Independent Ombudsman
for the
Texas Juvenile Justice Department

Second Quarter Report FY 16
December 1, 2015 to February 29, 2016
Introduction:

This report is the second Quarterly Report of FY 2016 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 16 spanning December 2015 through February 2016.

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. Senate Bill 1630, passed during the 84th Legislative Session, expanded those duties to include county post-adjudication facilities and contract facilities where county post-adjudicated youth are placed. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all county post-adjudication facilities and TJJD and county contract care programs. The IO also tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities.

Accounting of Site Visits, Youth Contact and Individual Cases

<table>
<thead>
<tr>
<th></th>
<th>FY15</th>
<th>2nd Quarter FY16</th>
<th>FY16 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>TJJD/Contract Site Visits</td>
<td>207</td>
<td>40</td>
<td>85</td>
</tr>
<tr>
<td>County Post Adjudicated/Contract Facility Site Visits</td>
<td>N/A</td>
<td>58</td>
<td>58</td>
</tr>
<tr>
<td>Number of Youth Interviewed</td>
<td>1305</td>
<td>966</td>
<td>1329</td>
</tr>
<tr>
<td>Number of Youth Interviews Conducted</td>
<td>3004</td>
<td>1148</td>
<td>1974</td>
</tr>
<tr>
<td>Closed Cases</td>
<td>106</td>
<td>32</td>
<td>41</td>
</tr>
</tbody>
</table>
TJJD facilities visited by IO staff during the second 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

**Contract Care Facilities**
Amikids, dba Rio Grande Valley-Los Fresnos TX
Austin State Hospital-Austin TX
G4S Youth Services, LLC-Brownwood
Garza County Regional Juvenile Center-Post TX
Gulf Coast Trades Center-New Waverly TX
Pegasus School RTC-Lockhart TX

**Parole**
El Paso Parole Office
Fort Worth Parole Office
Tyler Parole Region

**County Post Adjudicated Facilities visited by IO staff during the second quarter**

**County Operated**
Amador R Rodriguez Boot Camp & Educational Center-San Benito TX (Cameron County)
Bell County Juvenile Services Center-Killeen TX
Bill Logue Juvenile Justice Center-Waco TX (McLennan County)
Brazoria County Juvenile Detention/Residential Treatment-Angleton TX
Cyndi Taylor Krier Juvenile Correctional Treatment-San Antonio TX (Bexar County)
Dallas County Residential Programs and Drug Treatment-Dallas TX
Dallas County Youth Village-Dallas TX
Deaf Smith County Youth Home-Hereford TX
Denton County Secure Correctional Facility-Denton TX
Ector County Youth Center-Odessa TX
Grayson County Post-Adjudication Facility-Denison TX
Guadalupe County Post Adjudication Center-Seguin TX
H.O.P.E. Academy-Tyler TX (Smith County)
Hays County Juvenile Post-Detention Center-San Marcos TX
Jerry J. Esmond Juvenile Justice Center-Galveston TX (Dickinson County)
John R. Roach Juvenile Detention Center-McKinney TX (Collin County)
Judge Mario E. Ramirez Jr. Juvenile Justice Center-Weslaco TX (Hidalgo County)
Judge Ricardo H. Garcia Regional Juv. Detention-San Diego TX (Duval County)
L.I.F.E. & B.R.A.V.E. Residential Program-San Benito TX (Cameron County)
Lake Granbury Youth Services-Granbury TX (Hood County)
Letot Residential Treatment Center-Dallas TX (Dallas County)
Lubbock County Juvenile Justice Center-Lubbock TX
Lyle B. Medlock Treatment Facility-Dallas TX (Dallas County)
Meurer Intermediate Sanctions Center & Halfway House-Austin TX (Travis County)
Mission Road Center-San Antonio TX (Bexar County)
Robert N. Barnes Regional Juvenile Facility-Corpus Christi TX (Nueces County)
Rockdale Regional Juvenile Justice Center-Rockdale TX (Milam County)
Samuel F. Santana Challenge Program-El Paso TX (El Paso County)
The Youth Center of the High Plains-Amarillo TX (Randall County)
Van Zandt County Youth Multi-Service Center-Grand Saline TX
Victoria Regional Juvenile Justice Facility-Victoria TX
Williamson County Triad/Trinity Programs-Georgetown TX

