



**Office of the Independent Ombudsman
for State Supported Living Centers**



**Biannual Report
June – November 2010**

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Executive Summary

The Office of the Independent Ombudsman mandated within S.B. 643 (81st Legislature, Regular Session, 2009) is a response to growing concerns about the quality of care at State Supported Living Centers (SSLCs) and services for individuals with intellectual and developmental disabilities. The Independent Ombudsman, appointed by the Governor and confirmed by the Senate, advocates for the residents of the SSLCs and acts independently of the Department of Aging and Disability Services (DADS) and the Texas Health and Human Services Commission (HHSC), reporting directly to the state's executive and legislative branches. Beginning in February, 2010, Governor Perry appointed Dr. George P. Bithos the Independent Ombudsman for SSLCs.

The authorizing statute includes provisions for hiring an Assistant Ombudsman at each state supported living center and staff sufficient for the operation of the Office. Other areas specified in the statute include restrictions for conflict of interest, elaboration of the duties and powers, provisions mandating promoting awareness of the Ombudsman's Office and its work, and prohibiting retaliation for cooperating with an ombudsman investigation. The bill provides for confidential communication between the Ombudsman and any resident or client, legally authorized representative of a resident or client, family member of a resident or client, or other interested party. Therefore, by legal authority, the employees of the Office of the Independent Ombudsman have access to state supported living center residents, records and facilities for the purposes specified by law.

Using the authorizing statute as a blueprint and action plan, the Office has been staffed, organized and established as a functioning role for the advocacy of the welfare and rights of the SSLC residents. This biannual report will provide the required data, facts and recommendations. It is our hope to go beyond the obligatory so that we may give insight into the lives and individual aspiration of the citizens and families we are privileged to serve.

SITE VISITS

The Independent Ombudsman maintains an aggressive schedule of site visitations to the State Supported Living Centers to accomplish several goals. From the inception of the Office, visits to the Centers have included site tours, meetings with administrative leadership, and speaking with residents, family members and advocates to educate them concerning the role and responsibilities of the Ombudsman's office. Visits are often made to SSLCs to address specific issues at the request of families, guardians or facility administrators. These visits provide for more in-depth understanding of issues facing consumers and the personal presence on the campuses helps to engage consumers, staff and families. To date, the Independent Ombudsman has made two to three site visits to each center and met with each Family Association, with the exception of Corpus Christi State Supported Living Center Family Association which is scheduled in December 2010.

EXECUTIVE AND LEGISLATIVE MEETINGS

The Independent Ombudsman meets regularly with executive and legislative office holders to inform them of the work the Ombudsman has been performing to help secure the rights of consumers living in the State Supported Living Centers. These meetings are held to discuss the progress of the Office and of the Centers, as well as provide discussion of any issues at a facility or at the state level of which the Office has been made aware. Recurring meetings with executive staff include those with the Office of the Governor; Thomas Suehs, HHSC Executive Commissioner; Chris Traylor, DADS Commissioner; and Chris Adams, DADS Assistant Commissioner of SSLCs.

As a Governor's appointee, the Governor's Office requests regular reports on the progress and activities of the Ombudsman's Office. The members of oversight committees, their staff, as well as Senate and House members with SSLCs in their districts, are also kept current concerning the activities of the Ombudsman. This reporting function is delineated within the legislation and it is our policy and duty to inform the legislators of the activities of the Office.

The Independent Ombudsman has met with the following legislative members and designated staff during the months of June 2010 through November 2010:

- Governor Rick Perry's Office: Ms. Katherine Yoder
- Speaker Joe Straus' Office: Ms. Jennifer Deegan ;Ms. Linda Kaufman
- Lt. Governor David Dewhurst's Office: Ms. Jamie Dudensing
- Senator Jane Nelson's Office: Ms. Addie Smith; Ms. Tara Swayzee
- Representative Patrick Rose's Office: Mr. Michael Ruggieri; Ms. Mireya Zapata; Ms. Kate Mason
- Representative Elliott Naishtat
- Representative Armando Walle
- Representative Gary Elkins and Ms. Laura Martin
- Senator Kirk Watson and Ms. Edna Butts
- Senator Eliot Shapleigh
- Representative Myra Crownover and Mr. Kevin Crusier
- Senator Dan Patrick and Suzanne Tomlinson
- Representative Ana Hernandez' Office: Mr. David Parnell
- Senator Joan Huffman and Kyle Kamrath
- Senator Robert Nichols, Mr. Angus Lupton and Ms. Adrienne Emr
- Senator Judith Zaffirini's Office: Mr. Ray Martinez and Ms. Sara Hull
- Senator Hinojosa's Office: Mr. Luis Moreno
- Representative Ken Legler and Mr. Brad Tegeler
- Representative Drew Darby and Ms. Hartin
- Representative Byron Cook
- Senator Carlos Uresti's Office: Mr. Jason Hassay
- Representative Jim McReynolds

STAKEHOLDER VISITS

The Independent Ombudsman must be accessible and receptive to input from all involved stakeholders. It is our policy to proactively engage and consider all points of view and to gather as much information as available to better serve the residents of the SSLCs. The Office must be approachable and responsive to all groups and citizens interested in improving the SSLCs.

Meetings were held with several diverse groups in the last six months including:

- Volunteer Service Council, SSLC Community Relations
- Advocacy Incorporated
- Parent Association for the Retarded of Texas
- Arc of Texas
- Aktion Club of Mission City
- Texans Supporting State Schools
- Texas Council for Developmental Disabilities
- Coalition of Texans with Disabilities
- American Association on Intellectual & Developmental Disabilities

Case Management System and Data Collection

HHS Enterprise Administrative Report & Tracking System or H.E.A.R.T. as it is most commonly referred to, is the online database and case management tracking system utilized by The Office of the Independent Ombudsman for State Supported Living Centers. This system serves as a permanent record of all issues, complaints, referrals and inquires received by the Office. H.E.A.R.T. was launched in a pilot mode in mid July 2010 with three Assistant Independent Ombudsmen at the Austin, Mexia and Abilene SSLCs. The pilot program was conducted in an effort to gauge usability, intuitiveness and appropriateness of data fields when collecting information from those whom would be utilizing the system most frequently. After receiving the feedback from users and a successful pilot period, H.E.A.R.T. was officially rolled out on August 1, 2010 for all Assistant Independent Ombudsman assigned at the 13 State Supported Living Centers.

H.E.A.R.T. is particularly appealing, in that with the help of IT, the Office has been able to fully customize the database to capture every necessary detail of an issue brought to the attention of the Ombudsman's Office. All of the data collected, in particular the customized fields, allow the Office of the Independent Ombudsman to provide metrics that will help to document the activity of the Office by contacts received at each facility and aggregately. Some of the customized features that have been added by the Office include:

- creating case types to identify and track the specific concerns
- citing the alleged incident date
- indicating the shift, or timeframe, in which an alleged incident occurred, if known
- specifying the consumer's home location at the facility
- identifying if a referenced consumer is an alleged offender
- attaching supporting documents to a case

Another feature of H.E.A.R.T. that was added to maximize the preservation of consumer rights is a follow-up feature that enables the Ombudsman to document continuous monitoring of any recommended corrective actions to ensure consumers' care and service delivery is optimal. Additionally, every case entered into H.E.A.R.T. is reviewed by either the Independent Ombudsman or Deputy Ombudsman verifying completeness, accuracy and that all documentation is attached to a case. Furthermore, this allows Central Office to ensure that the Assistant Independent Ombudsmen are following policy and procedure when conducting their investigations and that all issues are given the proper due diligence by the Office. It is also important to note that the H.E.A.R.T. database works in real time, which enables the Independent Ombudsman and the Deputy Ombudsman to read and review case entries for all 13 SSLCs immediately. This allows the Independent Ombudsman and Deputy Ombudsman to intervene with a case, as needed.

The system is now fully operational and provides the means to record activity and document cases, however the Office will continue to monitor the system's usability and adjust features, as necessary. As time progresses and the database becomes more robust, the Office will utilize the data collected to identify and address any trends, whether statewide, at a particular facility or at a specific State Supported Living Center home or unit. We are confident that H.E.A.R.T. will provide an additional tool that will enable the Office of the Independent Ombudsman for State Supported Living Centers to best respond to and anticipate the needs of SSLC consumers and the staff that directly serve the residents.

