

Texas Juvenile Justice Department
Response to the Independent Ombudsman
Second Quarter Report, FY 2015
April 17, 2015

The Second Quarter report identified OIO activities for December 1, 2014 through February 28, 2015, with the main focus on summarizing OIO activities.

The overall population at state operated facilities has increased slightly, with an unexpected increase in commitments specifically during the month of February 2015. The agency is currently 5.3% under the budgeted population.

The State Programs and Facilities division noted OIO received 21 complaints in the second quarter. This represents a decrease from the first quarter when the OIO received 32 complaints.

TJJD is grateful for the information obtained by the OIO in conducting focus groups at each of the TJJD secure facilities. This information is assisting us in the further development of agency strategy, training and development to improve services to youth and improve employee engagement.

The agency has experienced a downturn in employee turnover at the agency overall by 6% in the last two years. The agency training division has begun implementation of training of all supervisors agency wide on the Stephen Covey Training, Seven Habits of Highly Effective people. Additionally, Senior Director Stroud has conducted training on professional communication, specifically on the text Crucial Conversations with all management teams at secure facilities and all staff in the State Programs and Facilities division over the past six months. This is part of ongoing improvements in professional staff development by the agency.

TJJD continues to work with the OIO on audits of our facilities to ensure compliance with the Prison Rape Elimination Act. All facilities audited in the agency to date, have been certified PREA compliant.

TJJD continues to appreciate the feedback by the OIO in helping to ensure safe and effective operations for TJJD youth and staff.