

*Office of the Independent Ombudsman
of the Texas Youth Commission*



Fourth Quarter Report FY 11

June 1, 2011 to August 31, 2011

Introduction:

This report is the fourth Quarterly Report of FY 2011 to be submitted by this office under statute and is intended for the Executive Director of the Texas Youth Commission (TYC), 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 11 spanning June 2011 through August 2011 and to recap of the office's activities during FY 11.

Overview of the Work of the Office of the Independent Ombudsman

In 2007, The Office of the Independent Ombudsman (OIO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Texas Youth Commission, including a child released under supervision before final discharge. To fulfill the duties of the office, OIO staff regularly visit all TYC secure facilities, halfway houses, and parole offices, as well as all contract care programs. Currently, TYC operates 6 secure facilities, 9 halfway houses, and 7 district offices. Additionally, TYC contracts with 13 additional facilities to provide services to TYC youth. While the OIO seeks to address systemic problems with TYC service delivery, the office has resolved numerous individual complaints, as well.

During the fourth quarter of this year, the OIO facilitated monthly briefings with the TYC Executive Management Team (EMT). The purpose of these meetings was to establish open communication between the OIO and the EMT regarding issues that have been identified in the individual site visits. The meetings have been productive and solutions have come about for all issues.

The office successfully visited and inspected secure TYC 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.

All ombudsman participated in and completed the basic Juvenile Correction Officer (JCO) training, conducted by the Texas Youth Commission.

During the last quarter the OIO began making presentations at the new youth orientation at the Mart facility. Due to the frequency of the orientation, staff at the Mart facility has agreed to make the presentation, on our behalf, when we are not available.

In our continued effort to educate youth and their families about the office's services, we are now mailing OIO brochures to the families of each new youth committed to TYC. Additionally, we attended monthly Family Days and other activities held at the facilities.

During the fourth quarter, TYC closed three secure facilities and consolidated one. OIO staff visited these facilities to observe and assist while youth and staff were transferred to other locations. Most issues developing from the facility closures concerned the assimilation of transferred youth and staff into other locations. OIO and TYC have addressed conflicts arising from cultural differences and efforts to establish social position. However, during the last 30 days of the fourth quarter, we have seen a decrease in behavior issues as youth acclimated to the new environment. OIO will continue to monitor these issues.

In the coming months, the OIO will actively participate in the process of combining TYC and Texas Juvenile Probation Commission (TJPC) to form the new Texas Juvenile

Justice Department (TJJD). During this time, we will review our policies and procedures to ensure the OIO is operating most efficiently. Additionally, we will review our data collection and reporting systems to better track issues that have the potential to develop into systemic trends, as well as looking at ways to classify issues according to severity.

OIO staff will continue to provide information, assistance, negotiation and representation as appropriate to the youth and their families.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY 2010	4th Quarter FY11	FY11 Total
Site Visits	59	65	168
Number of Youth Interviewed	544	709	1289
Number of Youth Interviews Conducted	N/A	882	1980
Resolved Cases	243	224	641

Facilities visited by OIO staff during the fourth quarter

Secure Facilities

Al Price State Juvenile Correctional Facility (*Beaumont TX*) - **Facility closed as of August 31, 2011*
Corsicana Residential Treatment Center (*Corsicana TX*)
Crockett State School (*Crockett TX*) - **Facility closed as of August 31, 2011*
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*)

TYC 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*

TYC District Offices

Austin District Office
Amarillo District Office-**Office closed as of August 31, 2011*
El Paso District Office
Harlingen District Office-**Office closed as of August 31, 2011*
Houston District Office
Lubbock District Office-**Office closed as of August 31, 2011*
Midland District Office-**Office closed as of August 31, 2011*
San Antonio District Office
Waco District Office

