

Independent Ombudsman

for the

Texas Juvenile Justice Department



Fourth Quarter Report FY 13

June 1, 2013 to August 31, 2013

Introduction:

This report is the fourth Quarterly Report of FY 2013 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 fourth quarter of FY 13 spanning June 2013 through August 2013.

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, 9 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.

Comments

TJJD and the IO have been busy this year transitioning to a new Executive Director, adjusting to a new philosophy of programming, and actively participating in the 83rd Legislature. This last quarter was spent preparing for the implementation of mandates set by the 83rd Legislature, including budget reductions and a mandated facility closure due to declining referrals. Pending budget cuts and closures have created an unsettling climate on TJJD campuses. Difficult decisions are being made by all divisions of TJJD to reduce the budget, which in turn opens the door for the loss of services for the youth in the care of TJJD.

A TJJD staff recommendation has been made to close the Corsicana Residential Treatment Center (CRTC) in response to a mandate to reduce the number of secure facilities from six to five. The IO is in agreement with this selection. The IO has encouraged TJJD to look at all options for these youth with severe mental health issues in an effort to provide the most suitable environment. In preparation for the closure IO staff are collaborating with other TJJD professionals in an individual assessment exercise to determine the best placement for each youth currently housed at CRTC.

The IO continues to see sustained momentum by TJJD in implementing innovative evidence-based practices. Overall there have been improvements in the operations at TJJD facilities as it moves towards smaller, more treatment oriented and skill based facilities. Systemic issues throughout the agency are regularly reported by the IO to the Executive Management Team with recommendations for improvement.

The IO will continue to monitor the levels of youth violence in TJJD and the agency's progress in implementing an effective behavioral management plan for all youth in the agency.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY 2012	4th Quarter FY13	FY13 Total
Site Visits	247	56	236
Number of Youth Interviewed	1430	634	1410
Number of Youth Interviews Conducted	2382	851	2915
Closed Cases	216	65	256

Facilities visited by IO staff during the fourth quarter

Secure Facilities

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

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Beto House-*McAllen TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Turman House-*Austin 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)

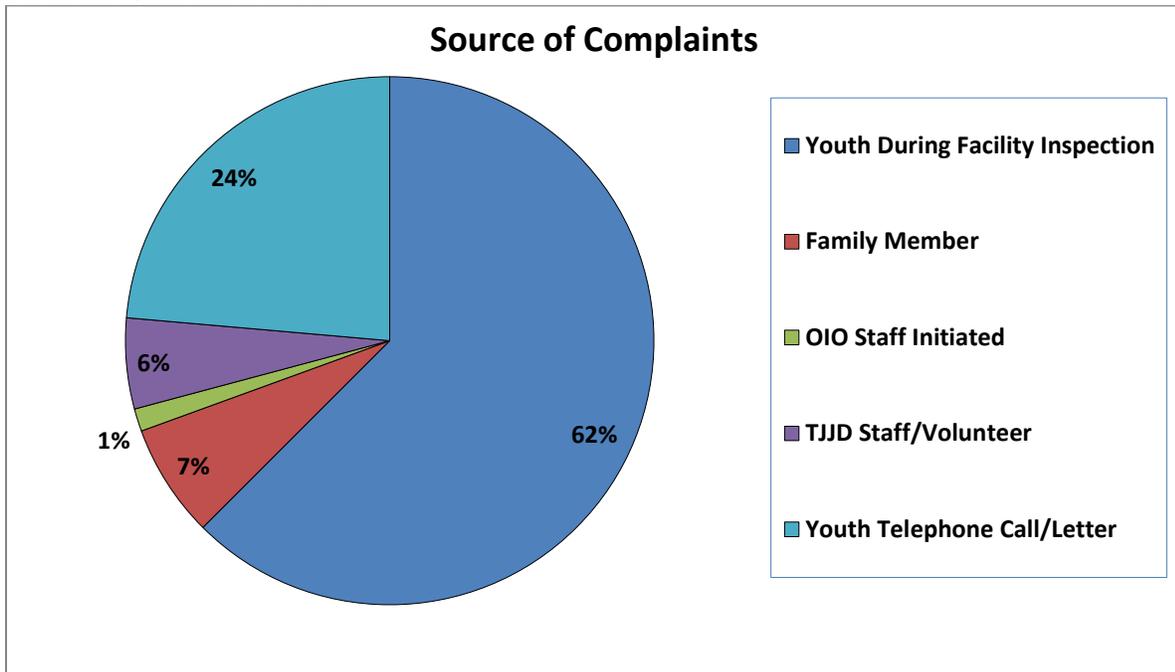
Amarillo Area Parole
Bell County Area Parole
Harlingen Area Parole
Lubbock Area Parole
Midland Area Parole
Tyler Area Parole

