

**Independent Ombudsman  
for the  
Texas Juvenile Justice Department**



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**Third Quarter Report FY 15**

March 1, 2015 to May 31, 2015

## Introduction:

This report is the third 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 March 2015 through May 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 84<sup>th</sup> Texas Legislature wrapped up at the end of this quarter with the passage of several Bills that will have a substantial impact on the Texas Juvenile Justice System and the duties of the Ombudsman's Office.

Senate Bill 1630 will have the greatest impact as it pushes the Texas Juvenile Justice Department to become a regionalized system. Beginning September 1<sup>st</sup> more youth will be kept at the county level with a plan to operate regional facilities, and the youth currently housed in the state facilities will be transitioned to more contract facilities and home. The Ombudsman's Office will begin visiting county operated and contracted facilities throughout the state.

The next quarter will be a time for planning and implementing the many changes mandated by the 84<sup>th</sup> session.

## Accounting of Site Visits, Youth Contact and Individual Cases

	<b>FY14</b>	<b>3rd Quarter FY15</b>	<b>FY15 Total</b>
<b>Site Visits</b>	216	55	160
<b>Number of Youth Interviewed</b>	1354	579	1086
<b>Number of Youth Interviews Conducted</b>	2898	802	2240
<b>Closed Cases</b>	181	21	80

## **Facilities visited by IO staff during the third 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**

Austin District Office  
San Antonio District Office  
Dallas District Office  
Fort Worth District Office

### **Parole Areas (Parole officers not working out of a district office)**

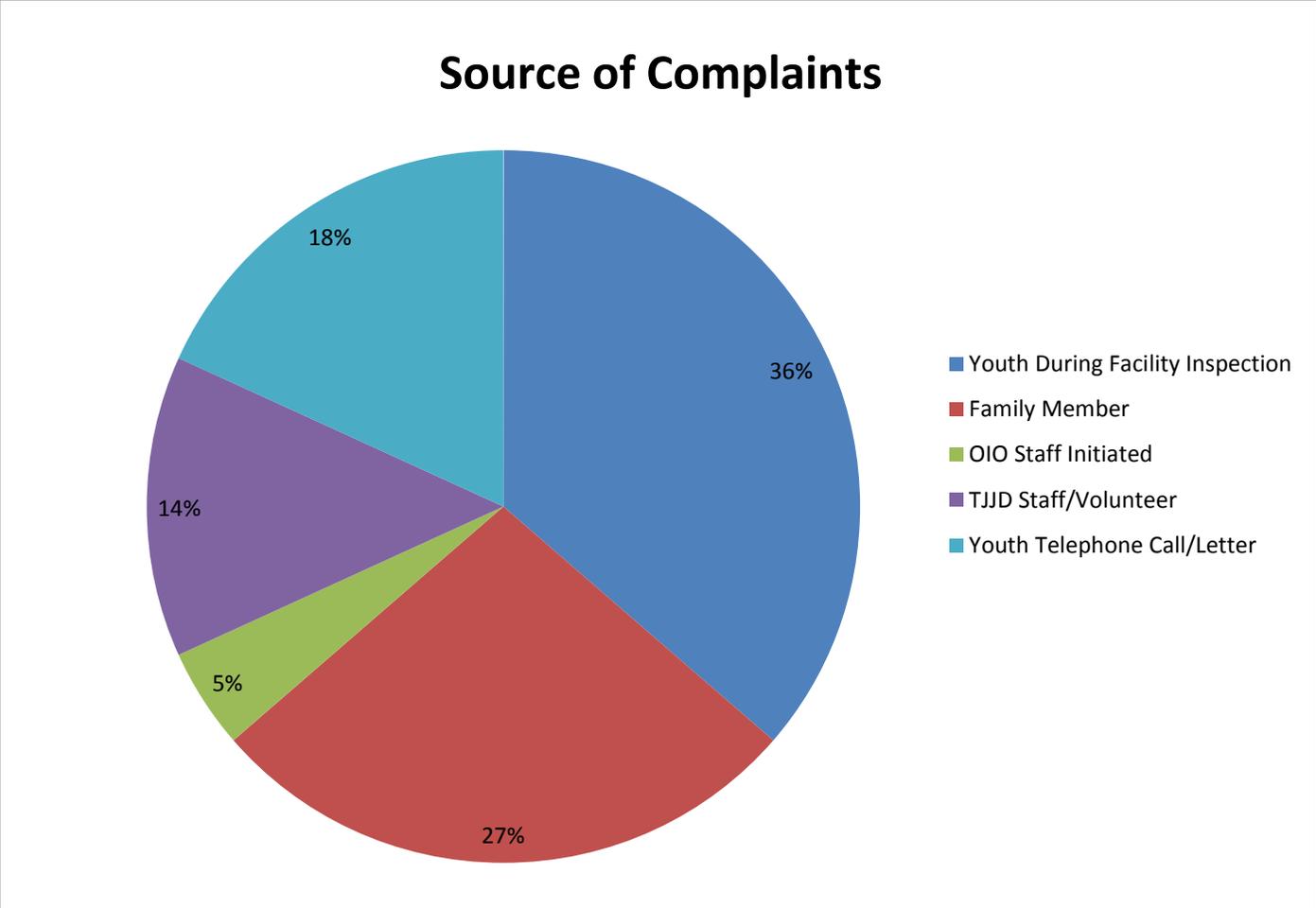
Amarillo Area Parole  
Lubbock Area Parole  
Midland Area Parole  
Tyler Area Parole