Aggregate Report

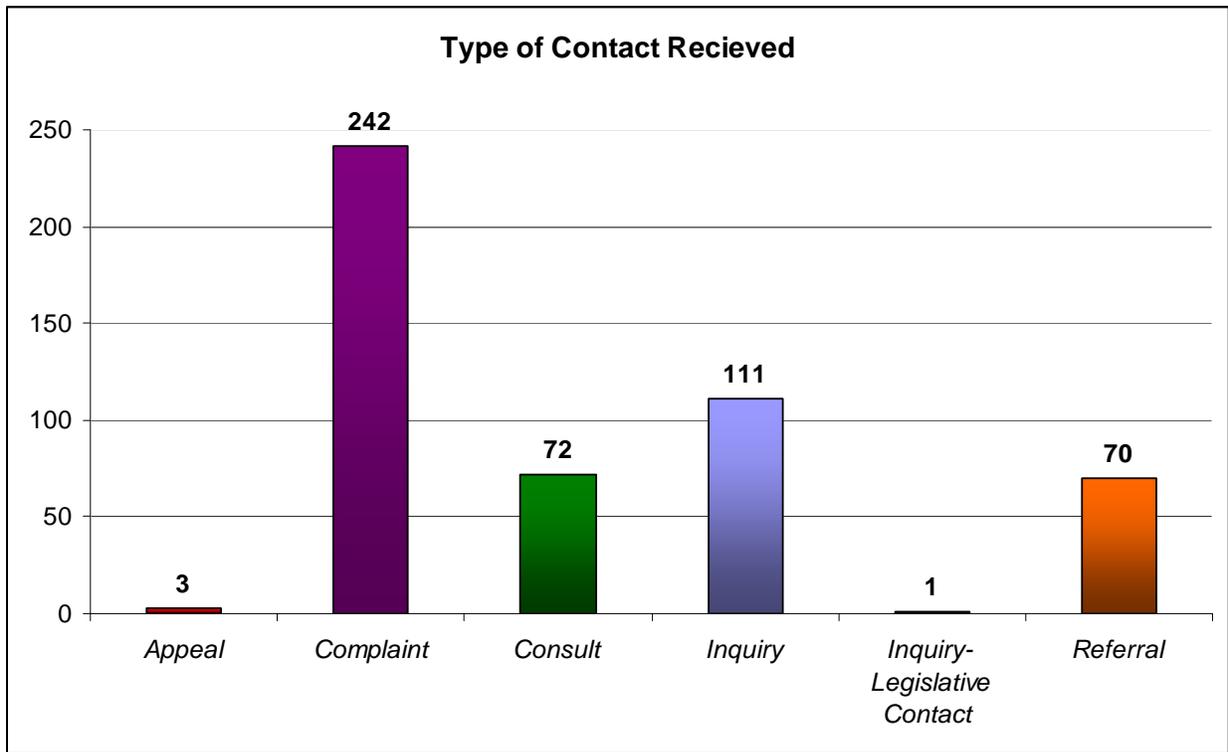
<p>Independent Ombudsman's Office</p>	<p>George P. Bithos, Independent Ombudsman Candace Jennings, Deputy Independent Ombudsman Leah Casey, Executive Assistant Carrie Martin, Administrative Assistant</p>
<p>Work of the Independent Ombudsman</p>	<p>Developed and completed infrastructure:</p> <ul style="list-style-type: none"> ▫ assigned Assistant Independent Ombudsman to each facility ▫ hired Central Office staff for administration and oversight ▫ secured office equipment to include secure fax line ▫ acquired access to relevant computer systems ▫ developed and implemented internal systems and procedures for responsibilities and requirements ▫ created Policies and Procedures Manual <p>Developed and coordinated training for Assistant Independent Ombudsman held in Austin, TX, which incorporated:</p> <ul style="list-style-type: none"> ▫ OIO Policy and Procedures ▫ Internal Audit overview ▫ DFPS overview and interface ▫ HEART training ▫ social media project ▫ team building and group activities <p>Promotion of the Office has been completed through:</p> <ul style="list-style-type: none"> ▫ providing each facility promotional materials including handouts posters and business cards with OIO contact information ▫ designing a brochure in English and Spanish by DADS Media Services, scheduled to be completed by January 2011 ▫ improving the website; posting publications in English and Spanish and making online publications reader accessible, as required by the State of Texas ▫ establishing Facebook page <p>Investigations training completed by four AIO's. The remaining staff are scheduled to attend training in January and March 2011.</p> <p>Several AIO's attended the Texas Advocates Conference to gain updated self-advocacy information.</p> <p>Several AIO's attended the ICF-MR Regulatory Conference to gain updated regulatory information.</p> <p>Finalized and signed the Memorandum of Understanding between the OIO, the HHSC, the Department of State Health Services, Department of Family and Protective Services, Office of Inspector General of HHSC and DADS. [Sec. 555.057 (b) (1-3)].</p> <p>Online complaint process is in the final stages and scheduled to be implemented January 2011.</p>

<p>Work of the Independent Ombudsman, continued</p>	<p>Customer Feedback Process is currently being developed with an anticipated completion date of January 2011.</p> <p>Consulted with various departments for development of the program review process to fulfill the audit requirements prescribed in SB 643:</p> <ul style="list-style-type: none"> ▫ DADS Contract Oversight and Support ▫ DADS Regulatory Services ▫ DADS Internal Audit
<p>Results of Reviews and Investigations</p>	<p>Development of the Program Review Process is underway and is scheduled for completion by May 1, 2010.</p> <p>There is also ongoing analysis and evaluation of appeals made to the Central Ombudsman Office regarding decisions made by facility administration.</p> <p>Overall, State Supported Living Center staff is the leading source of reports made to the Office. Furthermore, the majority of cases reported and investigated by the Ombudsman have been complaints regarding clients' rights.</p>
<p>Recommendations in relation to the duties of the Independent Ombudsmen</p>	<p>There is continuing negotiation to provide consistent access to records, reports and documents to conduct inquiries and investigations required by the Ombudsman's Office.</p> <p>Clarification to State Supported Living Centers concerning the right of the Ombudsman to review and have access to video surveillance records, if required for an investigation.</p>
<p>Recommendations for systemic improvements</p>	<p>The Office has been urged by numerous individuals to request Legislators to review and revise the regulations concerning legally appointed representation (LAR) and guardianship. These concerns have been expressed through personal discussion with parents and siblings of residents who are concerned about:</p> <ul style="list-style-type: none"> ▫ Costs to families to become guardians ▫ Excessive paperwork and documentation ▫ Establishing a successor in guardianship without additional cost ▫ Longer periods of time before renewal for established guardians

INVESTIGATIONS AND CONTACT MADE WITH THE OMBUDSMAN

The purpose of the Office the Independent Ombudsman and the role of the Assistant Independent Ombudsman is to investigate, evaluate and secure the rights of residents and clients of State Supported Living Centers and the ICF/MR component of the Rio Grande Center. The Independent Ombudsman, Deputy Ombudsman and Assistant Independent Ombudsmen are responsible for conducting investigations of complaints, other than complaints alleging criminal offenses or the abuse, neglect or exploitation of a resident or client, if the Office determines that a consumer or family member may be in need of assistance from the office; or raises the possibility of a systemic issue in the center's provision of service.

When contacted for assistance, one of the primary methods the Office uses to track and enter cases into the H.E.A.R.T.S. database is to classify the type of issue by assigning an “action type.” The following graph represents the action types of all cases that have been received by the Office as a whole.



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

The majority of contacts made to the Office of the Independent Ombudsman thus far have been complaints. A complaint is defined as an expression of dissatisfaction, either written or verbal, that initiates an investigation, which is a primary responsibility of the Office for the Independent Ombudsman. The Assistant Independent Ombudsman at the facility where the individual resides is assigned to investigate and resolve the issue, as applicable.

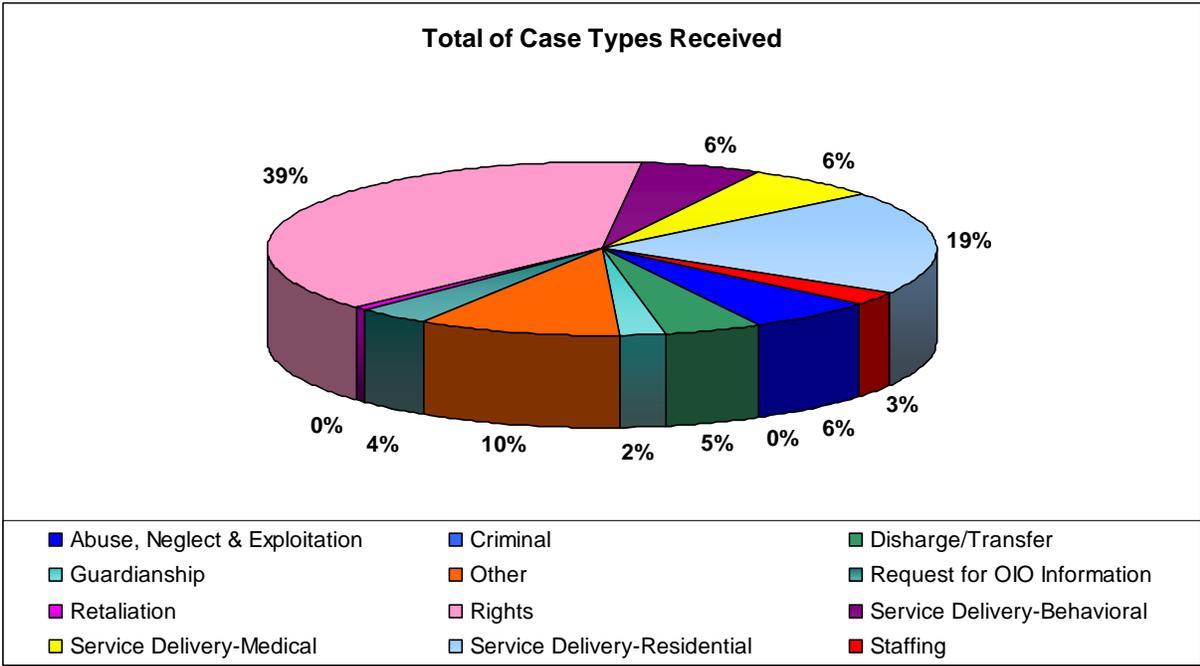
The Office also receives inquiries from several sources, including legislators. An inquiry is an attempt to obtain information about the OIO and is usually answered immediately or within two days.

Consults are attempts to gain advice or opinion about an issue about which the Ombudsman has significant knowledge. All of the Assistant Independent Ombudsmen have extensive backgrounds and experience in various areas including rights and due process, investigations, abuse and neglect, guardianship, living options, policy review and management.

Referrals are investigations that an Ombudsman initiates due to a complaint received by a different entity. For example, cases from the Department of Family and Protective Services that do not meet criteria for abuse or neglect are referred to the facility to address. The Assistant Independent Ombudsman conducts the investigation for each of those referrals concerning client rights.

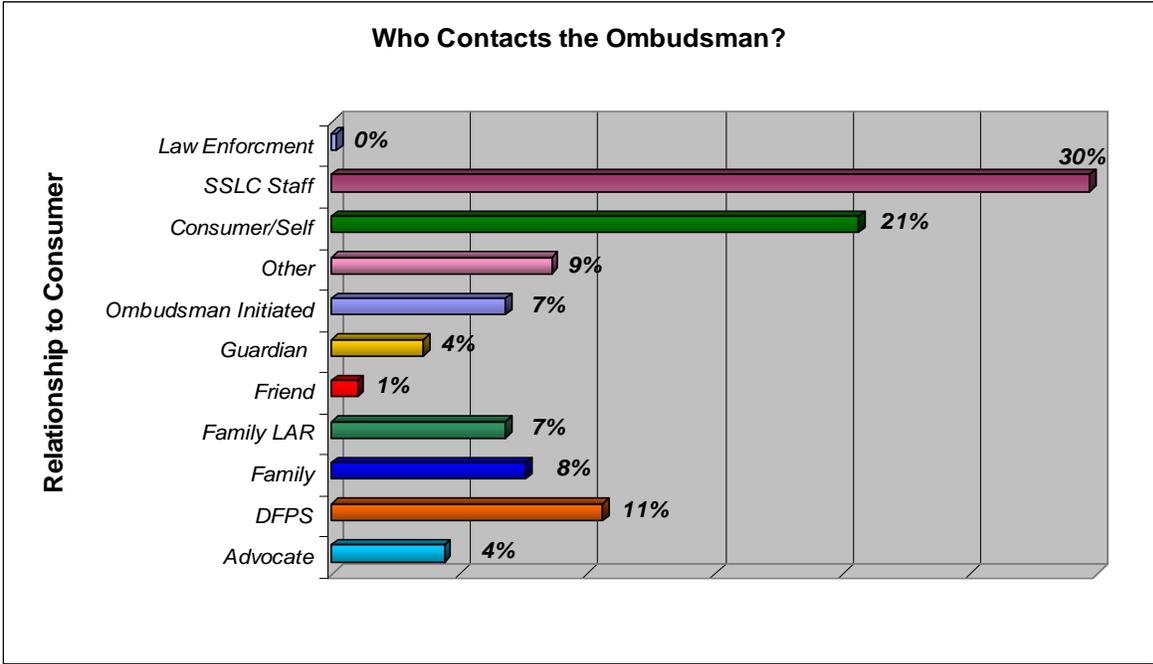
Additionally, the Independent Ombudsmen investigate any consumer’s appeal to a decision made by a facility’s administration, which may include decisions regarding community placement or facility transfers, for examples.

