

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



Third Quarter Report FY 11

March 1, 2011 to May 31, 2011

Introduction:

This report is the third 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 third quarter of FY 11 spanning March 2011 through May 2011.

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 10 secure facilities, 9 halfway houses, and 13 district offices. Additionally, TYC contracts with 14 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 third 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.

Beginning this quarter, the OIO began presenting a brief office overview during the youth orientation sessions at the Mart Facility. The new youth orientation takes place weekly.

The OIO staff has made itself available for questions and concerns regarding the anticipated facility closures and relocations by being available in the facilities and by participating in meetings.

During the fourth quarter, the OIO has planned extended visits to the closing and receiving facilities and to be alert to any issues developing from this downsizing process.

Accounting of Site Visits, Youth Contact and Individual Cases

Site Visits	Youth Contacts	Resolved Cases	Pending Cases
44	462	170	59

Facilities visited by OIO staff during the reporting period

Secure Facilities

Al Price State Juvenile Correctional Facility-*Beaumont TX*
Corsicana Residential Treatment Center-*Corsicana TX*
Crockett State School-*Crockett TX*
Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility Unit I (Mart I)-*Mart TX*
McLennan County State Juvenile Correctional Facility Unit II (Mart II)-*Mart TX*
Ron Jackson State Juvenile Correctional Complex Unit I (Ron Jackson I)-*Brownwood TX*
Ron Jackson State Juvenile Correctional Complex Unit II (Ron Jackson II)-*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

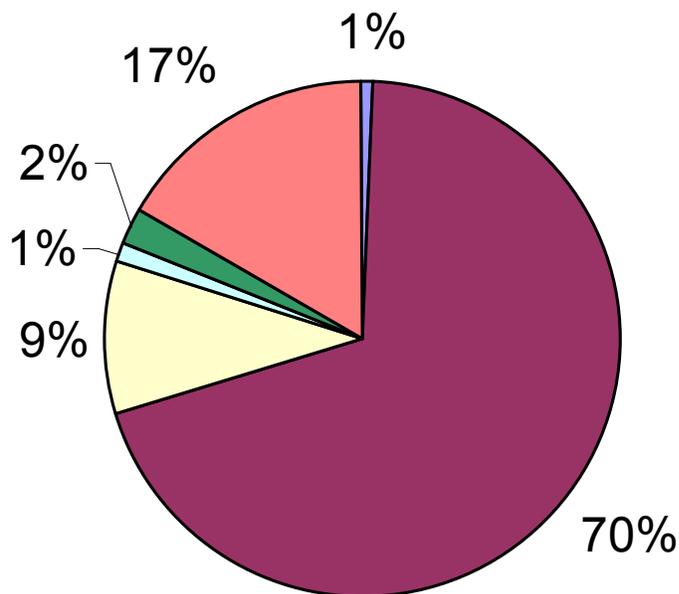
Austin District Office
Dallas District Office
El Paso District Office
Fort Worth District Office
Harlingen District Office

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*
National Mentor Healthcare LLC East Intermediate-*Houston TX*
New Day Achievement Center-*Huntsville TX*

