

**Independent Ombudsman
for the
Texas Juvenile Justice Department**



Second Quarter Report FY 14

December 1, 2013 to February 28, 2014

Introduction:

This report is the second Quarterly Report of FY 2014 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 14 spanning December 2013 through February 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

	FY 2013	2 nd Quarter FY14	FY14 Total
Site Visits	236	58	110
Number of Youth Interviewed	1410	535	881
Number of Youth Interviews Conducted	2915	699	1467
Closed Cases	256	57	117

Facilities visited by IO staff during the first 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*
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
El Paso 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

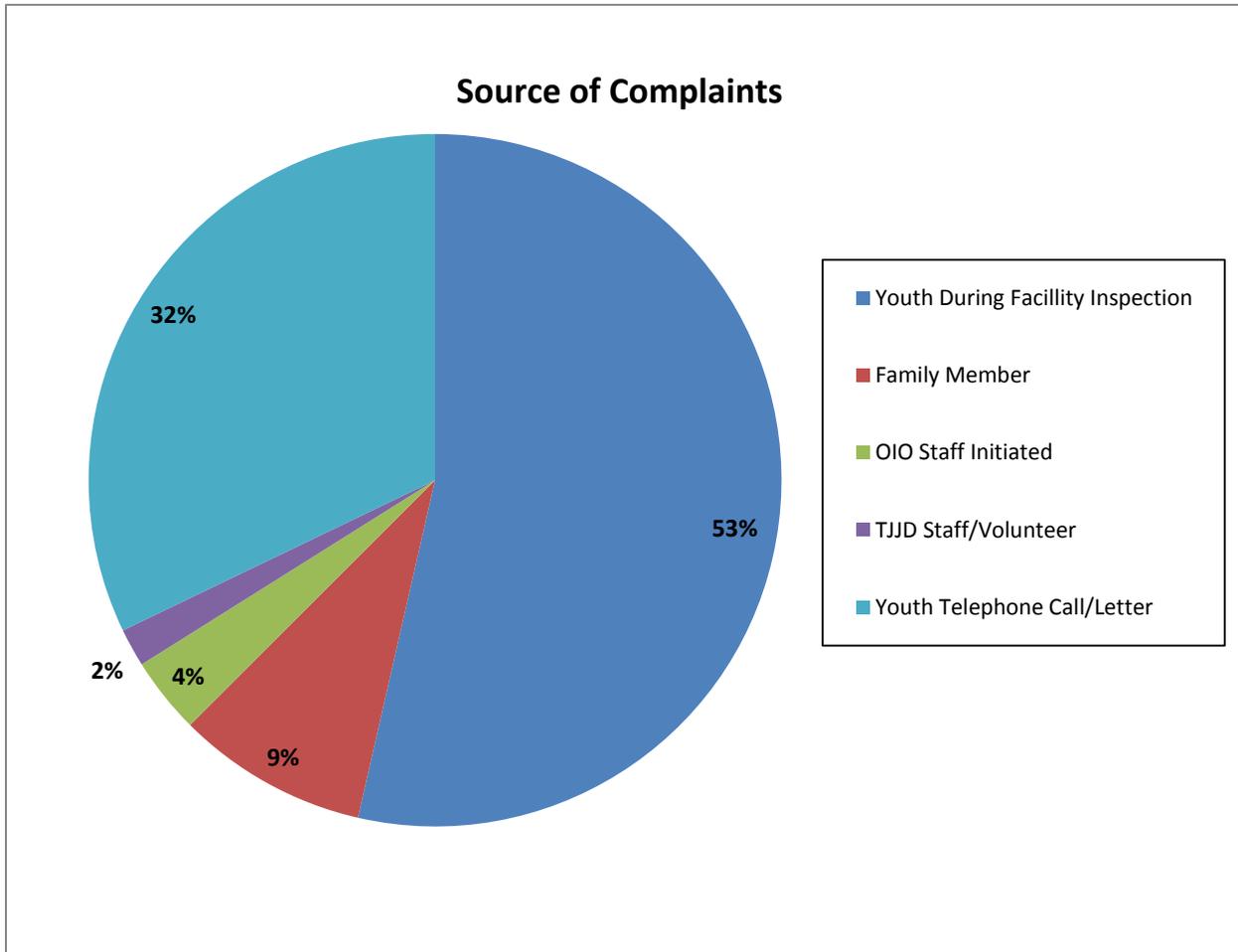
Contract Care Facilities

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 56 complaints during the second quarter. The majority of these cases were received directly from the youth during facility inspections.

