

Independent Ombudsman

for the

Texas Juvenile Justice Department



Second Quarter Report FY 15

December 1, 2014 to February 28, 2015

Introduction:

This report is the second 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 first quarter of FY 15 spanning December 2014 through February 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.

During the first month of the quarter the Ombudsman's Office completed focus groups at each of the secure facilities. The focus groups were conducted in collaboration with TJJD to examine staff turnover, job satisfaction and recruitment.

The aim of the focus group discussions was to uncover the reasons for dissatisfaction and high turnover rates at state operated secure facilities. The questions probed for information in seven areas: 1) Supervision, 2) Communication, 3) Co-Workers, 4) Feeling Appreciated, 5) Professional Development, 6) Personal Safety, 7) Youth Accountability.

The information was compiled into a report and submitted to the agency to provide them with an understanding of areas that are most critical, from the eyes of the staff, in improving working conditions and enhancing recruitment.

Recommendations that include best practices and performance based outcomes were provided in the report. Copies of this report may be requested by sending an email to independent.ombudsman@tjtd.texas.gov.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY14	2nd Quarter FY15	FY15 Total
Site Visits	216	44	105
Number of Youth Interviewed	1354	493	837
Number of Youth Interviews Conducted	2898	665	1438
Closed Cases	181	26	59

Facilities visited by IO staff during the second 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*