Contract Care Facilities for post adjudicated
Arms of Hope-Medina TX
Athletes for Change-Glenn Heights TX
Austin Children’s Center-Austin TX
Avalon Center-Eddy TX
Azleway Children’s Services-Tyler TX
Azleway Drug Treatment Program-Big Sandy TX
Bridge Emergency Youth Services-San Antonio TX
Brookhaven Youth Ranch-West TX
Byrd’s Therapeutic Group Home-Houston TX
Cal Farley’s Boys & Girls Ranch-Amarillo TX
Carter’s Kids-Richmond TX
Center for Success and Independence-Houston TX
Everyday Life RTC-Bryan TX
Freedom Place-Spring TX
Good Shepherd-Tomball TX
Harris County Youth Village-Seabrook TX
High Plains Children’s Home-Amarillo TX
Hill Country Youth Ranch-Leakey TX
Krause RTC-Katy TX
Leadership Academy-Katy TX
New Horizons, Audrey Grace House-Abilene TX
New Hope Youth Center-Richmond TX
New Life Children’s Home-Canyon Lake TX
Parent Adolescent Center-Floydada TX
Pathways Wilderness Program-Mountain Home TX
Phoenix House-Austin TX
Renewed Strength-Houston TX
Randall County Next Step-Amarillo TX
San Marcos Treatment Center-San Marcos TX
Seton Home-San Antonio TX
Shamar Hope Haven RTC-Houston TX
Sheltering Harbor-Houston TX
Shoreline RTC-Taft TX
St. Peter St. Joseph Emergency Shelter-San Antonio TX
Turning Point-Spring TX
Willoughby Juvenile Services-Marshall TX
Youth & Family Enrichment Center-Tyler 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 28 complaints during the second quarter, 22 involving TJJD youth and 6 involving county post-adjudicated youth. The majority of these cases were received directly from the youth during facility inspections.

### Complaints involving TJJD Youth-Second Quarter FY 16

<table>
<thead>
<tr>
<th>Source of Complaint</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth During Facility Inspection</td>
<td>59%</td>
</tr>
<tr>
<td>Family Member</td>
<td>9%</td>
</tr>
<tr>
<td>OIO Staff Initiated</td>
<td>9%</td>
</tr>
<tr>
<td>Youth Telephone Call/Letter</td>
<td>4%</td>
</tr>
<tr>
<td>Advocacy Group</td>
<td>5%</td>
</tr>
<tr>
<td>TJJD Staff/Volunteer</td>
<td>14%</td>
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</tbody>
</table>

### Complaints involving County Post-Adjudicated Youth-Second Quarter FY 16

<table>
<thead>
<tr>
<th>Source of Complaint</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth During Facility Inspection</td>
<td>33%</td>
</tr>
<tr>
<td>Family Member</td>
<td>67%</td>
</tr>
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## Complaints Received by Facility—Second Quarter FY 16

### Complaints Involving TJJD Youth

<table>
<thead>
<tr>
<th>Facility</th>
<th>Total for Facility</th>
<th>MuOs/Release Date</th>
<th>Medical</th>
<th>Rule or Policy</th>
<th>Safety Concerns</th>
<th>Staff Conduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evins Regional Juvenile Center</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Gainesville State School</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>McLennan County SJCF</td>
<td>13</td>
<td>1</td>
<td>7</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>McLennan RTC</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Parole-Region North</td>
<td>1</td>
<td>1</td>
<td></td>
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</tr>
</tbody>
</table>

### Complaints Involving County Post-Adjudicated Youth

<table>
<thead>
<tr>
<th>Facility</th>
<th>Total for Facility</th>
<th>Medical</th>
<th>Other</th>
<th>Probation</th>
<th>Safety Concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brazoria County Juvenile Detention/Residential Treatment</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cyndi Taylor Krier Juvenile Correctional Treatment</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Pegasus</td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td>Pathways Wilderness Program</td>
<td>1</td>
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</table>
Closed Cases

The IO closed 32 cases in the second quarter, 27 involving TJJD youth and 5 involving county post-adjudicated youth. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

*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.*
Inquiries and Referrals

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 183 inquiries and referrals during the second quarter, 173 related to TJJD and 10 related to County Post-Adjudicated facilities.

**Inquiries/Referrals for TJJD-Second Quarter FY 16**

- Inquiries: 82
- Referral to Facility Staff: 18
- Referral to TJJD Grievance System: 54
- Referral to TJJD Inspector General: 19

**Inquiries/Referrals for County Post-Adjudicated Facilities-Second Quarter FY 16**

- Inquiries: 5
- Referral to Child Protective Services: 2
- Referral to Facility Staff: 2
- Referral to Facility Grievance System: 1
The IO reviewed 102 ANE reports in the second quarter.

Type of ANE Report-Second Quarter FY 16

*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.