### **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*  
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 third quarter. The majority of these cases were received directly from the youth during facility inspections.

**Third Quarter-FY 15**



### Complaints Received by Facility-Third Quarter FY 15\*

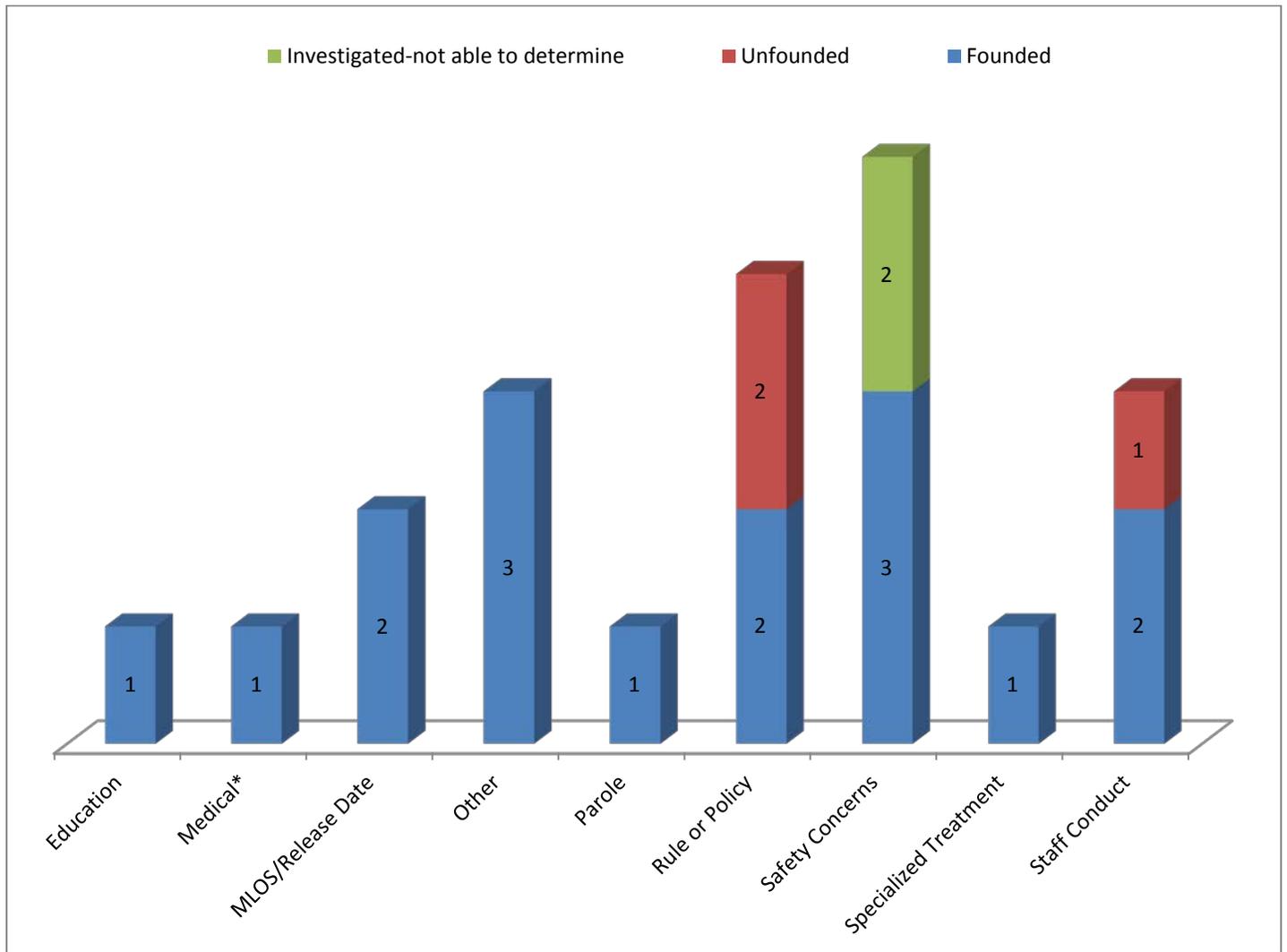
	Total for Facility	Conexions	Facility Conditions Education	MLOS/Release Date Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Unresolved Grievances Staff Conduct
AYRES HOUSE	1								1		
BROWNWOOD HOUSE	1								1		
EVINS RJC	2				1					1	
GAINESVILLE STATE SCHOOL	1										1
GARZA COUNTY REGIONAL JUVENILE CENTER	2					1	1				
GIDDINGS STATE SCHOOL	1		1								
MCLENNAN II	8				1	1	3		1	1	1
MCLENNAN RTC	1			1							
REGION NORTH	1					1					
RON JACKSON SJCC UT1	2								1		1
WILLOUGHBY HOUSE	1				1						
YORK HOUSE	1										1