The other primary method the Office uses to enter and track cases in the H.E.A.R.T.S. database is to classify the type of issue by assigning a “case type.” The following chart represents classification of “case type” received by the Office, including the Assistant Independent Ombudsmen located at each of the 13 State Supported Living Centers and Central Office staff.



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

The bar graph below displays the source of the contact and the relationship to the consumer of interest. The data provided for each category is the percentage out of total combined contacts received.



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

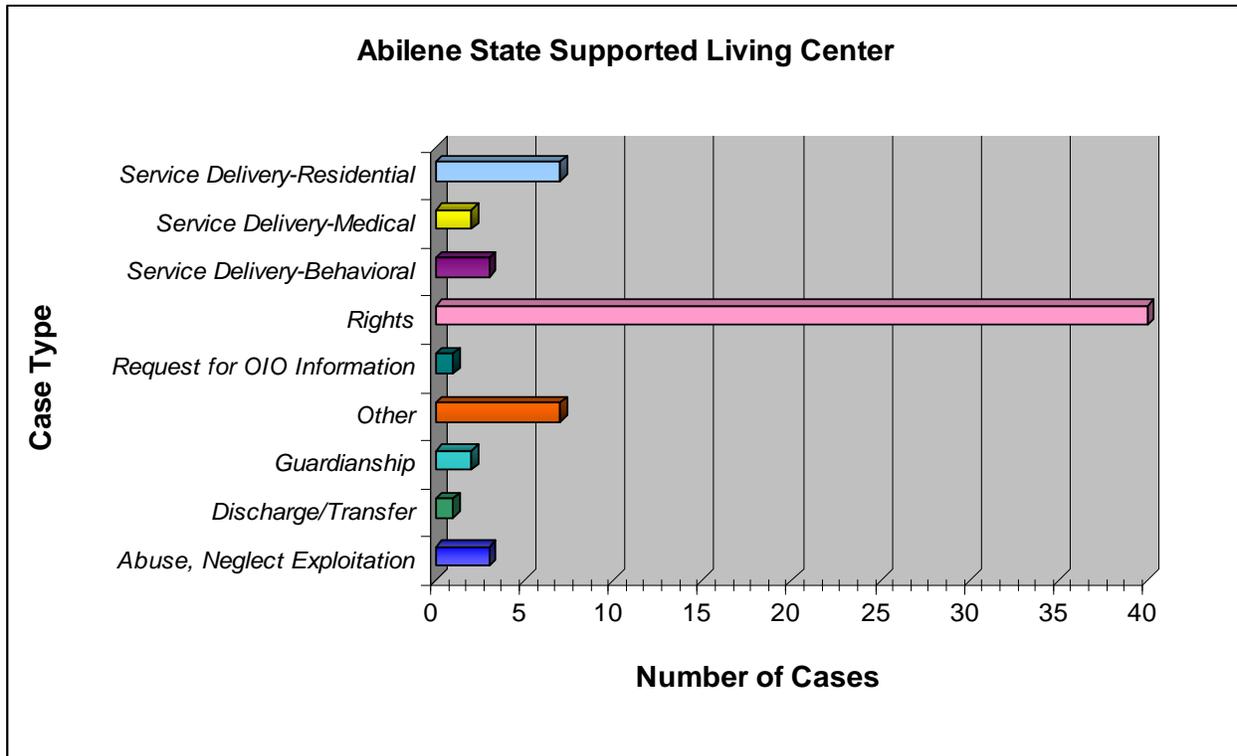
Disaggregate Report

Abilene SSLC	Jill Antilley, Assistant Independent Ombudsman																
Demographics *All demographic information was provided by the SSLC.	<table border="0"> <tr> <td>Year Established: 1957</td> <td>Mental/Physical Disability Severe: 71</td> </tr> <tr> <td>Population: 452</td> <td>Mental/Physical Disability Profound: 259</td> </tr> <tr> <td>Male: 233 Female: 219</td> <td>Mental/Physical Disability Unspecified: 0</td> </tr> <tr> <td>Ages <20 : 15</td> <td>Medically Fragile: 221</td> </tr> <tr> <td>Ages 21-49: 227</td> <td>No Legal Guardian Assigned: 229</td> </tr> <tr> <td>Ages 50+ : 210</td> <td>Years at Facility <10 years: Not Available</td> </tr> <tr> <td>Mental/Physical Disability Mild: 61</td> <td>Years at Facility 11-20 years: Not Available</td> </tr> <tr> <td>Mental/Physical Disability Moderate: 49</td> <td>Years at Facility 21+ years: Not Available</td> </tr> </table>	Year Established: 1957	Mental/Physical Disability Severe: 71	Population: 452	Mental/Physical Disability Profound: 259	Male: 233 Female: 219	Mental/Physical Disability Unspecified: 0	Ages <20 : 15	Medically Fragile: 221	Ages 21-49: 227	No Legal Guardian Assigned: 229	Ages 50+ : 210	Years at Facility <10 years: Not Available	Mental/Physical Disability Mild: 61	Years at Facility 11-20 years: Not Available	Mental/Physical Disability Moderate: 49	Years at Facility 21+ years: Not Available
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Mental/Physical Disability Mild: 61	Years at Facility 11-20 years: Not Available																
Mental/Physical Disability Moderate: 49	Years at Facility 21+ years: Not Available																
Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting residents, staff, and family members ▫ mailing the OIO information to all family members or correspondents of residents ▫ displaying posters in all facility buildings <p>Attended and/or assisted with events held at the SSLC to promote access and engagement of OIO, including:</p> <ul style="list-style-type: none"> ▫ Community Provider Fair ▫ Family Association Meeting and Family Day picnic ▫ Town Hall Meeting with DADS executives ▫ Halloween Carnival ▫ on-campus early voting <p>Attended various committee meetings, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Admissions Review Team ▫ Nursing meeting ▫ Restraint review ▫ Diet restriction ▫ Ethics <p>Reviewed Memorandum of Understanding with Facility Incident Management staff to discuss AIO role.</p> <p>Reviewed Rights policy with Assistant Director of Programs and reviewed facility policies and procedures regarding Complaints from residents, family, and volunteers with Human Rights Officer.</p> <p>Provided guidance to new Human Rights Officer on a daily basis to discuss role and understand campus culture and concerns.</p> <p>Consulted with District Attorney regarding pending issue of a resident.</p> <p>Participated with facility administration and professionals on issues involving residents at AbSSLC who may need alternate placement.</p> <p>Attended Personal Support Planning meetings to address individual resident concerns as needed or requested.</p> <p>Requested a review of a video surveillance due to a parents concern.</p> <p>Provided assistance to residents and family members on a daily basis.</p> <p>Participated in Grand Rounds which addresses significant issues of concern for a resident.</p>																

Data below demonstrates the types of contacts received at the Abilene State Supported Living Center.

Abilene SSLC	Complaint	17
	Consult	5
	Inquiry	17
	Referral	27
Total		66

Abilene SSLC	
Total Number of DFPS Cases Reviewed	154



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

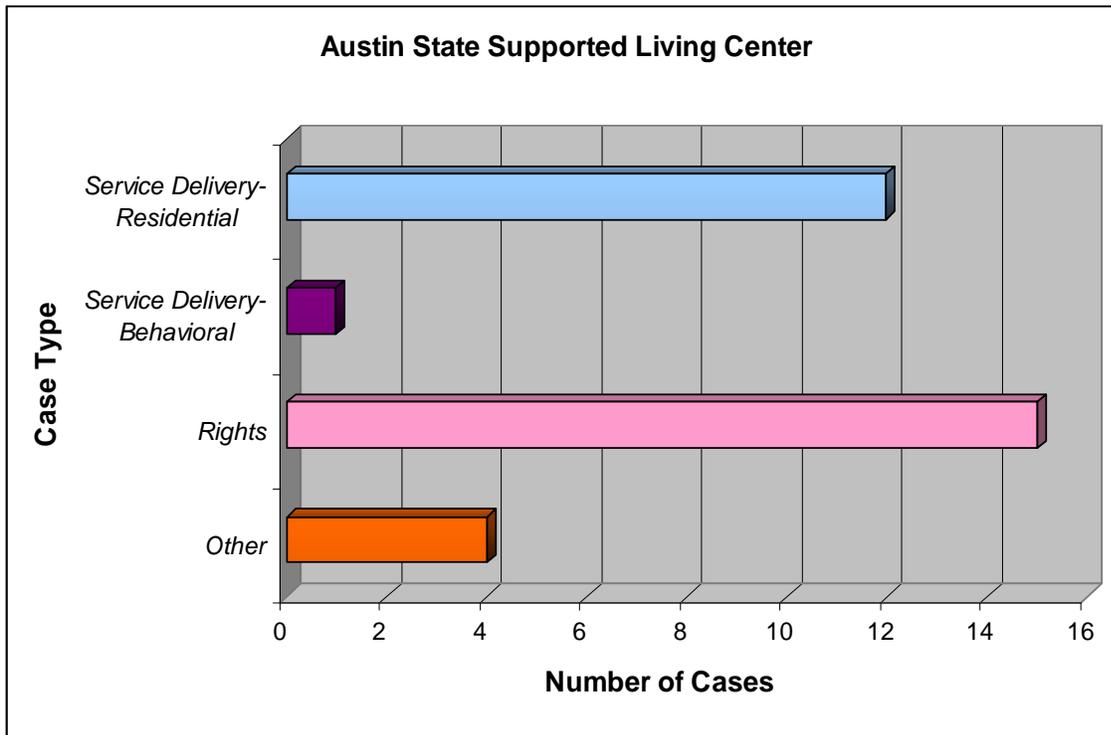
Austin SSLC	Jessica White, Assistant Independent Ombudsman	
Demographics	Year Established: 1917 Population: 375 Male: 206 Female: 169 Ages <22 : 23 Ages 23-60 : 269 Ages 61+ : 83 Mental/Physical Disability Mild: 34 Mental/Physical Disability Moderate: 44	Mental/Physical Disability Severe: 81 Mental/Physical Disability Profound: 215 Mental/Physical Disability Unspecified: 1 Medically Fragile: 142 No Legal Guardian Assigned: 132 Years at Facility <10 years: 73 Years at Facility 11-20 years: 92 Years at Facility 21+ years: 206
Work of the Independent Ombudsman	Promoted awareness of the Office by: <ul style="list-style-type: none"> ▫ visiting homes and workshops on-campus ▫ providing business cards to staff and clients ▫ providing residents and staff with information about OIO ▫ attended two new employee orientations and presented information about OIO ▫ providing the toll free number and personal office number to staff and residents upon request ▫ displaying posters in all facility buildings Attended various committee meetings including: <ul style="list-style-type: none"> ▫ Incident Management 	