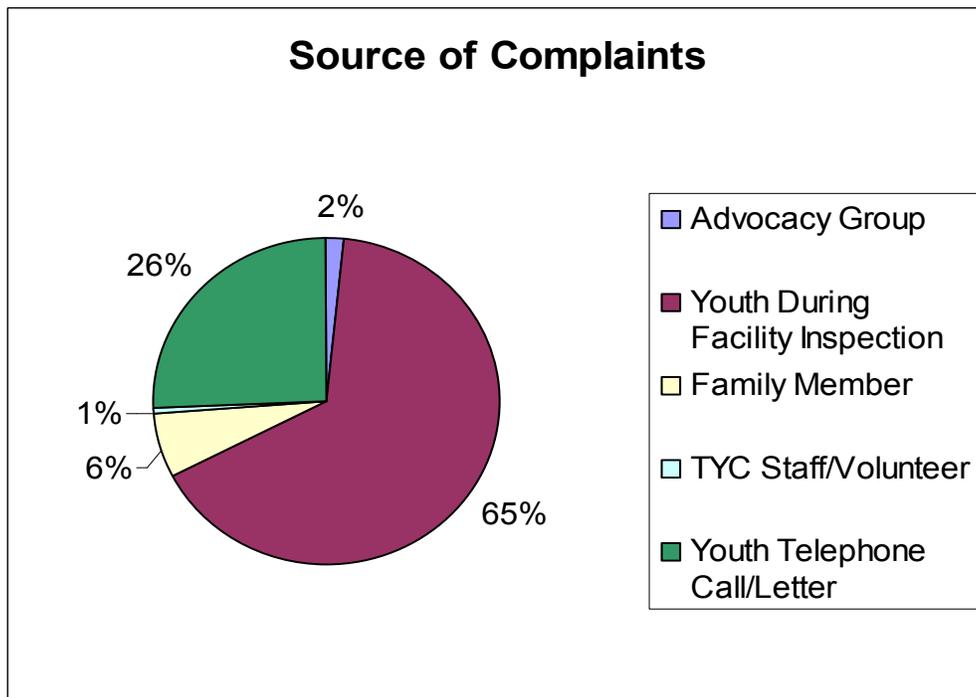
Contract Care Facilities

Abraxas Youth and Family Services-*San Antonio TX*
Associated Marine Institutes, Inc. (RGMI)-*Los Fresnos TX*
Brookhaven Youth Ranch-*West TX*
Byrds Therapeutic Group Home-*Houston TX*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
Harris County Psychiatric Center-*Houston TX*
National Mentor Healthcare LLC East Intermediate-*Houston TX*
National Mentor Healthcare LLC South Intermediate-*Austin TX*
New Day Achievement Center-*Huntsville TX*
Therapeutic Family Life-*Austin TX*
Unity Children's Home-*Houston TX (three locations)*

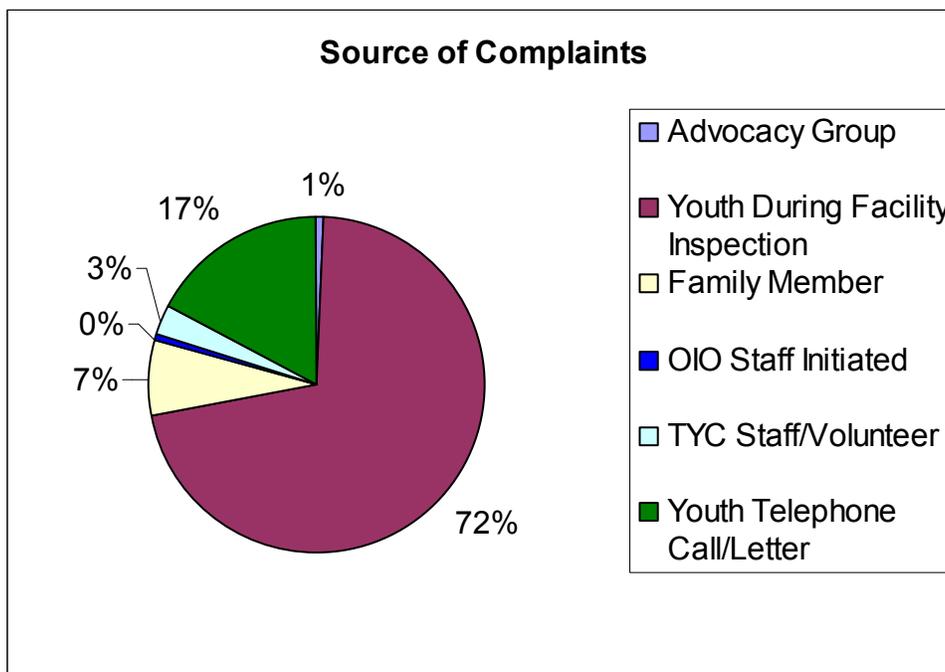
Anyone may file a complaint with the OIO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The OIO received 189 complaints during the fourth quarter and 654 during fiscal year 2011. The majority of these cases were received directly from the youth during facility inspections.

Of the 654 complaints received, in fiscal year 2011, 634 have been closed. Closings of complaints came about in one of four ways: resolved, determined to be unfounded, unable to substantiate, or complaint is valid but is not a violation of policy or of youth rights.

