

**Texas Juvenile Justice Department
Response to the Independent Ombudsman
Fourth Quarter Report, FY 2014
October 22, 2014**

The Fourth Quarter report identified OIO activities for June 1, 2014 through August 31, 2014, with the main focus on summarizing OIO activities.

The State Programs and Facilities division noted that the OIO investigated 25 cases, only 28% of which were founded. This is a decrease from the previous two quarters.

The agency continues to work on Strategic Plans and employee development aimed at improving staff and facility culture. Senior Director of State Programs, Teresa Stroud is leading training with all Facility Management Teams and Central Office State Program staff on Crucial Conversations, aimed at improving communication and interpersonal relationships in organizational settings.

State Programs and Facilities is collaborating with the agency Training division on a systemic review of pre-service and annual block training as well as facility JCO on-the-job training in an effort to ensure the most appropriate training is offered to ensure effective use of resources and a higher quality of staff development on entry. The Training division is interested in requesting technical assistance on this project from the NIC, which is supported by State Programs and Facilities.

The agency appreciates the insight and information provided by the OIO in helping to ensure safe and secure services throughout the system as well as improving the quality of services delivered to all youth.