\* Facilities without complaints are not listed

The IO closed 21 cases in the third quarter. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

## Closed Cases

### Third Quarter FY 15

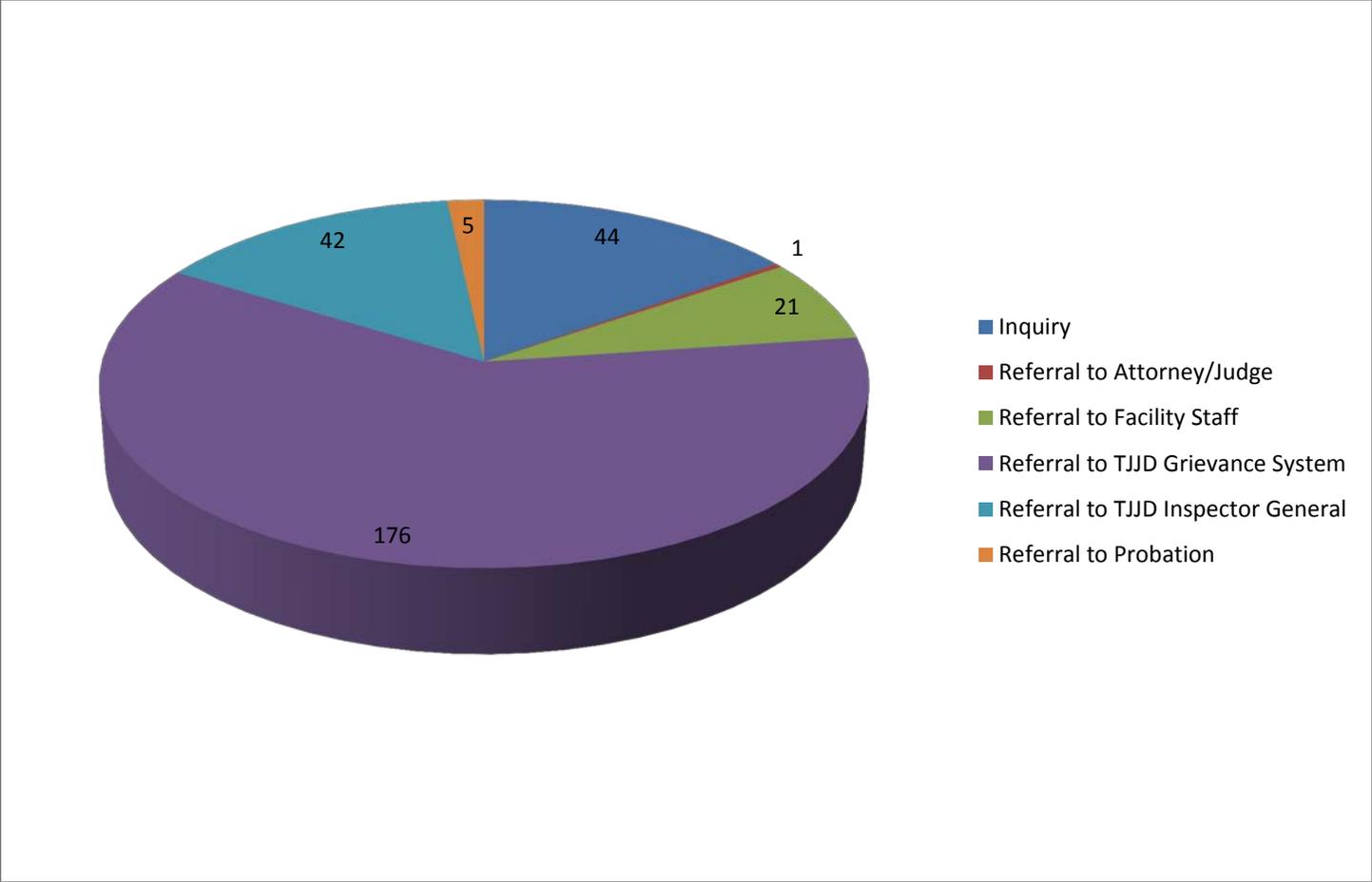


\* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

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 289 inquiries and referrals during the third quarter.