Contract Care Facilities

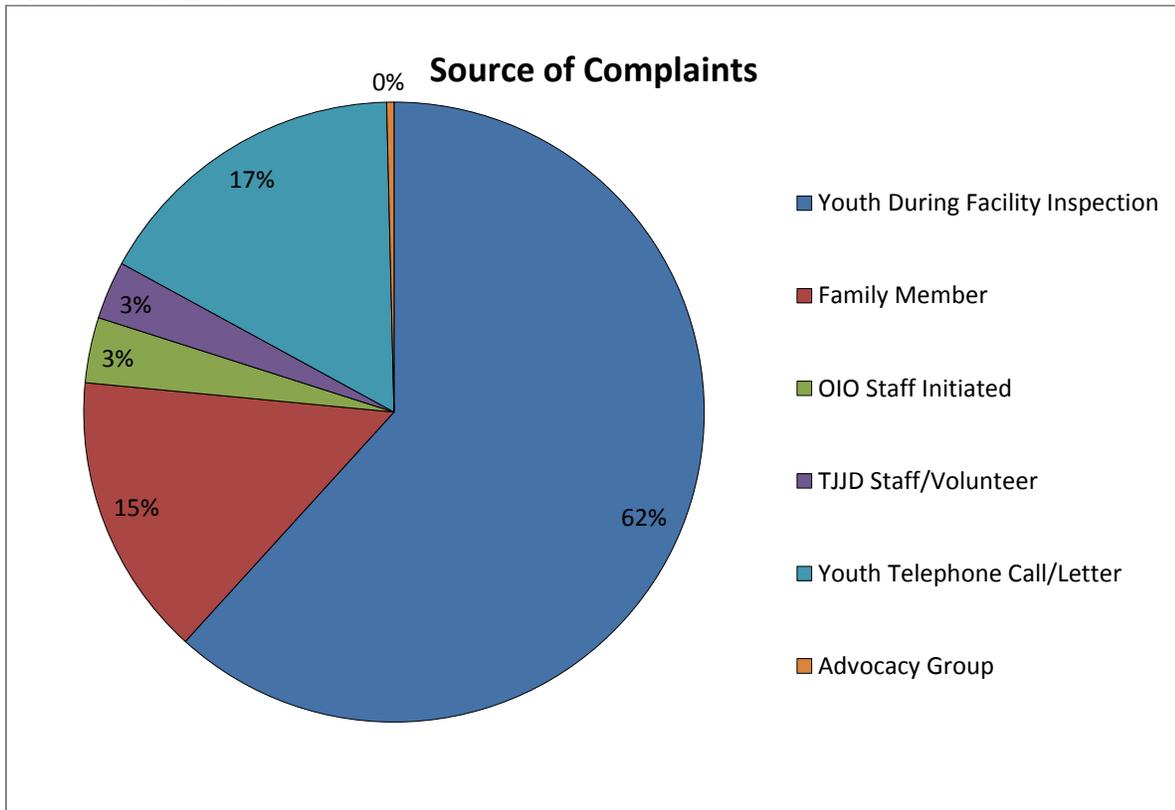
Abraxas Youth and Family Services-*San Antonio TX*
Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Byrds Therapeutic Group Home-*Houston TX*
G4S Youth Services, LLC-*Brownwood*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare LLC, East Intermediate-*Houston TX*
Specialized Alternatives for Youth (SAFY)-*Arlington TX*
Terrell State Hospital
Unity Children's Home-*Houston TX (two locations)*

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 72 complaints during the fourth quarter and 264 during fiscal year 2013. The majority of these cases were received directly from the youth during facility inspections.

