

Independent Ombudsman

for the

Texas Juvenile Justice Department



Fourth Quarter Report FY 15

June 1, 2015 to August 31, 2015

Introduction:

This report is the fourth Quarterly Report of FY 2015 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 third quarter of FY 15 spanning June 2015 through August 2015.

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. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all contract care programs as well as tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities. Currently, TJJD operates 6 secure facilities, 8 halfway houses, and several parole district locations. Additionally, TJJD contracts with additional facilities to provide services to TJJD youth. While the IO seeks to address systemic problems with TJJD service delivery, the office has resolved numerous individual complaints, as well.

The office successfully visited and inspected secure TJJD 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. In addition, all ANE incident reports from county facilities have been reviewed and tracked for trends.

The planning and implementing of the changes mandated by the 84th session have begun for both TJJD and the IO. The IO has begun the task of expanding services to the youth being held in county post adjudicated facilities as well as the youth who are being serviced by private contract facilities holding county post adjudicated youth. The IO is encouraged by the warm reception from the county chiefs as it works to establish the processes for visits to the many newly acquired facilities across the state. The next quarter will be spent expanding the office and establishing the needed procedures for completing site visits and reporting findings.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY14	4th Quarter FY15	FY15 Total
Site Visits	216	47	207
Number of Youth Interviewed	1354	574	1305
Number of Youth Interviews Conducted	2898	764	3004
Closed Cases	181	26	106

Facilities visited by IO staff during the fourth 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*

Parole District Locations

El Paso District Location
Harlingen District Location
Houston District Location
Temple District Location

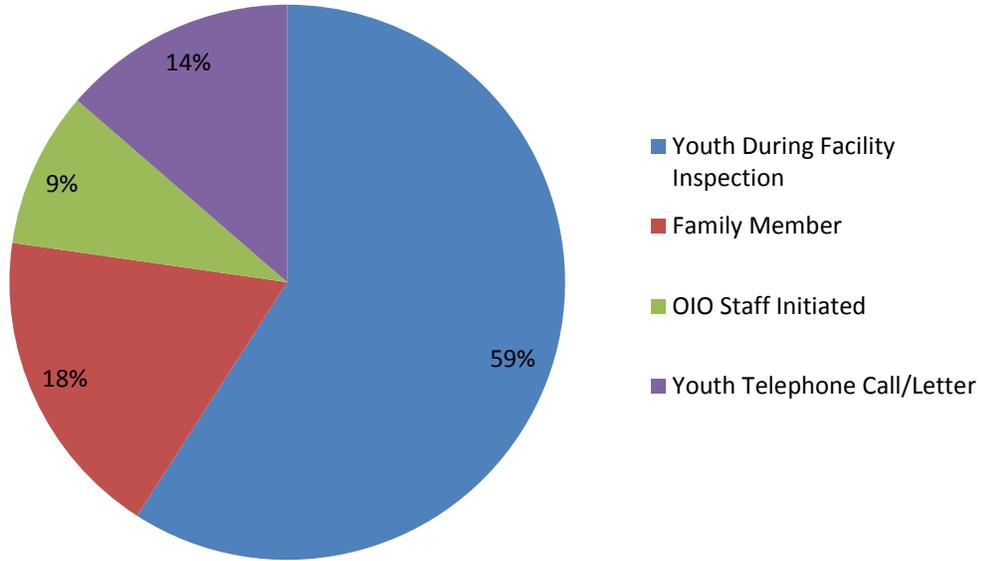
Contract Care Facilities

Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Byrds Therapeutic Group Home-*Houston TX*
G4S Youth Services, LLC-*Brownwood*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare, LLC East Intermediate-*Houston*
Pegasus School RTC-*Lockhart TX*
Specialized Alternatives for Youth (SAFY)-*Arlington 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 22 complaints during the fourth quarter and 106 during the fiscal year. The majority of these cases were received directly from the youth during facility inspections.

