



TEXAS  
JUVENILE JUSTICE  
DEPARTMENT

**Response to the Independent Ombudsman  
Second Quarter Report, FY 2014  
April 16, 2014**

The Second Quarter report identified OIO activities for December 2013 through March 2014, with the main focus on summarizing OIO activities.

The State Programs and Facilities Division noted that the OIO closed 29 of 57 cases (51%) as unfounded. We would also note that of all complaints received by the OIO, only two were related to services in our Halfway Houses.

The agency will continue to train and mentor staff regarding issues related to staff supervision and staff conduct. Giddings State School is noted to account for approximately one-half of the complaints. A new Superintendent and Assistant Superintendent assumed leadership of the campus during this quarter and the Director of Secure Operations has scheduled training for the management team on Improved Communication and Cultural Diversity. Additionally, numerous improvements have been implemented and noted at the Evins Regional Juvenile Center and has improved staff and youth behavior and culture.

It should also be noted that, in collaboration with the Senior Director of Education, all Superintendents will be trained on the Flippen Leadership Blueprint.

We believe the valuable partnership with OIO plays an important role in ensuring the services the agency provides its youth remain relevant and dynamic.