Fourth Quarter-FY 13



Fiscal Year 2013



Complaints Received by Facility-Fourth Quarter FY 13*

Facility	Total for Facility	Conexctions	Facility Conditions	Education	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Unresolved Grievances	Staff Conduct
Amikids, dba Rio Grande Valley	1								1					
Ayres House	2						1				1			
Corsicana RTC	5				2						3			
Evins RJC	16		2	4					1	1	1		1	4
Gainesville State School	9	1			2			2			1	2		1
Garza County RJC	2		1		1									
Giddings State School	21		1	7			1		1				2	6
Gulf Coast Trades Center	1			1										
Houston District Office	1						1							
McFadden Ranch	3	2			1									
McLennan County SJCF	7						1	3				2		1
Ron Jackson SJCC	2				1						1			
Schaeffer House	1													1
Tamayo House	1													1

* Facilities without complaints are not listed

Complaints Received by Facility-Fiscal Year 2013*

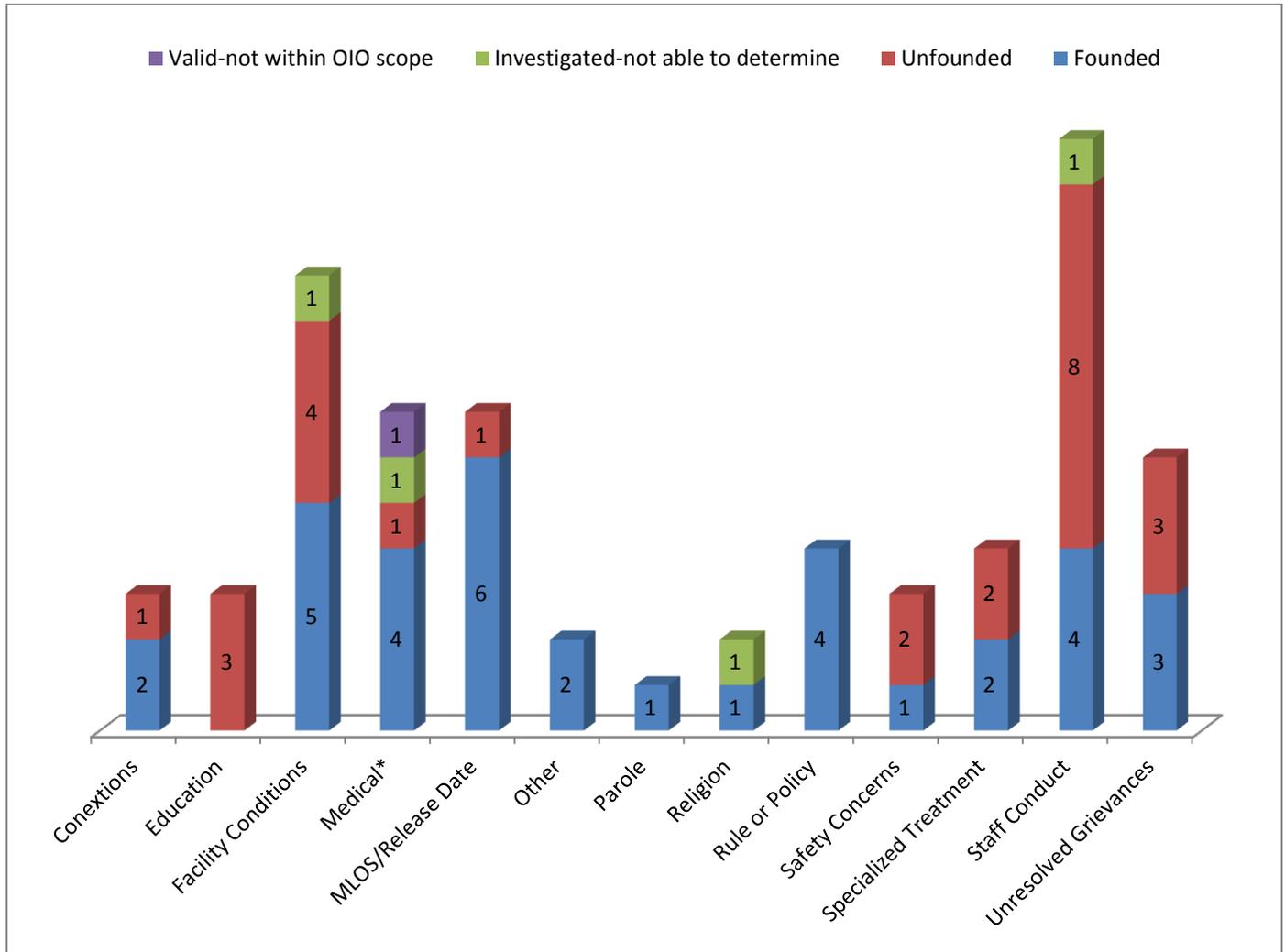
Facility	Total for Facility	Conexctions	Facility Conditions	Education	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Amikids, dba Rio Grande Valley	2								1					1
Austin State Hospital	1											1		
Ayres House	2					1					1			
Corsicana RTC	26		2		5		9		1	4	1	1	2	1
Cottrell House	4			1	2				1					
Evins RJC	64	2	3	13	1	1	1	1	1	3	8	4	22	4
Gainesville State School	32	1		1	2	3	14			2	7		2	
Garza County RJC	3		1	1	1									
Giddings State School	54		1	18	2	6		2		2	2	5	13	3
Gulf Coast Trades Center	2			1		1								
McFadden Ranch	4	2			2									
McLennan County SJCF	34		1	3	5	3	4		1		5		12	
San Antonio District Office	1									1				
Houston District Office	1					1								
Ron Jackson SJCC	15		3	2	5	1	1			1		2		
Schaeffer House	2											2		
Tamayo House	1											1		
Turman House	2								1	1				
Willoughby House	2		1		1									
York House	12			1		1	1	1		1		1	5	1