TJJD District Offices

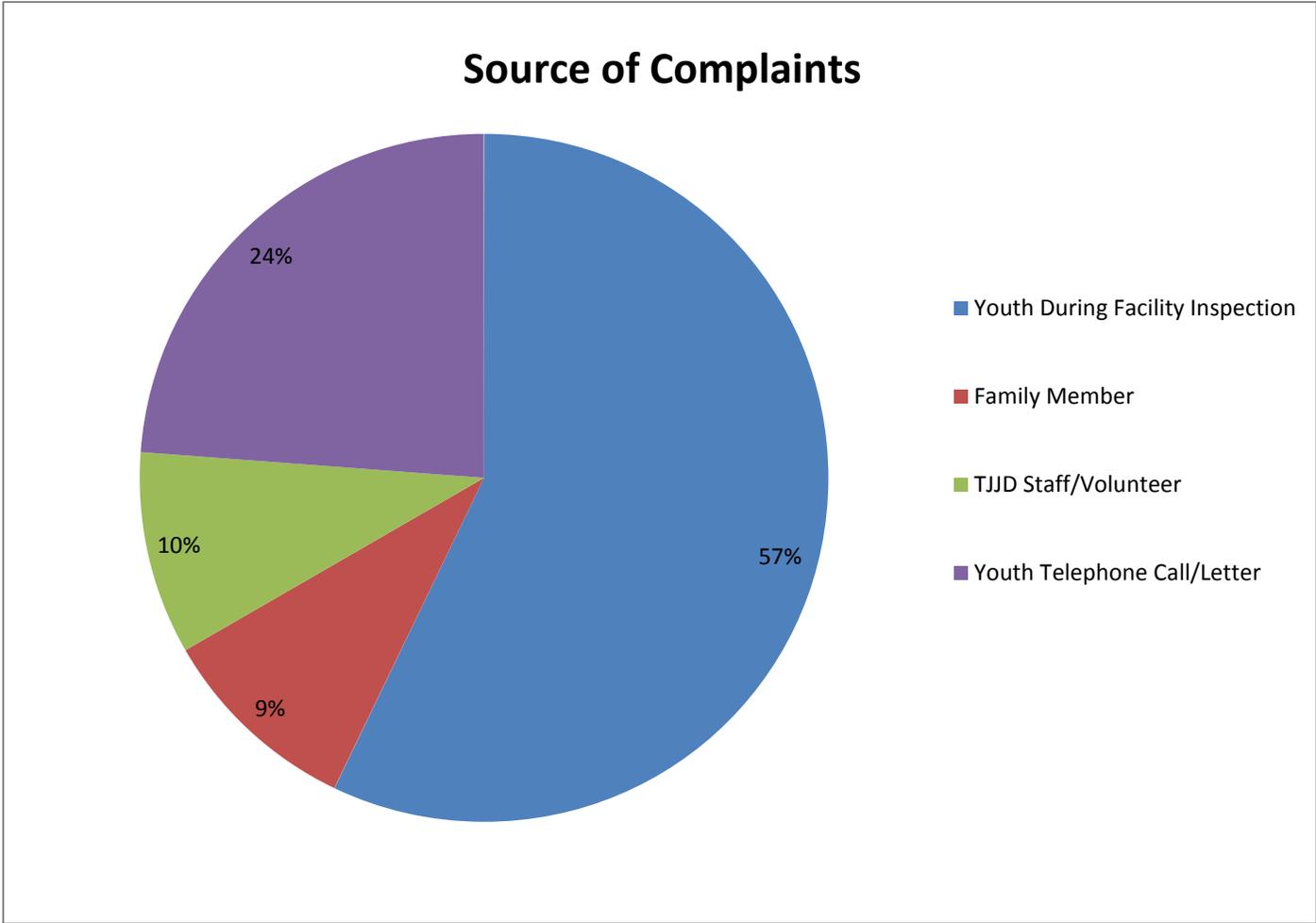
El Paso District Office

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 TX*
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 21 complaints during the second quarter. The majority of these cases were received directly from the youth during facility inspections.

Second Quarter-FY 15



Complaints Received by Facility-Second Quarter FY 15*

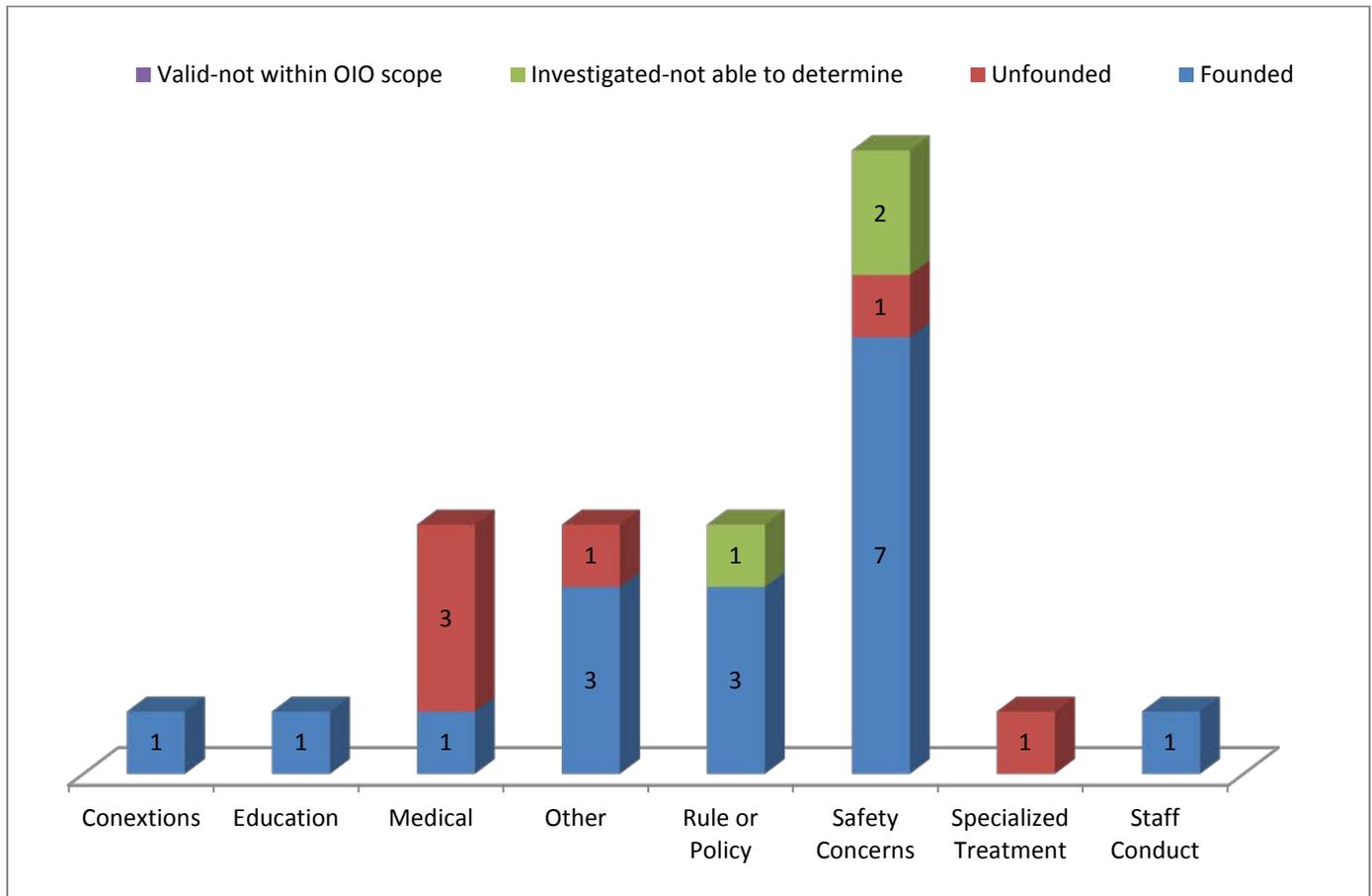
	Total for Facility	Conexions	Education	Facility Conditions	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
AMIKIDS, DBA RIO GRANDE VALLEY	1						1							
EVINS RJC	3											3		
GAINESVILLE STATE SCHOOL	1												1	
MCLENNAN COUNTY SJCC	6	1					4					1		
MCLENNAN RTC	2		1		1									
RON JACKSON SJCC	6				2					3	1			
SCHAEFFER HOUSE	1				1									
TAMAYO HOUSE	1						1							