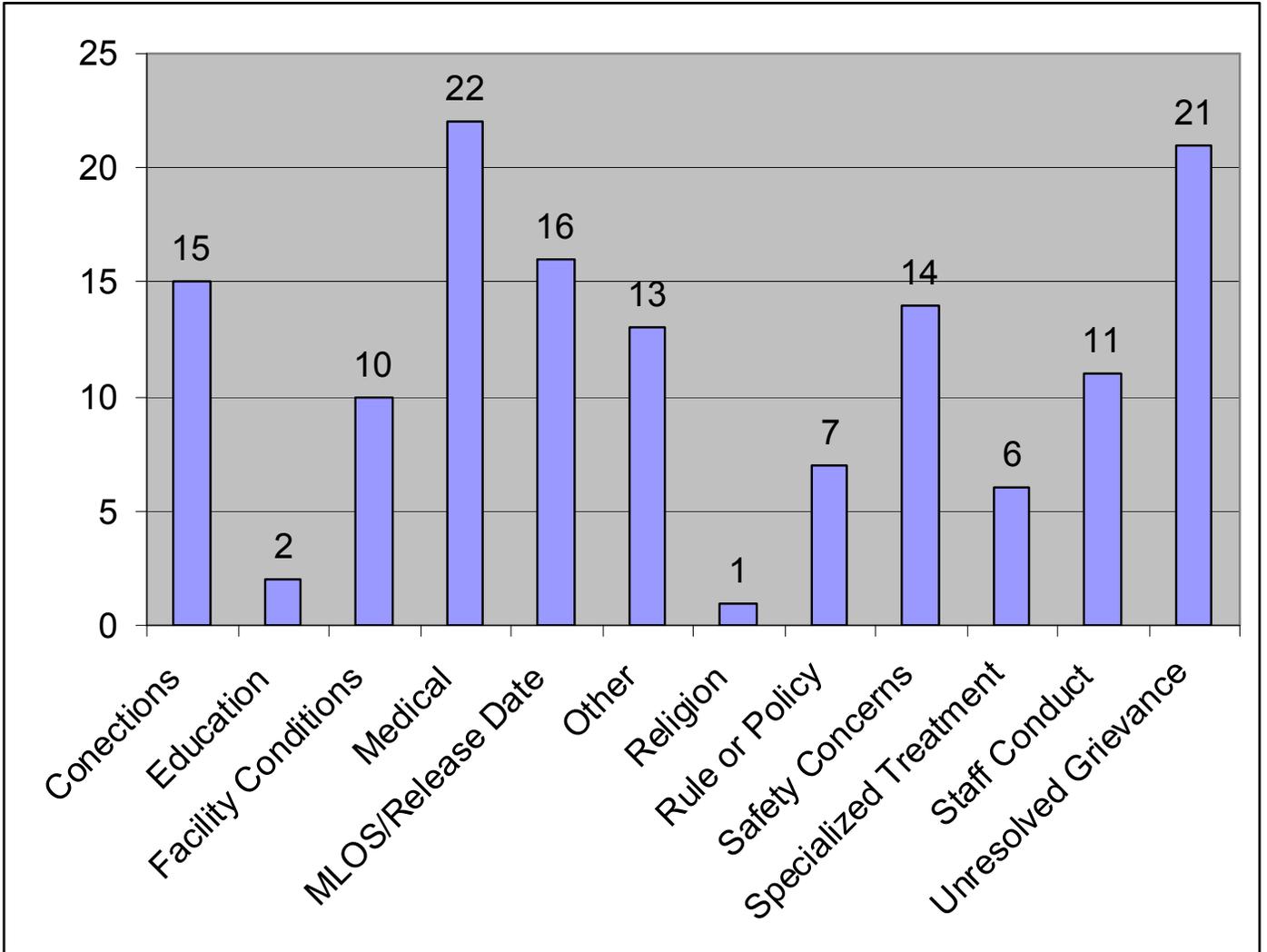
Anyone may file a complaint with the OIO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. During the third quarter, the OIO received 138 complaints. The majority of cases were received directly from the youth during facility inspections.

Source of Complaints



- Advocacy Group
- Youth During Facility Inspection
- Family Member
- OIO Staff Member
- TYC Staff/Volunteer
- Youth Telephone Call/Letter

Number of Complaints Received by Type



Complaints Received by Facility*

	Total Received	Conexctions	Facility Conditions Education	M/LOS/Release Date Medical			Other	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Abraxas	2						2						
Al Price	14	1		1	1	6				2	1		2
Ayres House	2		1						1				
Beto House	2									1			1
Corsicana Residential Treatment Center	21	2			5	3	4	1	1	1		3	1
Cottrell House	1					1							
Crockett State School	29	1	1	4		3	1		1	5	1	6	6
Evins Regional Juvenile Center	2				1				1				
Gainesville State School	9	4			1		1					1	2
Giddings State School	10				2	1	1			4	2		
McLennan State JCC Unit I	1				1								
McLennan State JCC Unit II	12	1			9					1			1
Ron Jackson State JCC Unit I	16	1		1	1	2	1		3		1		6
Ron Jackson State JCC Unit II	8	3		2			1					1	1
Turman House	1				1								
Willoughby House	5	1		2								1	1
York House	3	1					2						

*Facilities without complaints are not listed