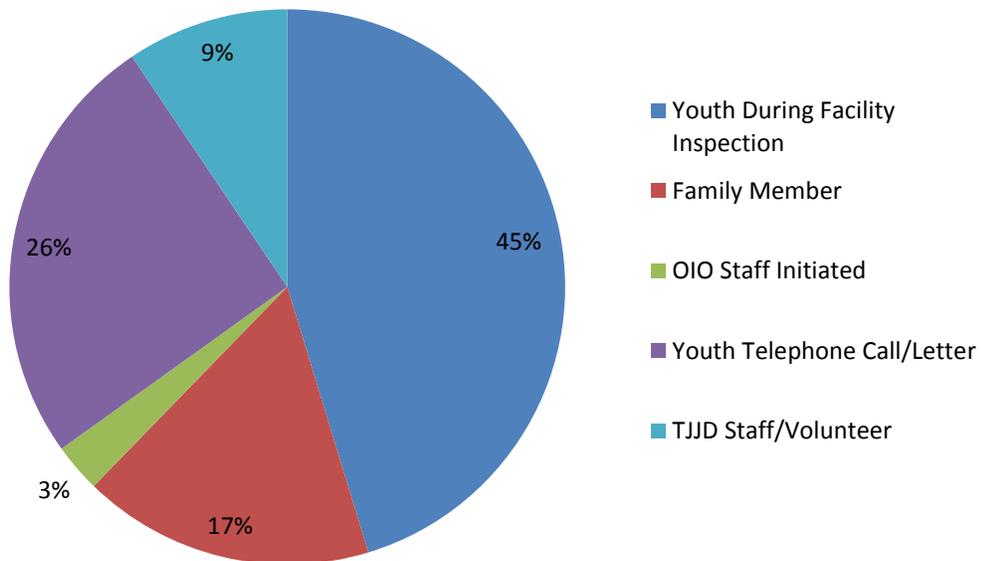
Fourth Quarter-FY 15

Source of Complaints



Fiscal Year 2015

Source of Complaints



Complaints Received by Facility-Fourth Quarter FY 15*

	Total for Facility	Conexions	Education	Medical	MLOS/Release Date	Other	Parole	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct
GAINESVILLE	4	1			2					1	
GARZA COUNTY RJC	2			1							1
GIDDINGS STATE SCHOOL	5						2			2	1
MCFADDEN RANCH	1							1			
MCLENNAN COUNTY SJCC	7			2		1			2	2	
MCLENNAN RTC	2				2						
RON JACKSON SJCC	1				1						