Work of the Independent Ombudsman, continued	<ul style="list-style-type: none"> ▫ Human Rights ▫ Admissions Review Team ▫ Self-Advocacy ▫ Diet restrictions and Canteen procedure <p>Participated in training at SSLC, including:</p> <ul style="list-style-type: none"> ▫ Public Health Ethics and Conflict Resolution ▫ Incident Command System Training ▫ Personal Support Planning process <p>Provided information about the confidentiality of the OIO’s records to Director.</p> <p>Educated staff about retaliation and how to report it.</p> <p>Investigated reports from consumers and staff regarding rights violations.</p> <p>Reviewed incident and follow-up reports on all cases at the Austin SSLC.</p> <p>Implemented in partnership with the Human Rights Officer, the “Right of the Month” program to educate residents and staff how to exercise rights.</p> <p>Attended Personal Support Planning meetings to address individual resident concerns as needed or requested.</p> <p>Met weekly with Incident Manager to review log of ongoing cases on campus and review investigation process for each case.</p> <p>Met weekly with the Assistant Director of Programs to discuss current issues and concerns.</p> <p>Met daily with facility investigators to discuss current DFPS referrals and provide recommendations.</p> <p>Met with Advocacy, Inc. to discuss how the AIO promotes awareness of rights on campus.</p> <p>Reviewed policy and procedures for Incident Management and internal transfers.</p> <p>Advocated for resident’s rights during the relocation process for residents of two homes being closed.</p> <p>Participated in Grand Rounds which addresses significant issues of concern for a resident.</p>
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Data below demonstrates the types of contacts received at the Austin State Supported Living Center.

Austin SSLC	Appeal	1
	Complaint	13
	Consult	1
	Inquiry	3
	Referral	14
Total		32

Austin SSLC	
Total Number of DFPS Cases Reviewed	60



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

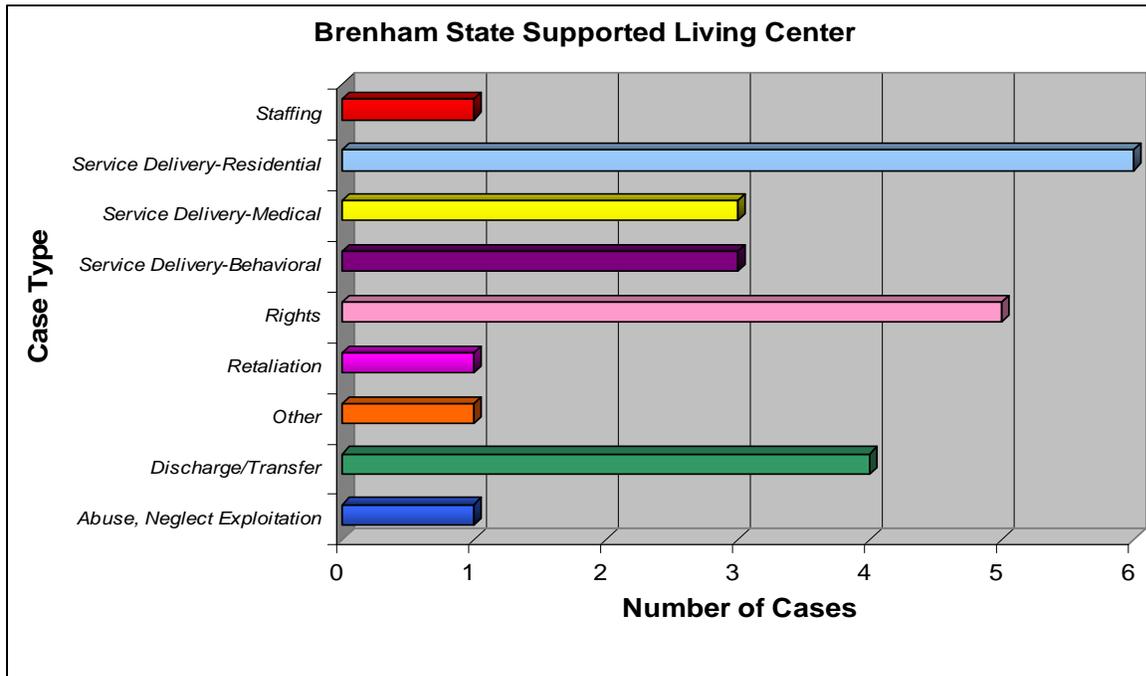
Brenham SSLC	Susan Aguilar, Assistant Independent Ombudsman	
Demographics	Year Established: 1974 Population: 335 Male: 210 Female: 125 Ages <22 : 25 Ages 22-65 : 290 Ages 66+ : 20 Mental/Physical Disability Mild: 17 Mental/Physical Disability Moderate: 50	Mental/Physical Disability Severe: 79 Mental/Physical Disability Profound: 189 Mental/Physical Disability Unspecified: 0 Medically Fragile: 107 No Legal Guardian Assigned: 81 Years at Facility <10 years: 88 Years at Facility 11-20 years: 77 Years at Facility 21+ years: 170
Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting the homes and program areas ▫ distributing OIO posters in English and Spanish around campus to promote awareness ▫ attending New Employee Orientation and providing written material ▫ sending a letter of introduction and brochure to the families of individuals who were admitted to the facility ▫ attending the Self-Advocacy meetings to provide information regarding the role of the Ombudsman <p>Attended events held at the SSLC to promote access and engagement of OIO, including:</p> <ul style="list-style-type: none"> ▫ Community Provider Fair which educates residents and staff of community living options ▫ Family Association Meeting where Representative Lois Kolkhorst served as the guest speaker ▫ Family Association Annual Picnic ▫ Town Hall Meeting with DADS executives <p>Attended various committee meetings, including;</p>	

Work of the Independent Ombudsman, continued	<ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Admissions Review Team ▫ Diet restrictions ▫ Personal Support Planning and living options process <p>Participated in training at SSLC for the new Person Supported Planning process.</p> <p>Reviewed evening and overnight campus administrator logs for areas of concern.</p> <p>Reviewed DFPS reports and the facility’s recommendations for abuse and neglect cases.</p> <p>Followed up with dental and residential services in regards to the need to provide optimal oral hygiene.</p> <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Provided guidance to QMRPs and psychologists in regards to restrictive practices.</p> <p>Provided guidance to the Rights Officer in regards to due process and restrictive issues.</p> <p>Addressed possible rights issues in coordination with the Human Rights Officer.</p> <p>Consulted with Director of Competency, Training, and Development to address new employee training and be included in feedback received from direct care staff regarding “on-the-job” training.</p> <p>Met with residential directors and acting ADOP regarding feedback received from new direct care staff and their concerns of possible retaliation.</p> <p>Attended training for facility staff on the Plan of Correction resulting from the annual ICF-MR survey. Training addressed dignity and respect, due process for rights restrictions, and active treatment.</p>
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Data below demonstrates the types of contacts received at the Brenham State Supported Living Center.

