concerns | Specialized Treatment | Staff Conduct | Unresolved Grievances |
|--------------------------|--------------------|-----------|---------|-------|--------|----------------|-----------------|-----------------------|---------------|-----------------------|
| AUSTIN STATE HOSPITAL | 1 | | | 1 | | | | | | |
| EVINS RJC | 4 | | 2 | | | | 1 | | 1 | |
| GAINESVILLE STATE SCHOOL | 9 | | 1 | 4 | | 1 | | 2 | 1 | |
| GARZA COUNTY RJC | 1 | | | | | | | | 1 | |
| GIDDINGS STATE SCHOOL | 3 | | | | | 2 | 1 | | | |
| LUBBOCK PAROLE AREA | 1 | | | | 1 | | | | | |
| MCLENNAN COUNTY SJCC | 3 | | | | | | 1 | 1 | 1 | |
| MCLENNAN RTC | 5 | 1 | | 1 | | | 3 | | | |
| RON JACKSON SJCC | 3 | | 1 | | | | | | 1 | 1 |
| WILLOUGHBY HOUSE | 2 | 1 | 1 | | | | | | | |

* Facilities without complaints are not listed

The IO closed 33 cases in the first quarter. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases

Fourth Quarter FY 15

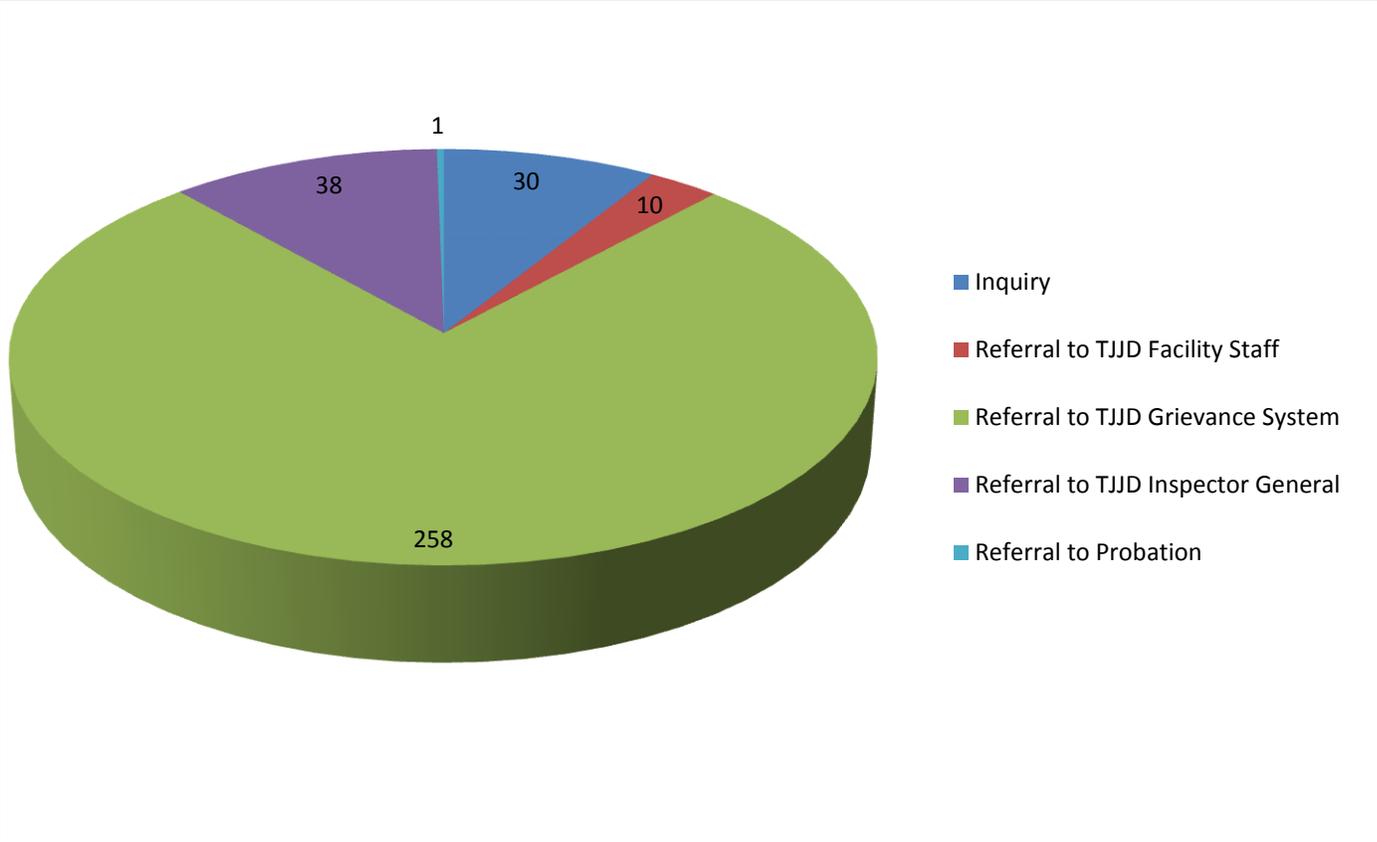


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 337 inquiries and referrals during the first quarter.