*Facilities without complaints are not listed

The IO closed 65 cases in the fourth quarter and 256 during fiscal year 2013. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases

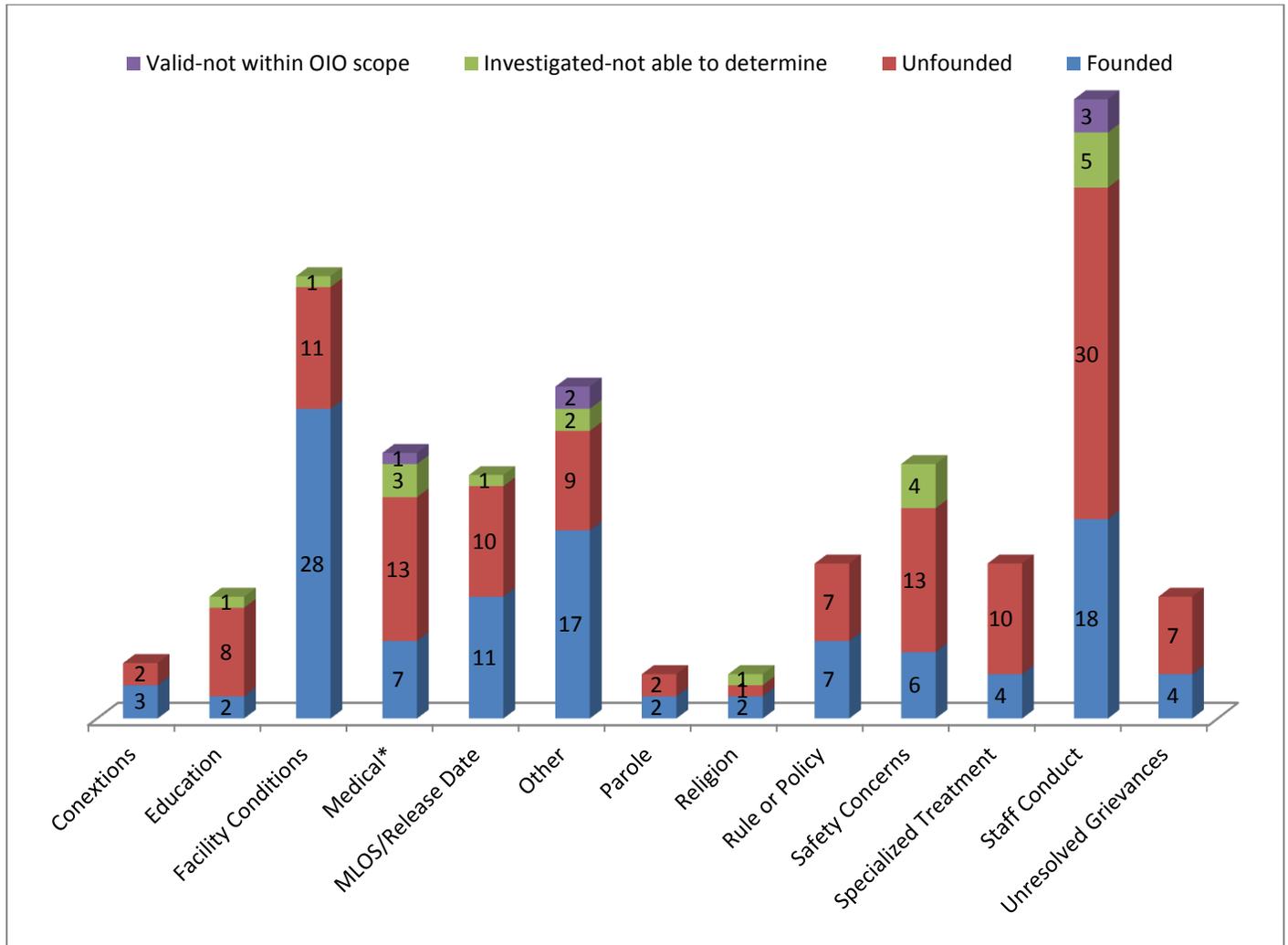
Fourth Quarter FY 13



* 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.