Brenham SSLC	Complaint	18
	Inquiry	5
	Referral	2
Total		25

Brenham SSLC	
Total Number of DFPS Cases Reviewed	5



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

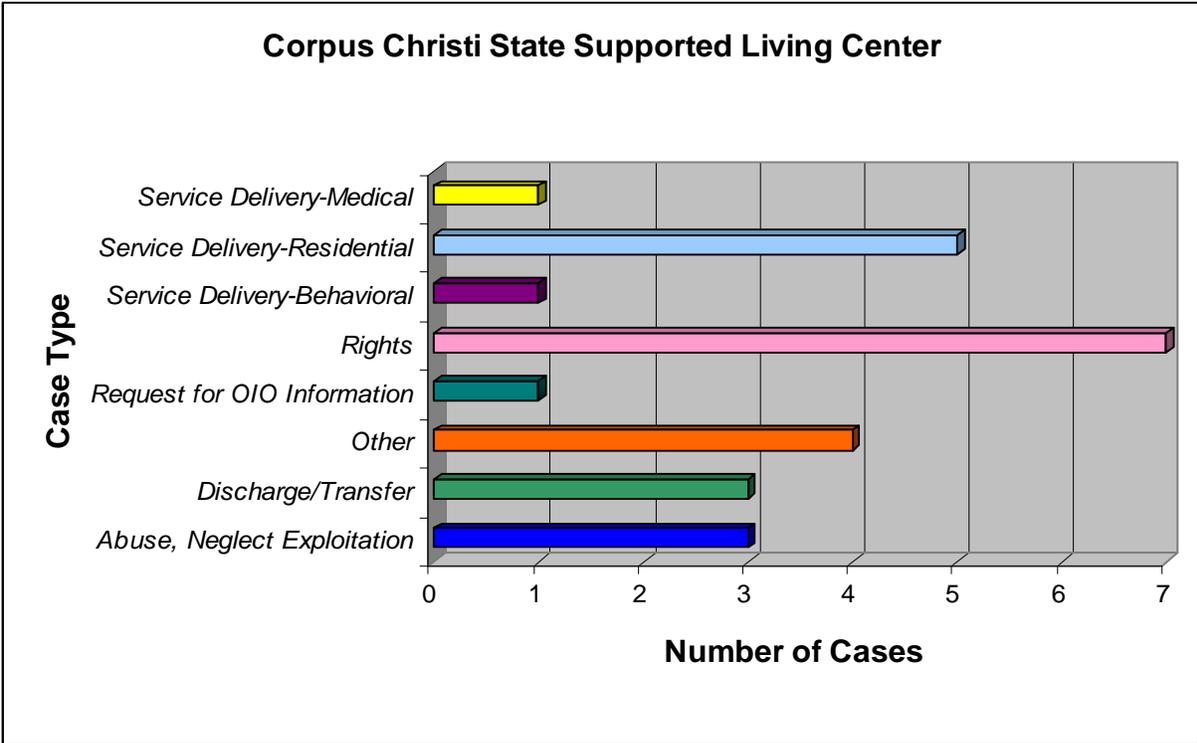
Corpus Christi SSLC	Dee Medina, Assistant Independent Ombudsman	
Demographics	Year Established: 1970 Population: 290 Male: 168 Female: 122 Ages <22 : 3 Ages 22-50 : 164 Ages 51+ : 122 Mental/Physical Disability Mild: 16 Mental/Physical Disability Moderate: 67	Mental/Physical Disability Severe: 36 Mental/Physical Disability Profound: 171 Mental/Physical Disability Unspecified: 0 Medically Fragile: 142 No Legal Guardian Assigned: 211 Years at Facility <10 years: 95 Years at Facility 11-20 years: 54 Years at Facility 21+ years: 140
Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting residents and staff, providing written material ▫ distributing posters in all facility buildings ▫ meeting with professional staff to discuss AIO's role <p>Participated in training at SSLC, including:</p> <ul style="list-style-type: none"> ▫ Personal Support Planning process ▫ New Employee Orientation <p>Attended various committee meetings, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Review Authority Team ▫ Human Rights ▫ Admissions Review Team ▫ Physical Nutritional Management Team (PNMT) <p>Attended Personal Support Planning meetings to address individual resident concerns, as needed or requested for issues, such as guardianship and community placement.</p> <p>Identified and addressed blanket right restrictions.</p>	

Work of the Independent Ombudsman, continued	Consulted at all levels within the facility about policy integration and implementation.
	Reviewed facility policies and procedures regarding Abuse and Neglect, Rights and Protection, and Incident Management.
	Met with interim Human Rights Officer to discuss role, collaboration and understand campus culture and concerns.
	Developed and maintained relationships with client rights colleagues.
	Participated in guardianship issues involving 2 clients on campus.
	Attended meeting regarding Mexia transfers as this impacts about 15 individuals at CCSSLC.
	Attended DOJ exit interview for CCSSLC and Abilene's DOJ exit interview via teleconference.
	Attended Psychiatric Clinic and Psychiatric Consultation rounds.

Data below demonstrates the types of contacts received at the Corpus Christi State Supported Living Center.

Corpus Christi SSLC	Appeal	1
	Complaint	13
	Consult	4
	Inquiry	7
Total		25

Total Number of DFPS Cases Reviewed	194
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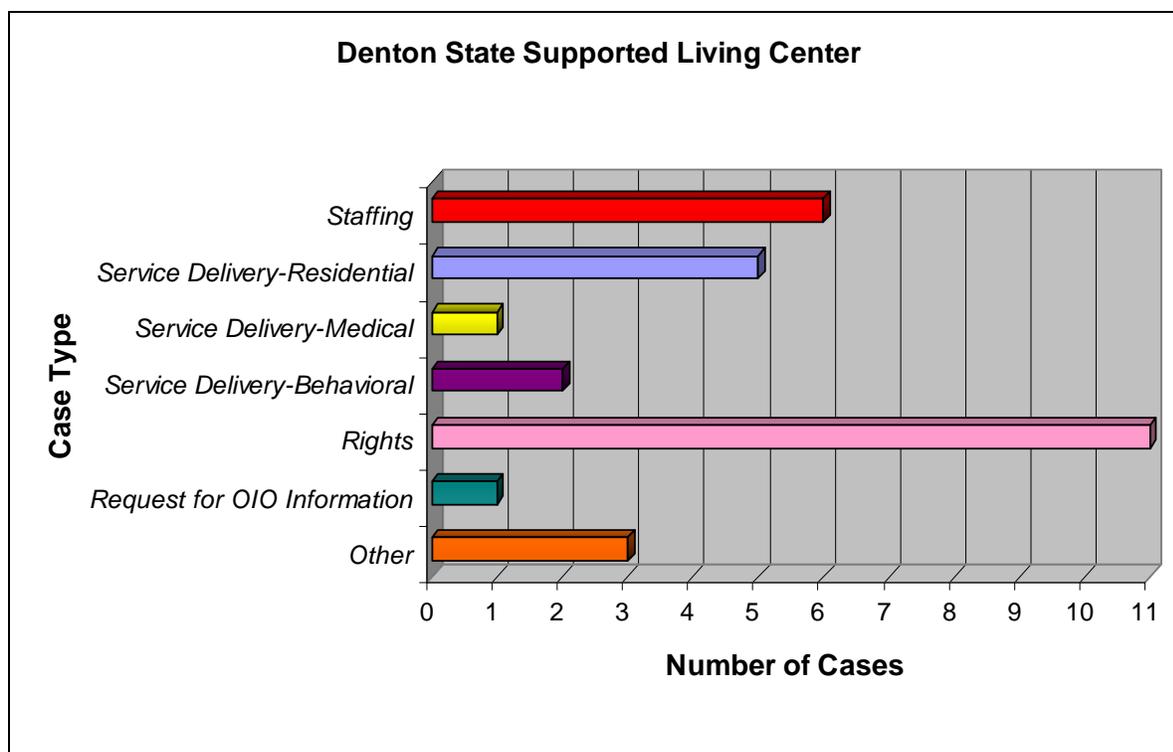
Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

Ombudsman, continued	Reviewed facility policies and procedures regarding Incident Management Level of Supervision, Video Surveillance, Consumer Complaints, and Human Rights Committee.
	Requested access to facility's unannounced patrols schedule.
	Met with Center Director concerning Consumer Complaint Policy and initiating a higher rate of consumer awareness of the complaint process.

Data below demonstrates the types of contacts received at the Denton State Supported Living Center.

Denton SSLC	Complaint	13
	Consult	5
	Inquiry	8
	Referral	3
Total		29

Denton SSLC	
Total Number of DFPS Cases Reviewed	52



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

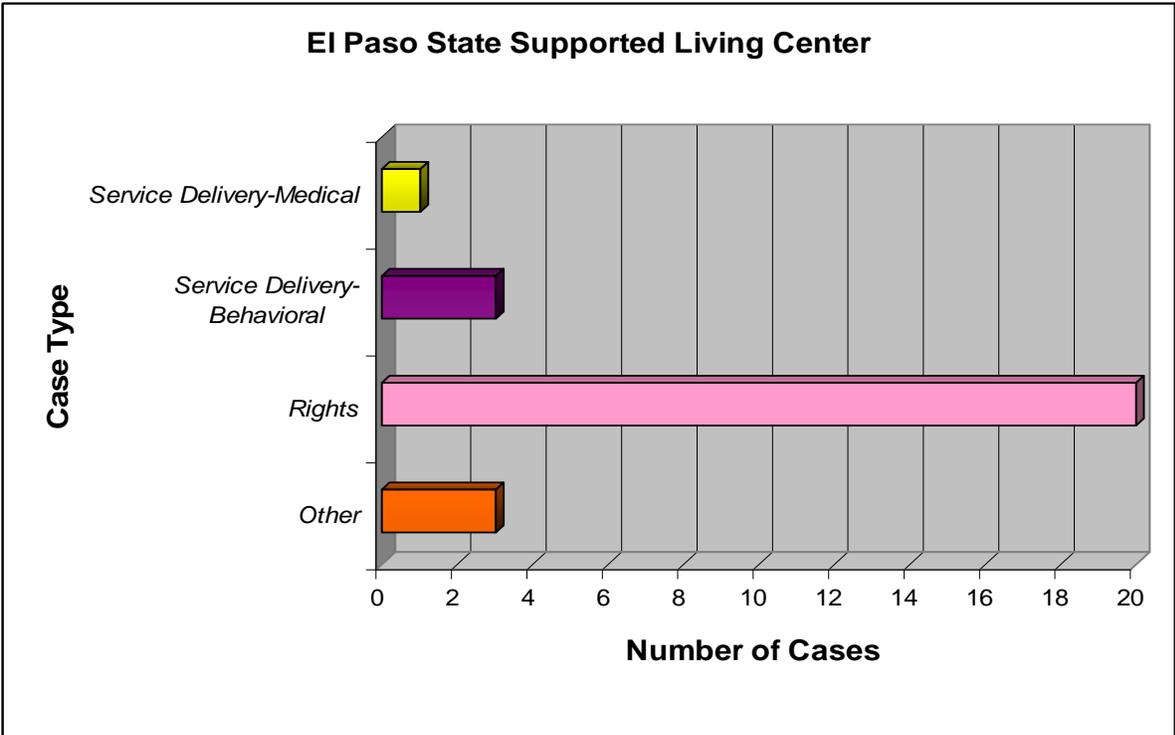
El Paso SSLC	Helen Alvarez, Former Assistant Independent Ombudsman Isabel Poncé, Assistant Independent Ombudsman hired December 1, 2010	
Demographics	Year Established: 1974 Population: 136 Male: 76 Female: 60 Ages <22: 5 Ages 23-65 : 127 Ages 66+ : 4 Mental/Physical Disability Mild: 5 Mental/Physical Disability Moderate: 16	Mental/Physical Disability Severe: 31 Mental/Physical Disability Profound: 84 Mental/Physical Disability Unspecified: 0 Medically Fragile: Not Available No Legal Guardian Assigned: Not Available Years at Facility <10 years: Not Available Years at Facility 11-20 years: Not Available Years at Facility 21+ years: Not Available
*All demographic information was provided by the SSLC.		

Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting with staff and residents and answered their questions ▫ presented information during the Prevention of Abuse and neglect meeting ▫ presented information to new employees during orientation <p>Attended various committee meetings, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Restraint Reduction ▫ Admissions Review Team <p>Acted as Interim Human Rights Officer.</p> <p>Trained staff regarding Rights, Values, Respect and Dignity.</p> <p>Monitor facility for issues regarding Rights and Privacy.</p> <p>Chaired human Rights Committee weekly meetings.</p> <p>Reviewed all proposed rights restrictions.</p> <p>Coordinated Self- Advocacy group and meetings.</p> <p>Provided technical assistance to QMRPs on Rights Assessments, HRC referrals, and Emergency Restrictive Practices.</p> <p>Reviewed DFPS investigations and provided recommendations.</p>
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Data below demonstrates the types of contacts received at the El Paso State Supported Living Center.

El Paso SSLC	Complaint	13
	Consult	3
	Inquiry	11
Total		27

El Paso SSLC	
Total Number of DFPS Cases Reviewed	11

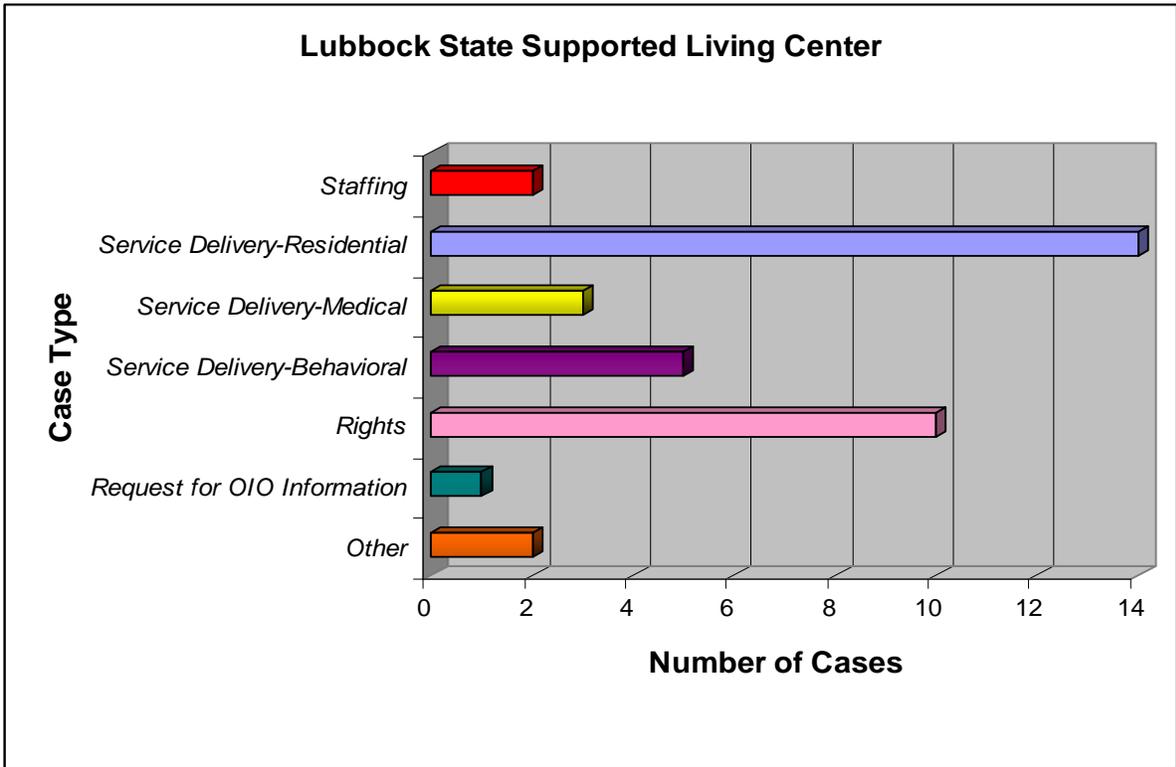


Lubbock SSLC	Ramona Rocha-Hughes, Assistant Independent Ombudsman	
Demographics	Year Established: 1969 Population: 228 Male: 160 Female: 68 Ages <21: 5 Ages 22-65 : 209 Ages 66+: 14 Mental/Physical Disability Mild: 33 Mental/Physical Disability Moderate: 18	Mental/Physical Disability Severe: 42 Mental/Physical Disability Profound: 135 Mental/Physical Disability Unspecified: 0 Medically Fragile: 87 No Legal Guardian Assigned: 97 Years at Facility <10 years: 58 Years at Facility 11-20 years: 37 Years at Facility 21+ years: 133
*All demographic information was provided by the SSLC.		
Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting residents and staff ▫ displaying posters in all facility buildings ▫ presenting information to Residential Services ▫ presenting information to new employees in orientation <p>Attended various committee meetings in these areas:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Ethics ▫ Plan of Improvement for Settlement Agreement <p>Participated in training at SSLC for the new Person Supported Planning process.</p> <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Attended local Lubbock Regional MHMR Human Rights Committee.</p> <p>Met with the Coordinator of Incidents to discuss reviewing investigations.</p> <p>Reviewed facility and DFPS investigations.</p> <p>Provided guidance to the Active Treatment Coordinator in writing policy.</p> <p>Participated in scan call on proposed changes to the rights policy and assessments.</p> <p>Provided input for Regulatory Plan of Correction.</p> <p>Provided consultation regarding rights restrictions to Human Rights Officer and QMRPs.</p> <p>Reviewed training records and provided recommendations to facility management.</p> <p>Made recommendations to facility management regarding observations of residents.</p>	

Data below demonstrates the types of contacts received at the Lubbock State Supported Living Center.

Lubbock SSLC	Complaint	13
	Consult	16
	Inquiry	8
Total		37

Lubbock SSLC	
Total Number of DFPS Cases Reviewed	37



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

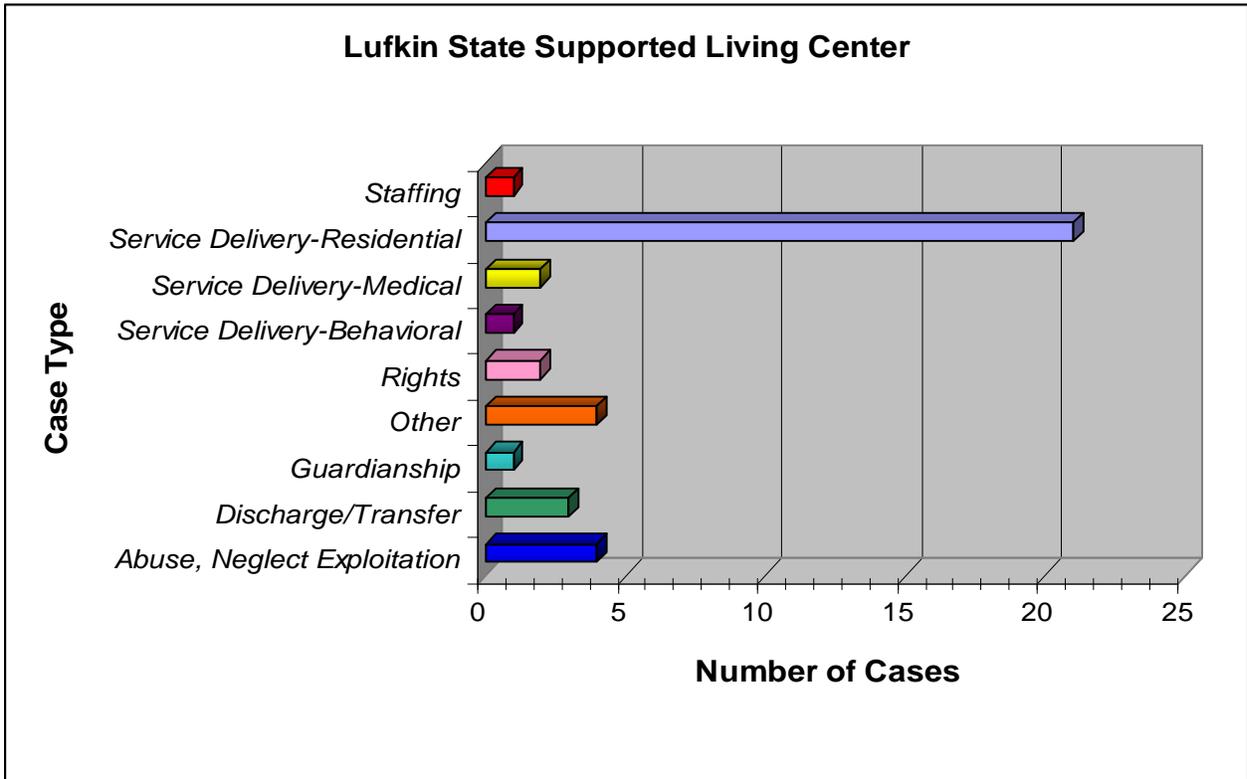
Lufkin SSLC	Mary Stovall, Assistant Independent Ombudsman	
Demographics	Year Established: 1969 Population: 403 Male: 235 Female: 168 Ages <21: 39 Ages 22-65 : 337 Ages 66+ : 27 Mental/Physical Disability Mild: 36 Mental/Physical Disability Moderate: 50	Mental/Physical Disability Severe: 78 Mental/Physical Disability Profound: 237 Mental/Physical Disability Unspecified: 1 Medically Fragile: 145 No Legal Guardian Assigned: 243 Years at Facility <10 years: 98 Years at Facility 11-20 years: 78 Years at Facility 21+ years: 227
*All demographic information was provided by the SSLC.		
Work of the Independent Ombudsman	Promoted awareness of the Office by: <ul style="list-style-type: none"> ▫ visiting the homes and program areas ▫ distributing OIO posters in English and Spanish around campus ▫ attending New Employee Orientation and providing written material in order to educate staff on the role of the Ombudsman ▫ attending Self-Advocacy meetings and providing information ▫ including the OIO information in facility newsletter ▫ presenting information to the Risk Manager, Chief Psychologist, Admissions/Placement Coordinator, various administrative and professional staff to address concerns about AIO role ▫ attending the Parent Meeting with the Independent Ombudsman, who gave a presentation of the mission and purpose of the OIO to both family members and staff ▫ met with Representative Jim McReynolds, introducing him to Dr. George Bithos, Independent Ombudsman Participated in training at SSLC, including: <ul style="list-style-type: none"> ▫ Personal Support Planning process ▫ community options and role of the MRA ▫ video surveillance information session 	

Work of the Independent Ombudsman, continued	<p>Attended various committee meetings, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Administrative Death Review <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Reviewed DFPS and facility investigations and monitored subsequent action plans.</p> <p>Met with a DADS Regulatory Investigator to discuss an incident and complaint investigation.</p> <p>Reviewed Injury and Restraint Trend Analysis report, (and subsequent monthly reports) discussing options to reduce potential for both areas.</p> <p>Collaborated with Lead Investigator in the development of a review of finding for a DFPS investigation.</p> <p>Coordinated the Self-Advocacy Program meetings as well as reviewed minutes taken from each meeting.</p> <p>Assisted in the development of the Center’s newly revised psychotropic medication consent policy.</p> <p>Participated in the formal review process of residents who are recommended for community placement.</p> <p>Reviewed and monitored daily status reports for individuals in local hospitals, ensuring quality care and treatment by hospital staff/sitter services.</p> <p>Reviewed highly restrictive levels of supervision, focusing on ensuring appropriate fading plans were in place.</p> <p>Met with the Human Rights Officer on a daily basis to assist with the transition into his new role, collaborating on many areas of rights issues.</p> <p>Assisted the HRO with gathering evidence to present to the court monitors and participated in interviews with settlement agreement monitors.</p> <p>Reviewed the new information pertaining to the Employee Misconduct Registry with Lead Investigator.</p> <p>Reviewed the new Dining Room/Kitchen Closure Procedures to ensure due process.</p>
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Data below demonstrates the types of contacts received at the Lufkin State Supported Living Center.