Inquiries and Referrals

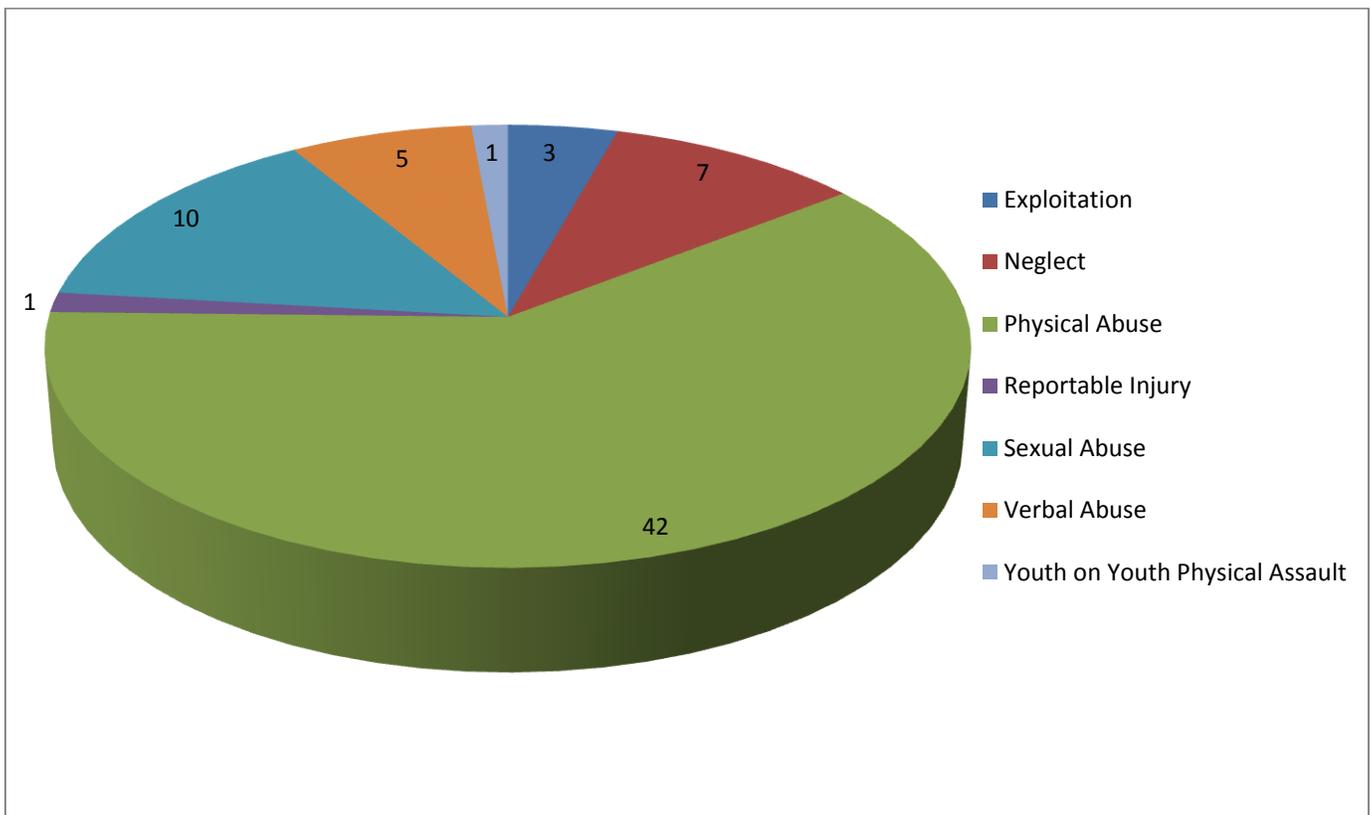
Fourth Quarter FY15



The IO reviewed 69 ANE reports in the first quarter.

Reports of Abuse, Neglect and Exploitation from County Operated Facilities*

Fourth Quarter FY 15



*These reports are reviewed by the IO, but there is no investigation or determination of findings made by the office. The IO tracks these incidents for indications of systemic issues and trends.