Closed Cases

Fiscal Year 2013*

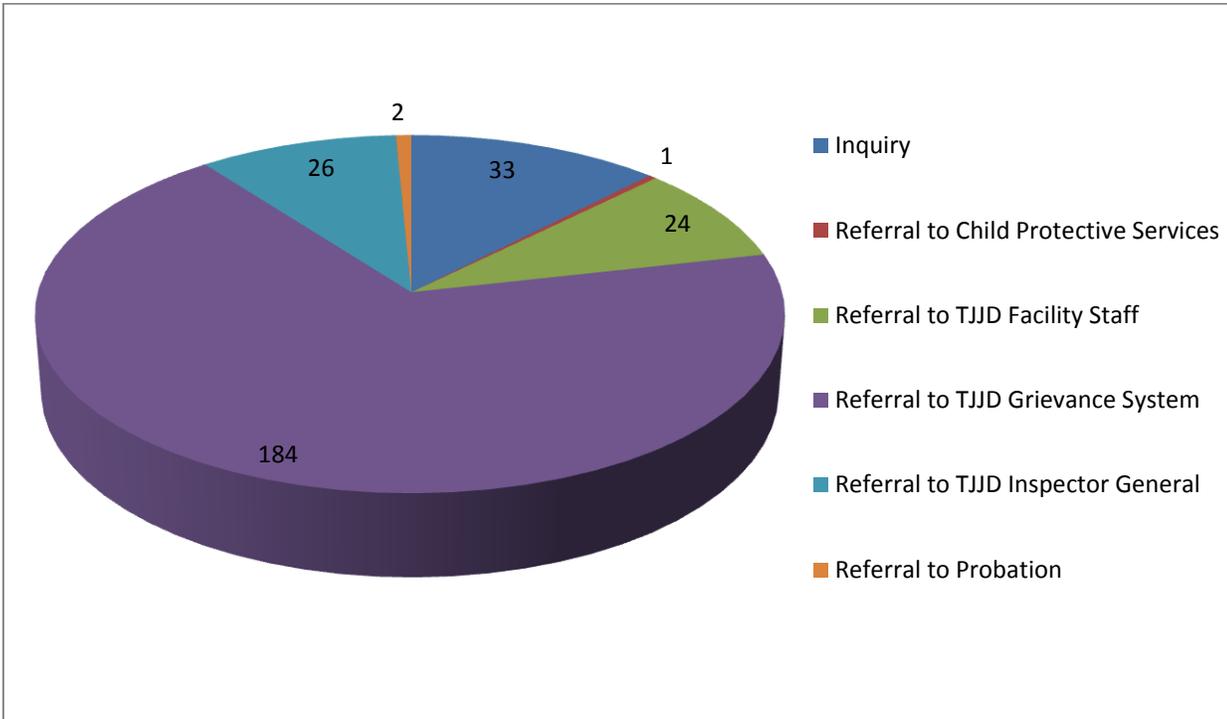


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

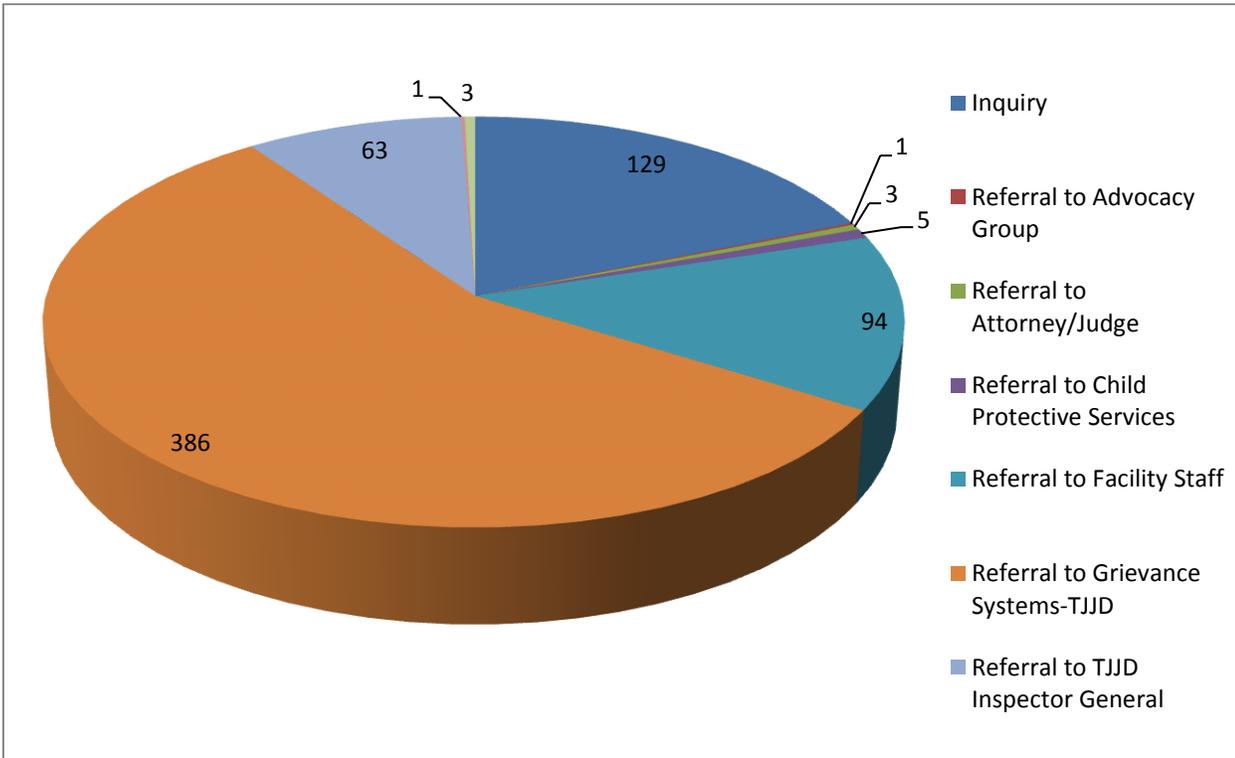
In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 270 inquiries and referrals during the fourth quarter and 685 during fiscal year 2013.