Second Quarter-FY 14



Complaints Received by Facility-Second Quarter FY 14*

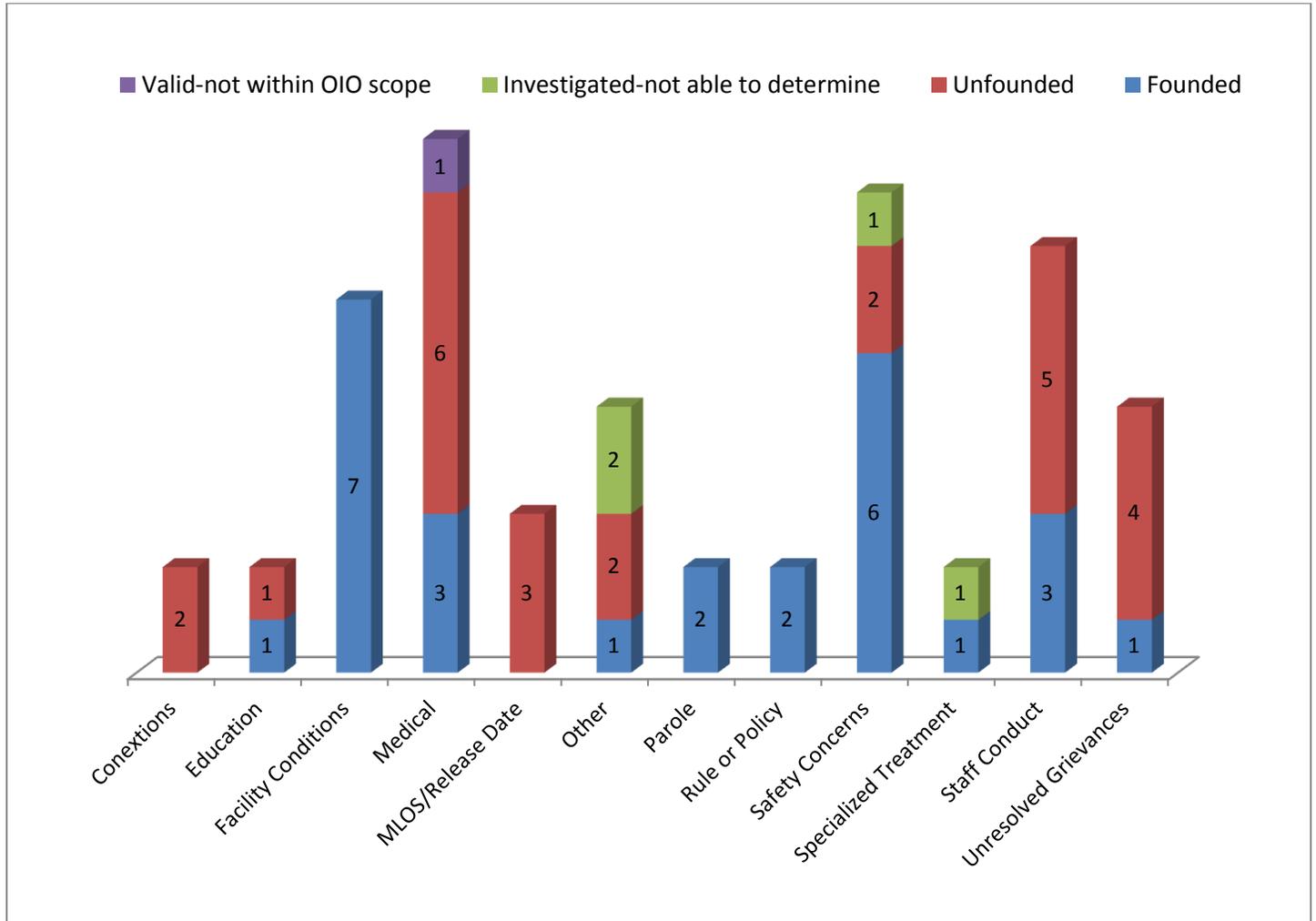
	Total for Facility	Conexions	Facility Conditions Education	MLOS/Release Date Medical	Other	Parole	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances	
EVINS RJC	9	2		1	1		1	1			2	1
G4S YOUTH SERVICES, LLC	1				1							
GAINESVILLE STATE SCHOOL	4		1			1	1				1	
GIDDINGS STATE SCHOOL	24			7	3	2			6		4	2
GULF COAST TRADES CENTER	2										1	1
MCLENNAN COUNTY SJCF	10				2		2		3	2	1	
RON JACKSON SJCC	2				1					1		
SCHAEFFER HOUSE	2		1					1				
TAMAYO HOUSE	2						1				1	