* Facilities without complaints are not listed

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

Closed Cases

Second Quarter FY 15

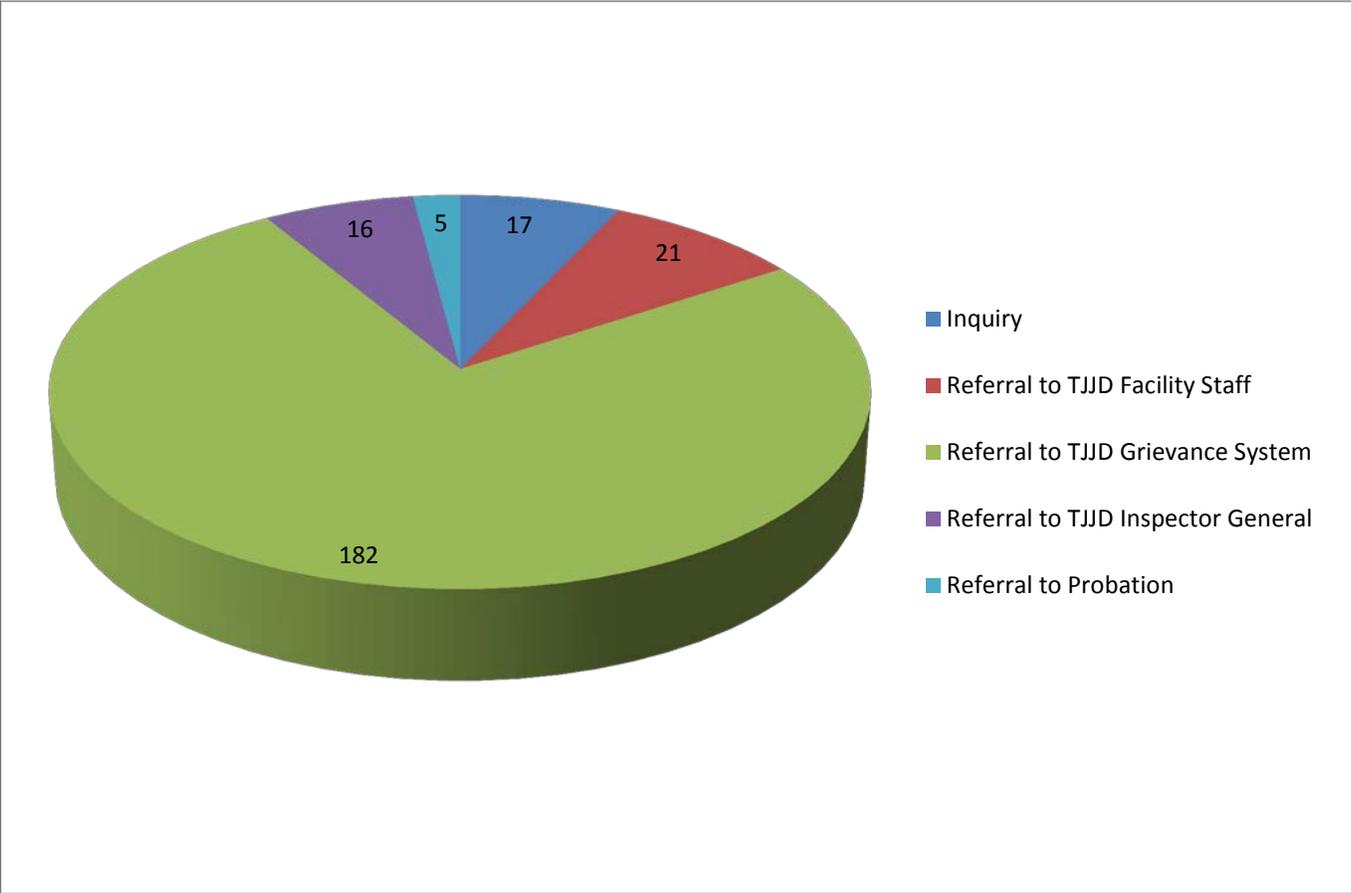


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

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 241 inquiries and referrals during the second quarter.