Inquiries and Referrals

Fourth Quarter FY13



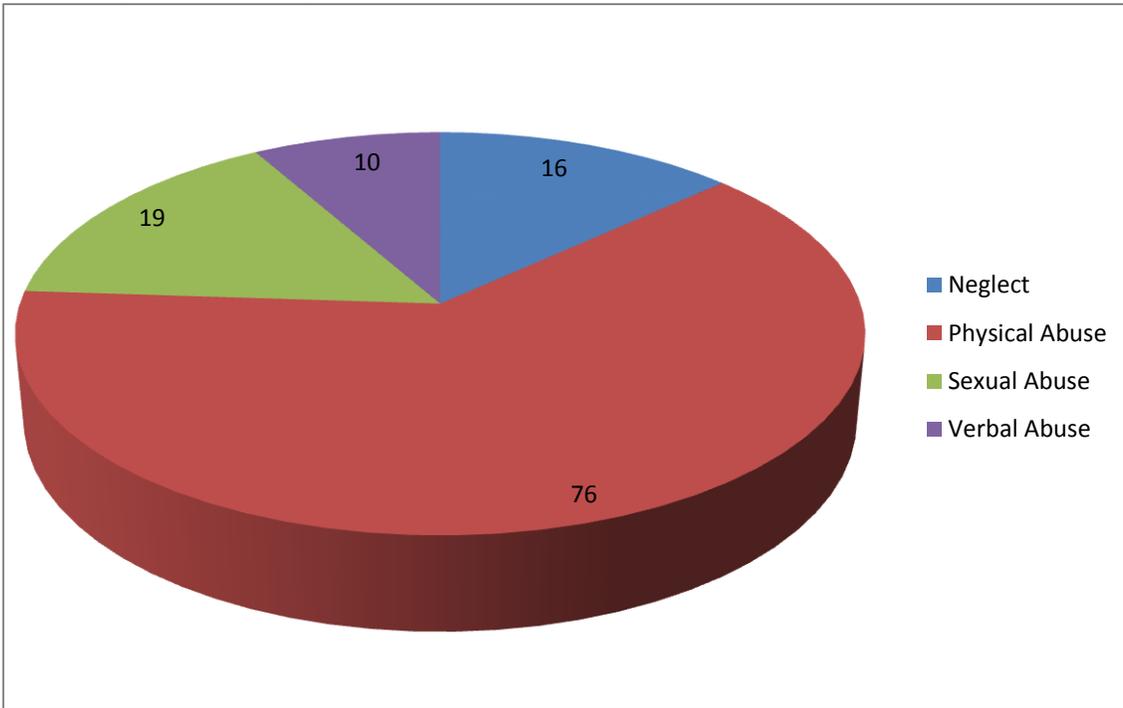
Fiscal Year 2013



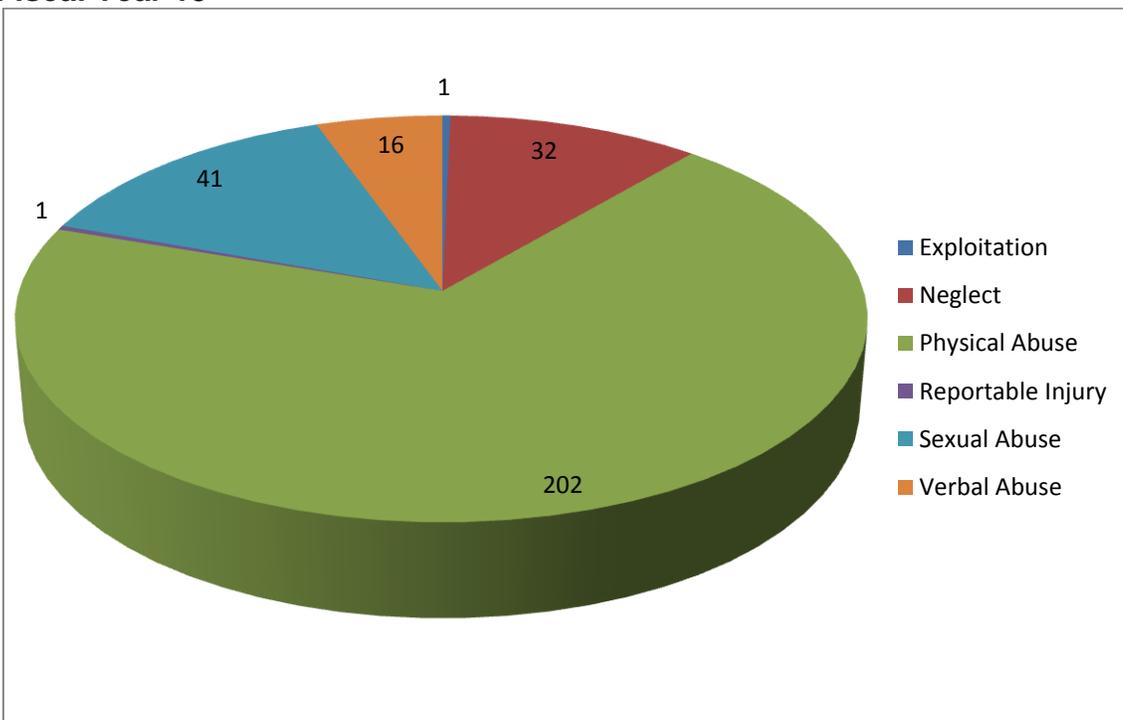
The IO reviewed 121 ANE reports in the fourth quarter and 293 during fiscal year 2013.

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

Fourth Quarter FY 13



Fiscal Year 13



*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.