* Facilities without complaints are not listed

The IO closed 57 cases in the second quarter of fiscal year 2014. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases

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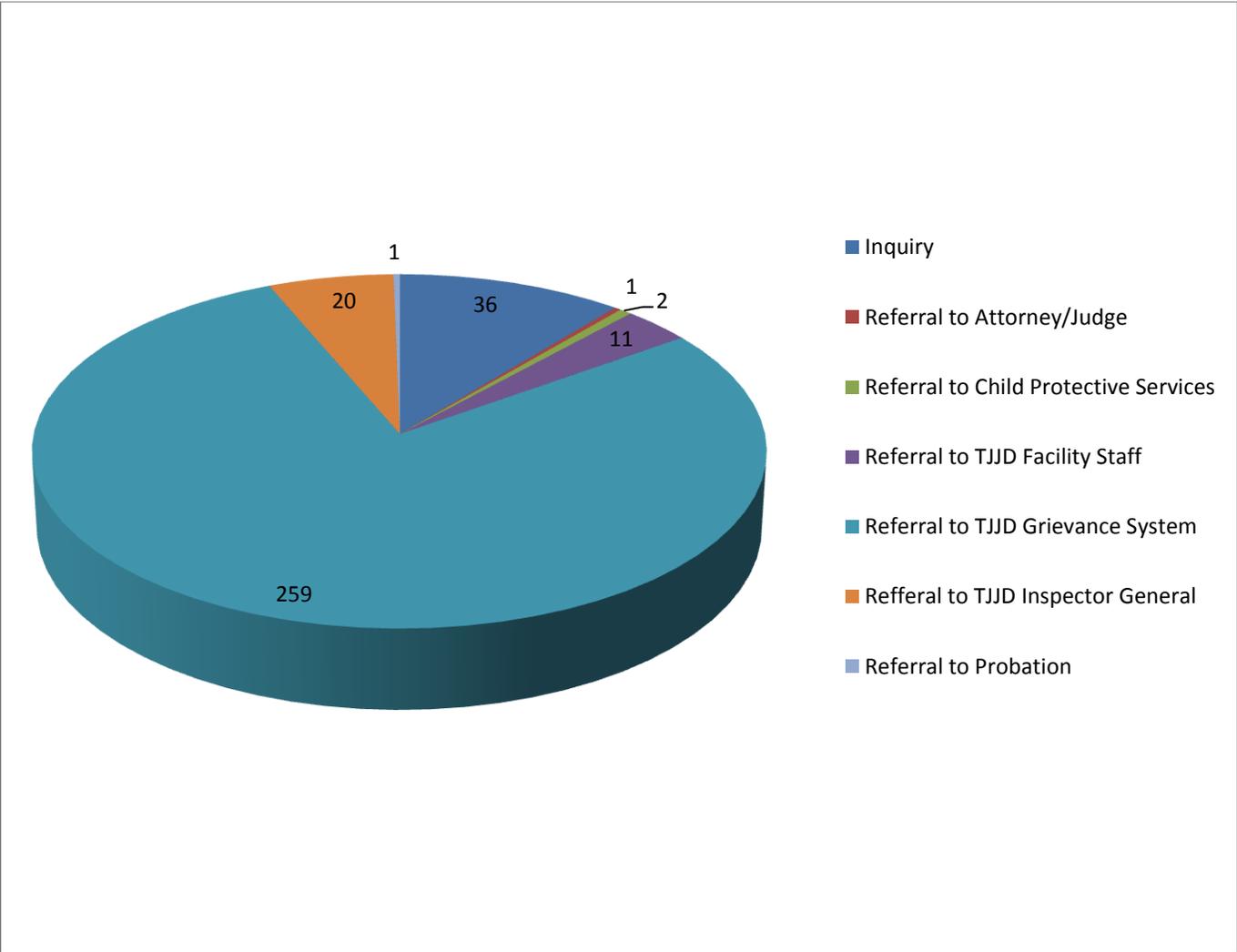