Inquiries and Referrals

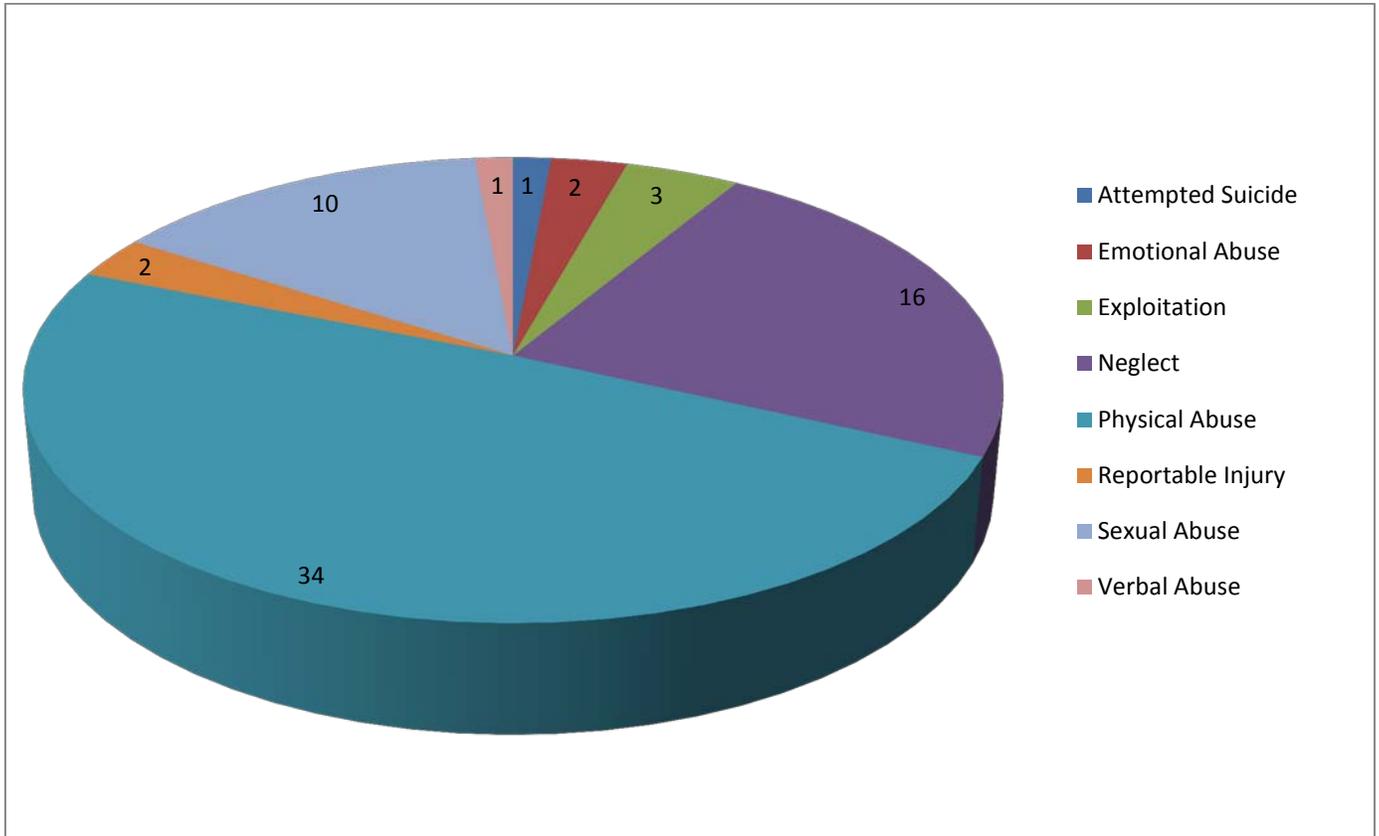
Second Quarter FY15



The IO reviewed 69 ANE reports in the second quarter.

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

Second Quarter FY 15



*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.