Fourth Quarter-FY 11

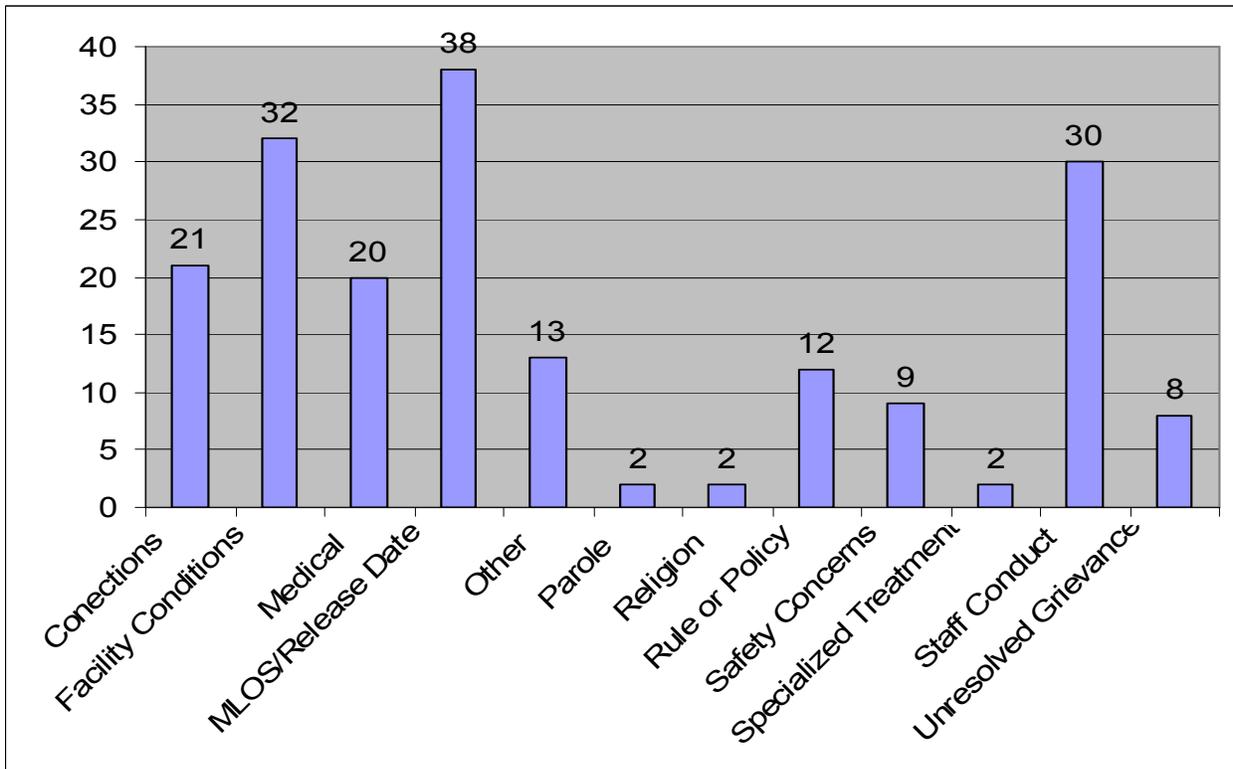


Fiscal Year 2011

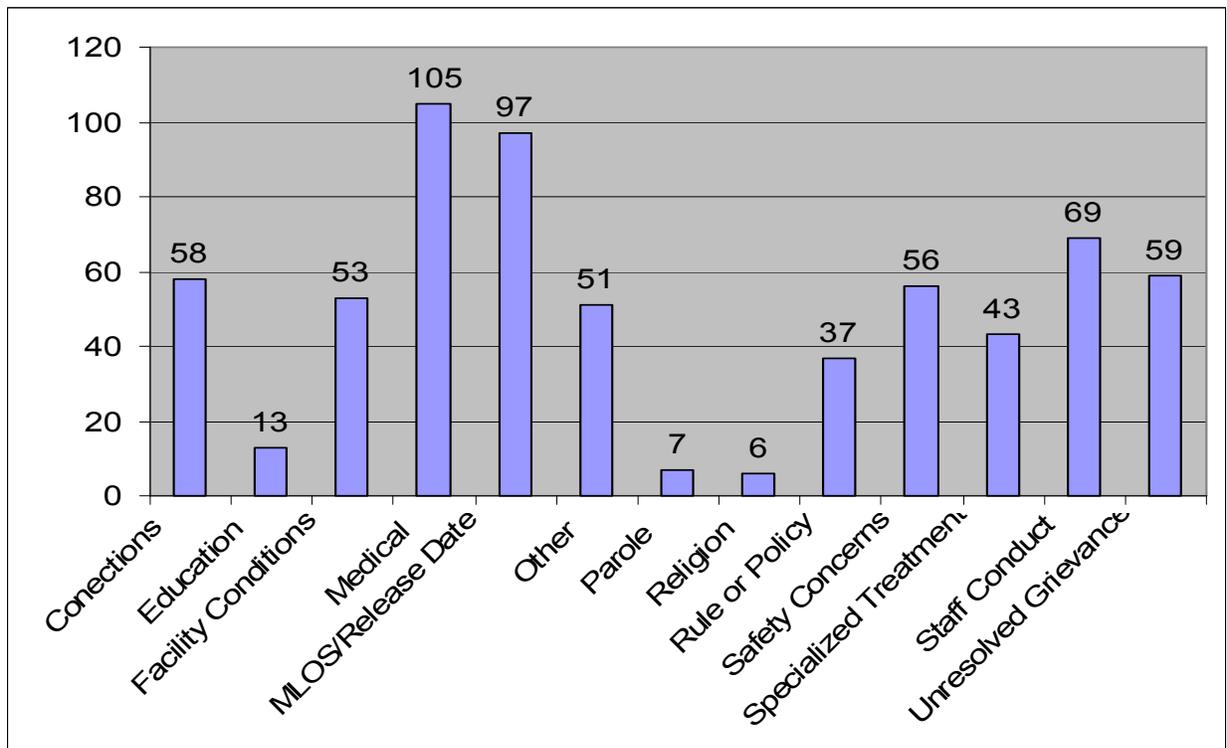


Number of Complaints Received by Type

Fourth Quarter-FY 11



Fiscal Year 2011



Complaints Received by Facility-Fourth Quarter FY 11*

Facility	Total Received	Facility Conditions	Medical	MLOS/Release Date	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Abraxas	3								1			2
Associated Marine Institutes, INC-RGMI	1				1							
Ayres House	9				5				1		1	1
Beto House	5	2	2								1	
Corsicana Residential Treatment Center	24		1	5	5	1				1	9	2
Crockett State School	9	3	1		3				1		1	
Dallas District Office	1						1					
Evins Regional Juvenile Center	21	1	3		3	1			3	3	1	4
Gainesville State School	20	2	2	1	3	1		2	2	1		6
Garza County Regional Juvenile Center	2			1	1							
Giddings State School	8	1	1	1	2				1			2
McLennan County SJCF	18	2		2	4	5			1	1		2
Ron Jackson SJCC	37	4	16	6	2	4				3		2
Schaeffer House	2				1				1			
Tamayo House	4	1			3							
Therapeutic Family Life	2			2								
Turman House	2			1								1
Waco District Office	1						1					
Willoughby House	12	4	5	1	1				1			
York House	8	1	1		5							1

* Facilities without complaints are not listed

Complaints Received by Facility-Fiscal Year 2011*

Facility	Total Received	Conexctions	Facility Conditions	Education	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Abraxas	7						2			2		1		2