* Facilities without complaints are not listed

Fiscal Year 2015*

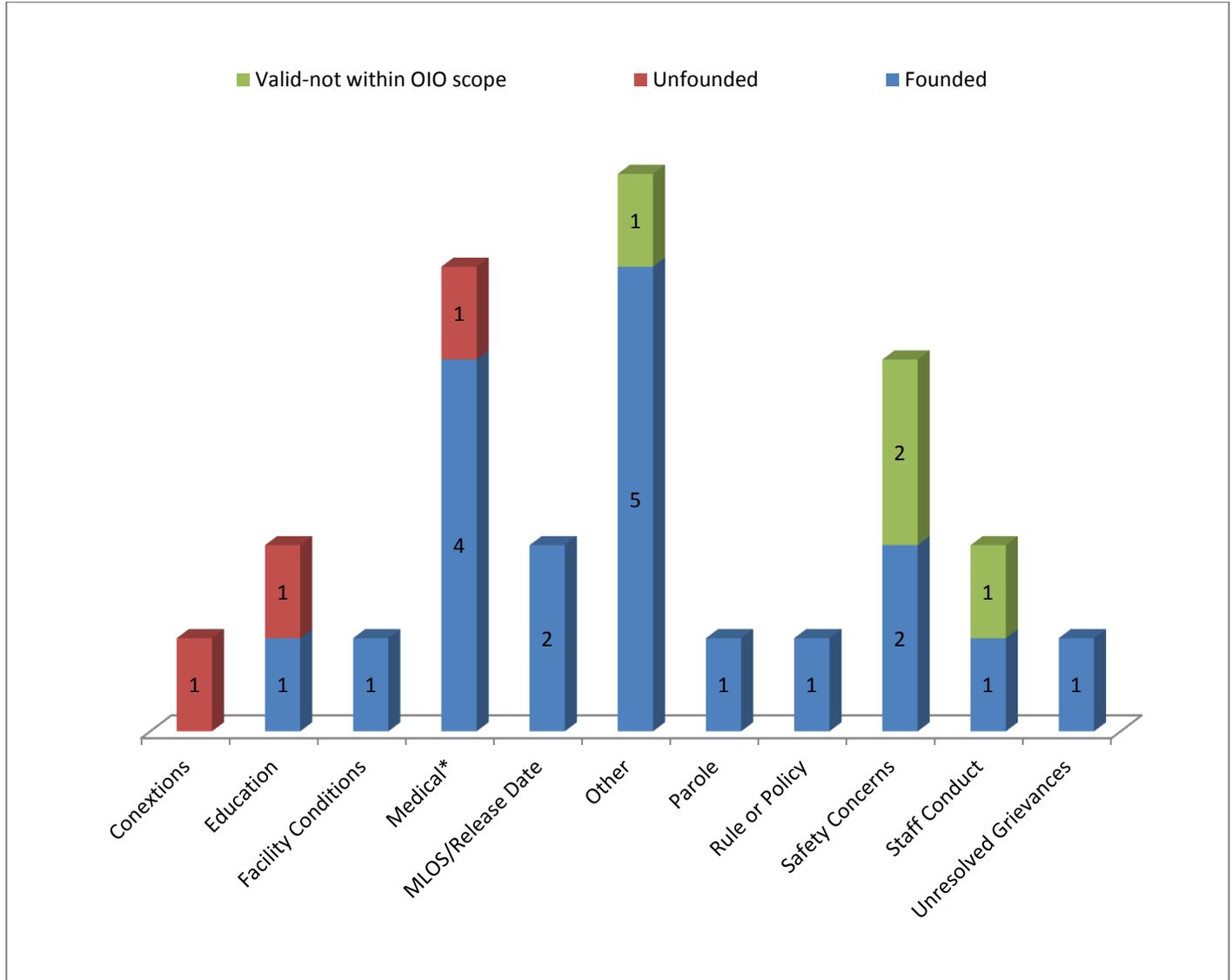
	Total for Facility	Conexctions	Facility Conditions	Education	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Specialized Treatment	Safety Concerns	Unresolved Grievances	Staff Conduct
AMIKIDS, DBA RIO GRANDE VALLEY	1						1							
AUSTIN STATE HOSPITAL	1							1						
AYRES HOUSE	1										1			
BROWNWOOD HOUSE	1										1			
DALLAS DISTRICT LOCATION	1							1						
EVINS RJC	13				2		1				1	8		1
GAINESVILLE STATE SCHOOL	15	1			3		4				1	1	3	2
GARZA COUNTY RJC	5		1				1	1						2
GIDDINGS STATE SCHOOL	11		1				2				2	4	2	
LUBBOCK DISTRICT LOCATION	1							1						
MCFADDEN RANCH	1							1						
MCLENNAN COUNTY RJC	25	1	2		1	2	5				4	6	1	3
MCLENNAN RTC	11		2	1	4		1					3		
RON JACKSON SJCC	12				4						4	1		2
SCHAEFFER HOUSE	2				1		1							
TAMAYO HOUSE	1						1							
WILLOUGHBY HOUSE	3		1		1	1								
YORK HOUSE	1													1

* Facilities without complaints are not listed

The IO closed 26 cases in the fourth quarter and 106 during the fiscal year. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