### Inquiries and Referrals

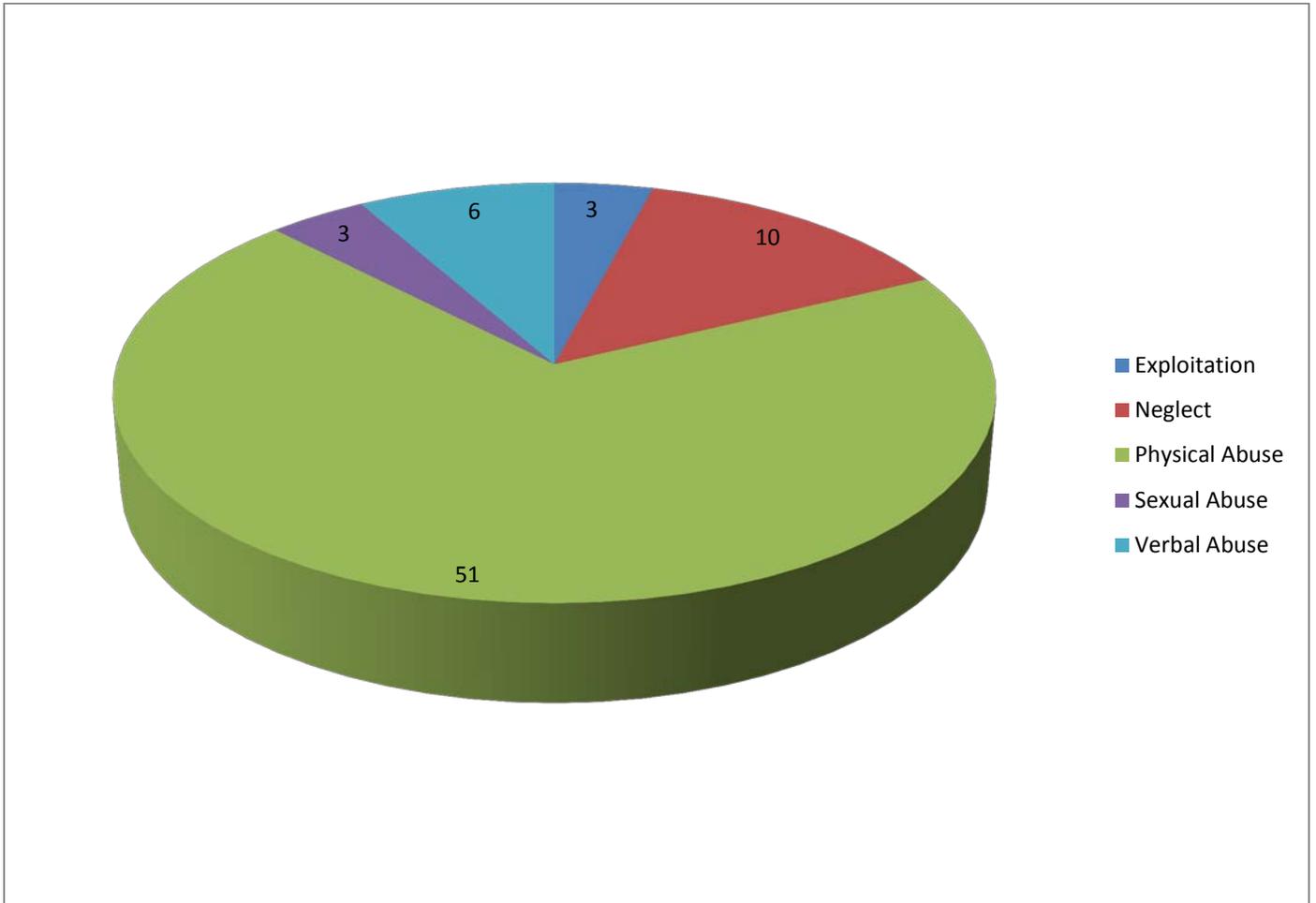
#### Third Quarter FY15



The IO reviewed 73 ANE reports in the third quarter.

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

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\*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.