Al Price	59	4	2	2	4	21				2	10	6	4	4
Associated Marine Institutes, INC-RGMI	6				2	1	1					1	1	
Ayres House	18		2		1	6	2			3		2	1	1
Beto House	20	3		2	3	3		3				1	2	2
Brookhaven Youth Ranch	5				2		2							1
Byrds Therapeutic Group Home	1												1	
Corsicana Residential Treatment Center	99	6	1	3	30	12	8		1	3	6	1	16	12
Cottrell House	5	1				1	2							1
Crockett State School	69	10	1	5	7	9	3			4	9	5	9	7
Dallas District Office	1							1						
Evins Regional Juvenile Center	33	1		4	1	5	1			5	7	1	5	3
Gainesville State School	43	7		3	2	3	2		4	4	3	6	6	3
Garza County Regional Juvenile Center	7			1	3	1						1	1	
Giddings State School	39	4		1	6	6	1		1	3	5	8	4	
Gulf Coast Trades Center	8		2		1	3							1	1
Harris County Psychiatric Center	1												1	
McFadden Ranch	2													2
McLennan County SJCF	61	4		1	23	4	8			1	7	1	6	6
Parole	6							2		1		2	1	
Ron Jackson State JCC Unit I	86	9	1	20	11	8	11			4	4	3	4	11
Schaeffer House	4			1		2				1				
Tamayo House	10	1	1		2	5						1		
Therapeutic Family Life	2				2									
Tuman House	7		2	1	2							1		1
W.I.N.G.S. for Life, Inc-AMI	4									3				1
Waco District Office	1							1						
Willoughby House	24	5		7	3	2	2			1			2	2
York House	26	3	1	2		5	6					2	1	3

*Facilities without complaints are not listed