During the 2018 fiscal year, the Office of the Inspector General encountered some significant organizational challenges. Some of the challenges included an escape from one of TJJD’s secure correctional facilities, a custodial death at another facility, an external review of more than 350 of its sexual abuse investigations by the Texas Rangers, a transition of executive administration, merger of the Administrative Investigations Division, and most tragically the line of duty death of Deputy Inspector General Richard Hale on May 9, 2018.

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Incident Reporting Center

Established by the Legislature, the Department operates a 24 hour hotline to take complaint calls from the juveniles, family, and staff of juvenile facilities and programs in Texas. The number of calls received increased significantly over the past year.

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017</td>
<td>12,496</td>
</tr>
<tr>
<td>FY 2018</td>
<td>14,744</td>
</tr>
</tbody>
</table>

Increase of 2,248

Criminal Investigations

Also established by the Legislature, the OIG is charged with the responsibility of investigating criminal activity at state and contract care facilities, by juveniles, staff, volunteers, and contractors. The number of investigations also increased significantly.

<table>
<thead>
<tr>
<th>Year</th>
<th>Investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017</td>
<td>2,319</td>
</tr>
<tr>
<td>FY 2018</td>
<td>3,347</td>
</tr>
</tbody>
</table>

Increase of 1,028

Directives To Apprehend

Issued 519
Arrested by OIG 21
Arrested by local law enforcement 350

CRIMINAL INVESTIGATIONS

- OPENED 3,347
- CLOSED 2,572
- SEXUAL ABUSE TYPE 506
- NARCOTICS & CONTRABAND 199
- ABUSE OF OFFICE 267
- ASSAULTS ON PUB. SERVANTS 615
- GANG INTELLIGENCE 1,086
- CASES SUBMITTED FOR PROSECUTION 204
- ARRESTS 119
- STAFF ARRESTS 11
- INDICTMENTS 73
- CONVICTIONS 76
- DISMISSALS 15

COUNTY ABUSE, NEGLECT, & EXPLOITATION INVESTIGATIONS

FY 2018 TOTAL 503
- SEXUAL ABUSE CONTACT 39
- SEXUAL ABUSE NON CONTACT 36
- PHYSICAL ABUSE – RESTRAINT 226
- PHYSICAL ABUSE 101

SERIOUS INCIDENTS REPORTED BY COUNTY & CONTRACT FAC. TO TJJD TOTAL 951