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

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 330 inquiries and referrals during the second quarter of fiscal year 2014.

Inquiries and Referrals

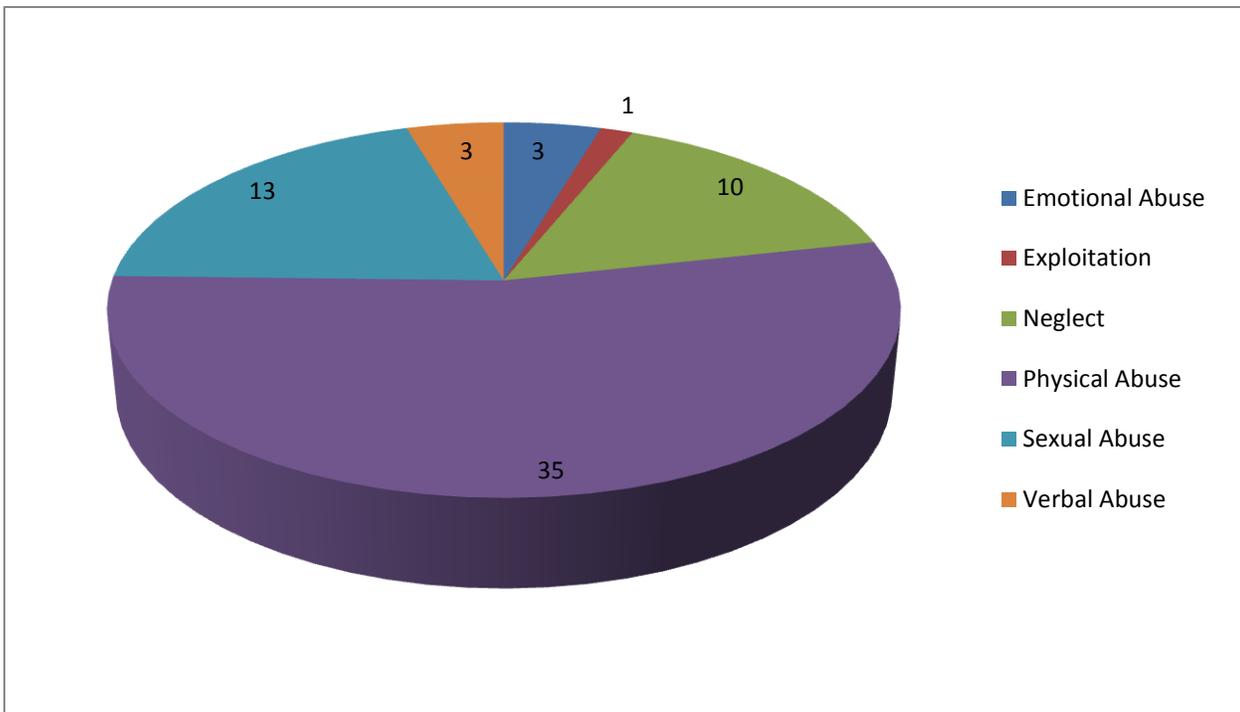
Second Quarter FY14



The IO reviewed 65 ANE reports in the second quarter of fiscal year 2014.

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

Second Quarter FY 14



*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.