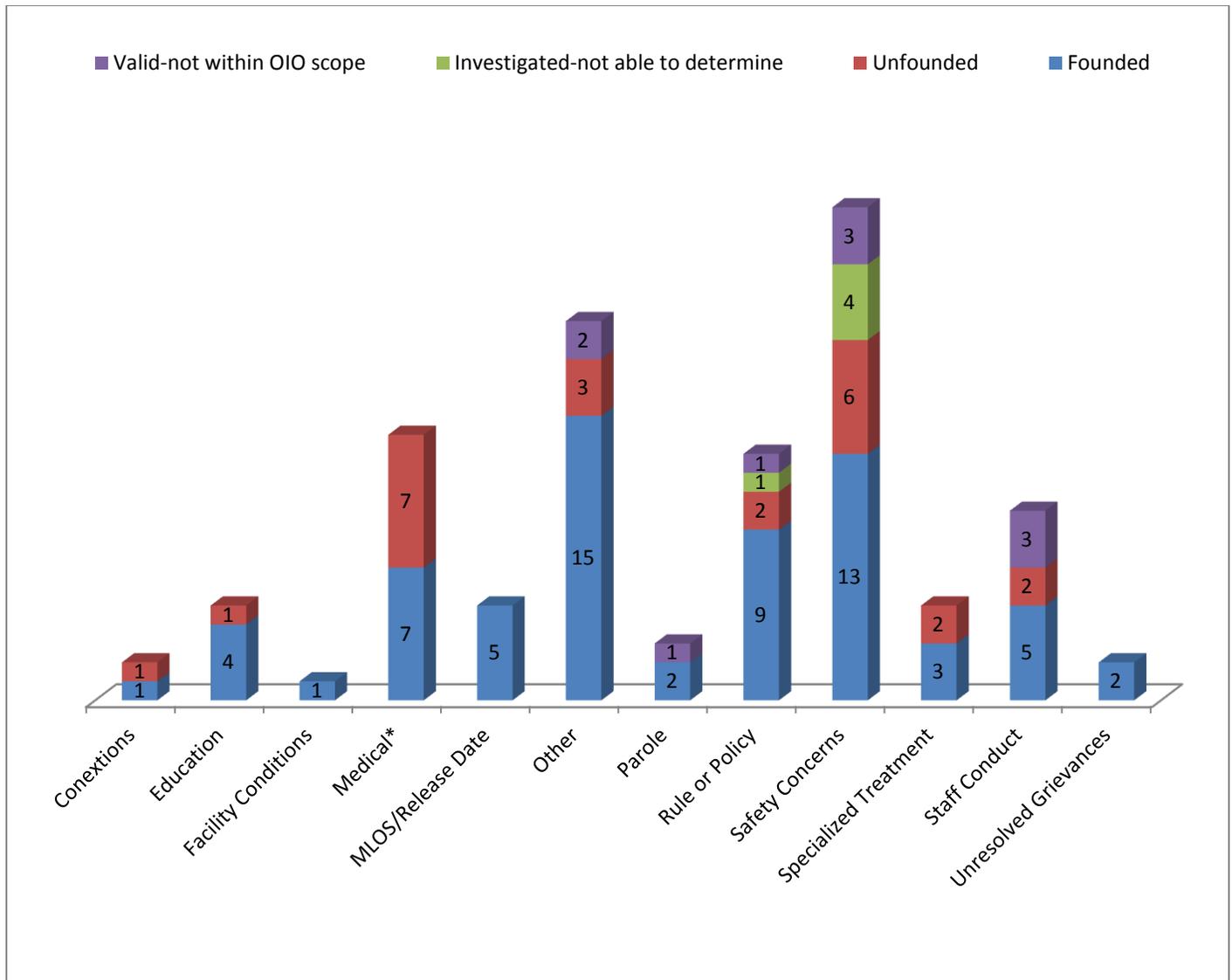
Closed Cases

Fourth Quarter FY 15



* 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.