Lufkin SSLC	Complaint	19
	Consult	7
	Inquiry	13
Total		39

Lufkin SSLC	
Total Number of DFPS Cases Reviewed	20



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

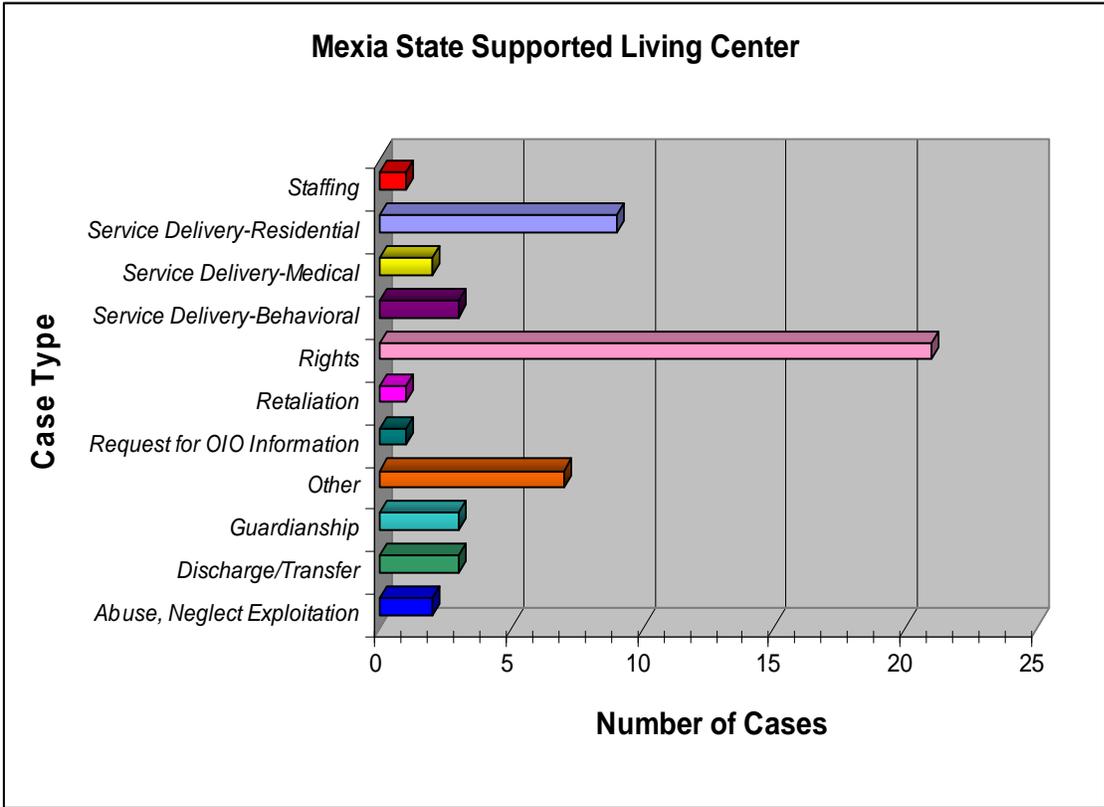
Mexia SSLC	Lynda Mitchell, Assistant Independent Ombudsman	
Demographics	Year Established: 1946 Population: 412 Male: 320 Female: 92 Ages <20: 85 Ages 21-49 : 189 Ages 50+ : 138 Mental/Physical Disability Mild: 142 Mental/Physical Disability Moderate: 102	Mental/Physical Disability Severe: 30 Mental/Physical Disability Profound: 138 Mental/Physical Disability Unspecified: 0 Medically Fragile: 57 No Legal Guardian Assigned: 253 Years at Facility <10 years: 226 Years at Facility 11-20 years: 48 Years at Facility 21+ years: 138
Work of the Independent Ombudsman	Promoted awareness of the Office by: <ul style="list-style-type: none"> ▫ visiting residents, staff, residents ▫ distributing posters in all facility buildings ▫ presenting information to the Family Association meeting ▫ attending admission meetings and speaking with consumers and family members on an individual basis ▫ mailing OIO written material to the family association members ▫ mailing OIO material to all family members of residents ▫ providing brief summary for the Parents Press and for facility newsletter ▫ presenting information to new employees in orientation Attended various committee meetings, including: <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Admissions Review Team ▫ Restraint Reduction Attended Personal Support Planning meetings to address resident	

Work of the Independent Ombudsman, continued	<p>concerns as needed or requested for issues such as guardianship and community placement.</p> <p>Reviewed of all DFPS and facility incident investigations.</p> <p>Reviewed of all rights restrictions and Behavior Support Programs.</p> <p>Spoke with and mailed information to family members interested in becoming guardian for their family member residing at MSSLC.</p> <p>Attended Personal Support meetings at the request of residents and other Interdisciplinary Team members to ensure rights protection and serve as a resource in the area of rights.</p> <p>Worked with newly hired Human Rights Officer to aide in the transition.</p> <p>Resolved rights referrals in the areas of meal times, medication times, smoking, home assignment and personal possessions.</p> <p>Assisted with Self-Advocate group meetings.</p> <p>Met with director of Competency Training and Development to include a timeslot in the New Employee Orientation curriculum to discuss the role of the OIO.</p> <p>Attended weekly Home Life and Training meetings.</p> <p>Met with DADS Regulatory and settlement agreement monitors when on campus.</p> <p>Reviewed the revised policies for the PSP process and for the placement appeals process</p>
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Data below demonstrates the types of contacts received at the Mexia State Supported Living Center.

Mexia SSLC	Complaint	23
	Consult	2
	Inquiry	18
	Referral	10
Total		53

Mexia SSLC	
Total Number of DFPS Cases Reviewed	257



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

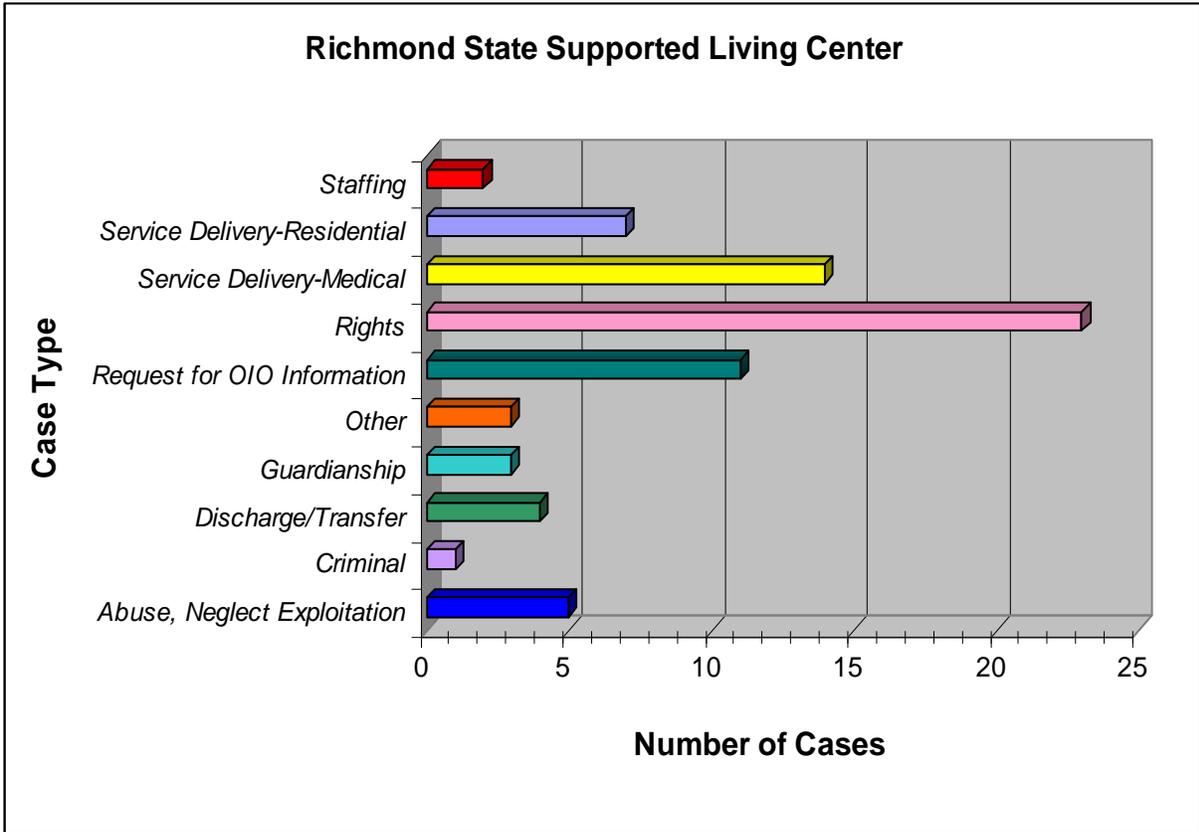
Richmond SSLC	Pam Turner, Assistant Independent Ombudsman	
Demographics	Year Established: 1968 Population: 397 Male: 237 Female: 160 Ages <21: 5 Ages 22-65 : 370 Ages 66+ : 22	Mental/Physical Disability Severe: 71 Mental/Physical Disability Profound: 259 Mental/Physical Disability Unspecified: 0 Medically Fragile: 73 No Legal Guardian Assigned: 158 Years at Facility <10 years: 86 Years at Facility 11-20 years: 55 Years at Facility 21+ years: 256
*All demographic information was provided by the SSLC.		
Work of the Independent Ombudsman	Promoted awareness of the Office by: <ul style="list-style-type: none"> ▫ visiting residents and staff ▫ displaying posters in all facility buildings ▫ presenting information to Residential Services ▫ presenting information to new employees in orientation ▫ responding to inquiries about OIO from resident, family members, and staff ▫ sending an e-mail out to all staff with information over how to access the new OIO website ▫ sending letters of introduction with OIO information to family members or correspondents of residents ▫ creating an information board to post OIO information ▫ giving a presentation about OIO at Self Advocate meeting and distributing business cards Attended Incident Management and Human Rights committee meetings. Participated in training at SSLC for the new Person Supported Planning	