Fiscal Year 2015

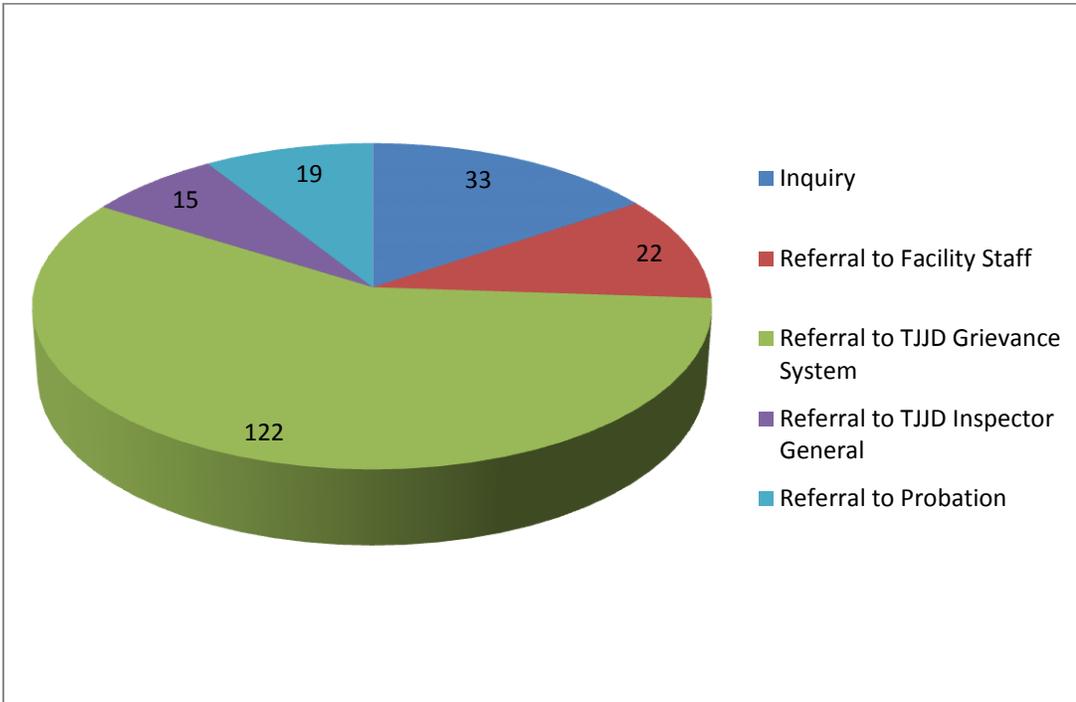


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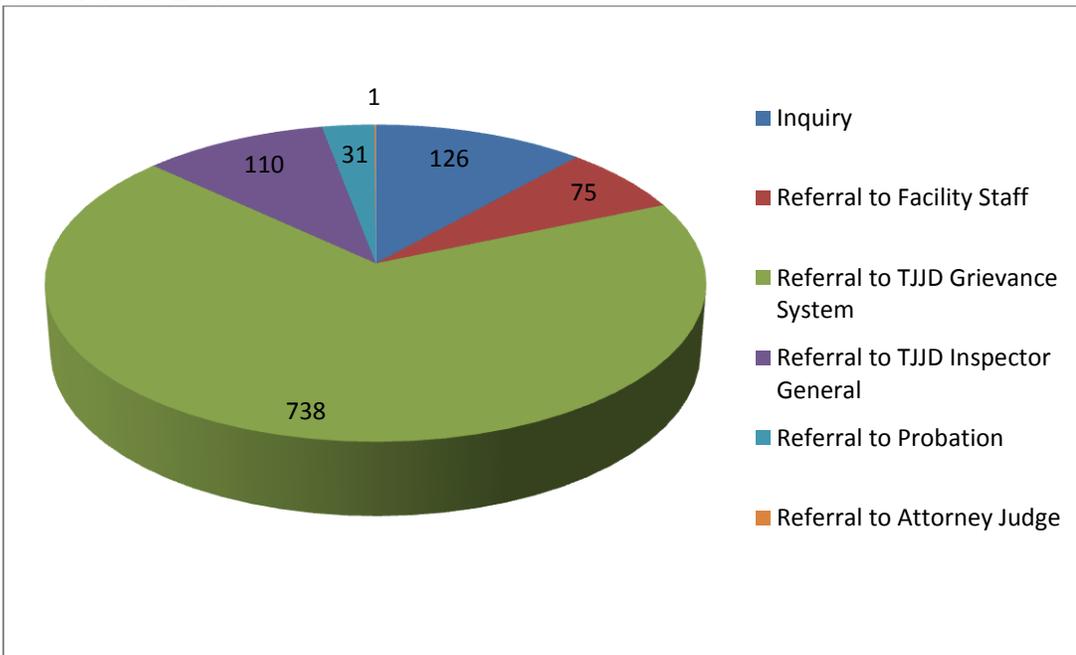
In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 211 inquiries and referrals during the fourth quarter and 1081 during the fiscal year.

Inquiries and Referrals

Fourth Quarter FY15



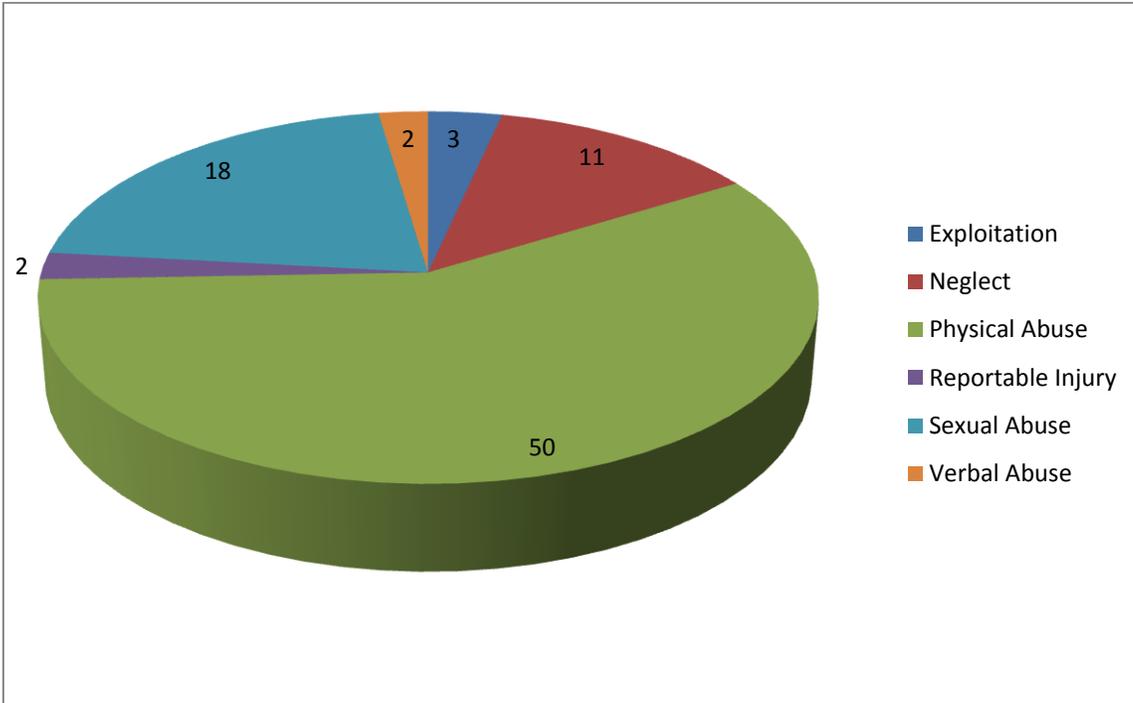
Fiscal Year 2015



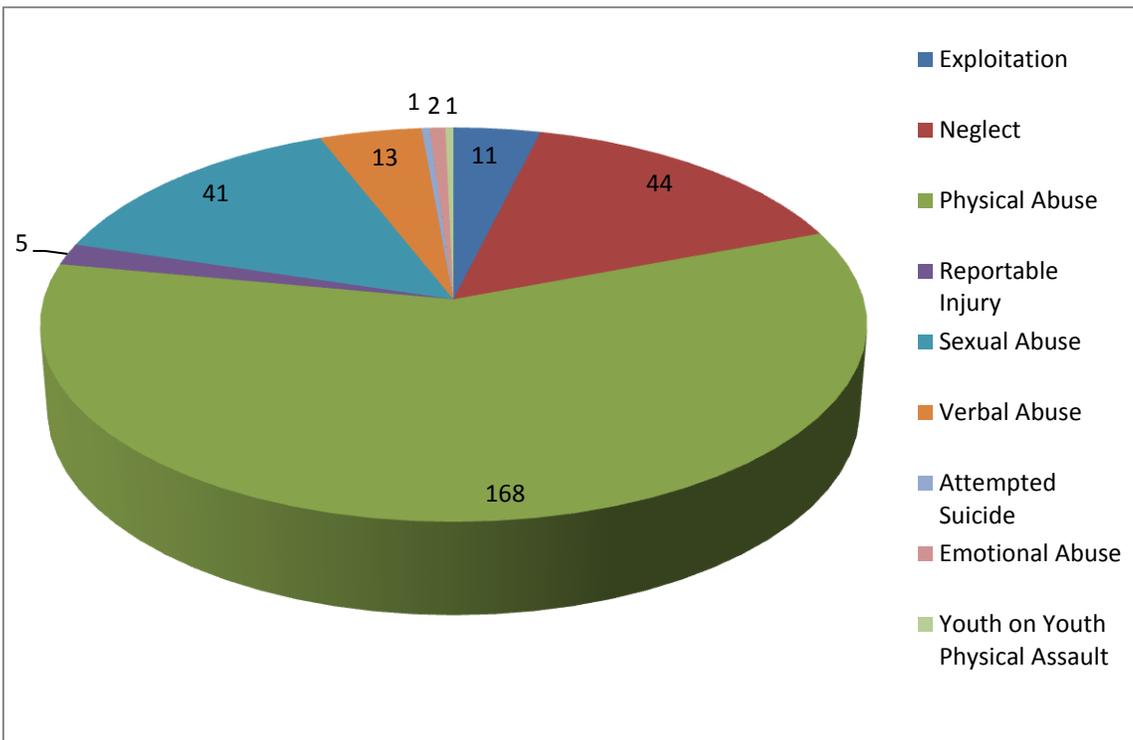
The IO reviewed 86 ANE reports in the fourth quarter and 286 during the fiscal year.

Reports of Abuse, Neglect and Exploitation from County Operated Facilities*

Fourth Quarter FY 15



Fiscal Year 2015



*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.