Work of the Independent Ombudsman, continued	<p>process.</p> <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Met with Facility investigator and reviewed facility's processes for investigation, review, and reporting of injuries or unusual incidents.</p> <p>Met with Director of Competency Training and Development to develop a system to review training delinquencies.</p> <p>Reviewed revisions to facility procedures and statewide procedures and made recommendations.</p> <p>Provided guidance/answers to staff about rights issues.</p> <p>Monitored residences and program areas for rights issues or violations.</p> <p>Reviewed Campus Coordinator's log, Nurse's report, Hospital report and Infirmary report daily to monitor facility practices and ensure protection of rights.</p> <p>Provided training to new Rights Officer regarding rights issues.</p> <p>Reviewed the number of professional staff making unannounced patrols during night hours.</p> <p>Reviewed reports from Competency Training and Development Department that provide the percentage of staff that are delinquent in training requirements.</p> <p>Reviewed DFPS and facility investigations, offered recommendations, and monitored facility's progress toward resolution.</p> <p>Reviewed the staffing ratio of direct care employees to residents as well as turnover and fill rate.</p>
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Data below demonstrates the types of contacts received at the Richmond State Supported Living Center.

Richmond SSLC	Complaint	47
	Consult	12
	Inquiry	14
Total		73

Richmond SSLC	
Total Number of DFPS Cases Reviewed	35



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

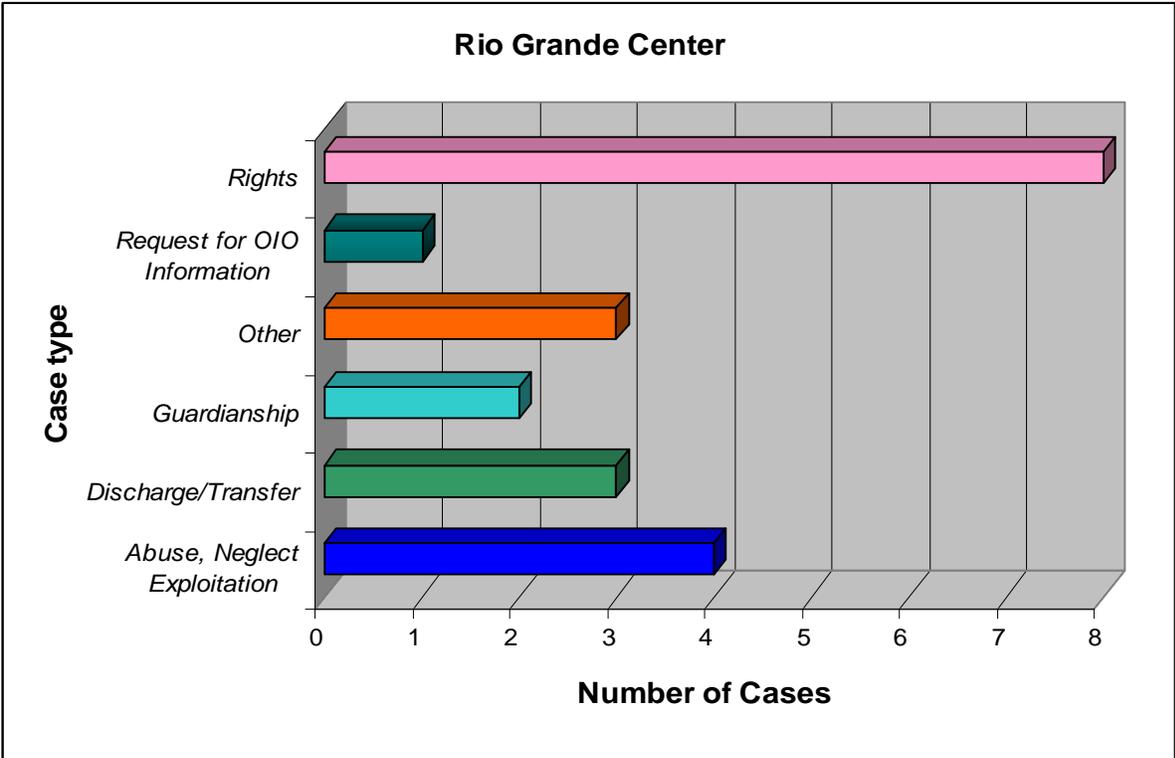
Rio Grande State Center (ICF-MR Component)	James Arnold, Assistant Independent Ombudsman *began position September 1, 2010	
Demographics	Year Established: 1956 Population: 72 Male: 45 Female: 27 Ages <21: 0 Ages 22-49 : 42 Ages 50+: 30 Mental/Physical Disability Mild: 3 Mental/Physical Disability Moderate: 19	Mental/Physical Disability Severe: 22 Mental/Physical Disability Profound: 26 Mental/Physical Disability Unspecified: 0 Medically Fragile: 22 No Legal Guardian Assigned: 48 Years at Facility <10 years: 29 Years at Facility 11-20 years: 13 Years at Facility 21+ years: 30
Work of the Independent Ombudsman	Promoted awareness of the Office by: <ul style="list-style-type: none"> ▫ visiting residents, staff, and family members and providing written material ▫ distributing posters in English and Spanish in all facility buildings ▫ providing information to Self-Advocacy meeting participants regarding the role of the Ombudsman ▫ providing the toll free number and personal office number to staff and residents upon request Attended Incident Management and Human Rights committee meetings. Met with Assistant Director of Programs to discuss AIO role and access to DFPS and facility investigations per MOU and SB643. Reviewed facility and DFPS investigations.	

Work of the Independent Ombudsman, continued	<p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Acted as Interim Human Rights Officer until November 1, 2010.</p> <p>Reviewed documentation for rights assessments, emergency rights restrictions, medical/dental sedations, Positive Behavior Support Programs, and Safety Plans for Crisis Interventions.</p> <p>Reviewed documentation of resident services and provided recommendations to professional staff regarding chart discrepancies and consumer choices.</p> <p>Met with Incident Management Coordinator, regarding AIO's role and requested that the AIO be provided schedule to observe facility investigators on campus across multiple units.</p>
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Data below demonstrates the types of contacts received at the Rio Grande Center.

Rio Grande Center	Appeal	1
	Complaint	9
	Consult	6
	Inquiry	2
	Referral	3
Total		21

Rio Grande Center	
Total Number of DFPS Cases Reviewed	25



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

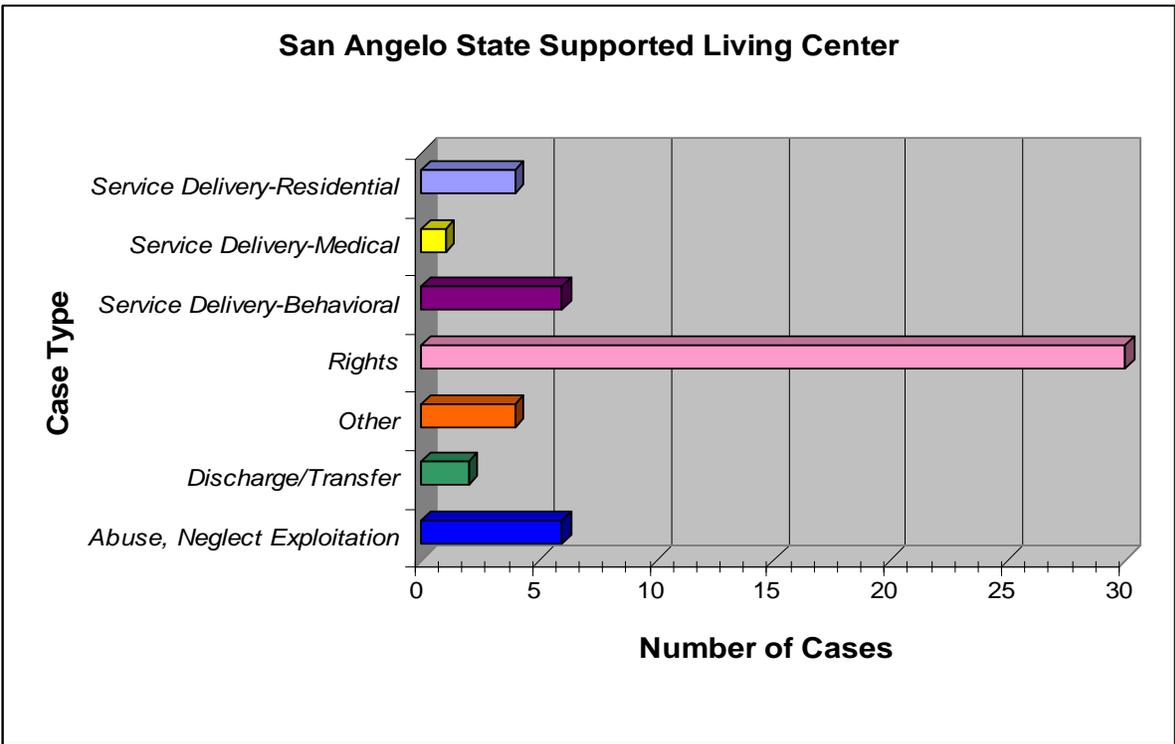
San Angelo SSLC	Melissa Deere, Assistant Independent Ombudsman	
Demographics	<p>Year Established: 1969 Population: 252 Male: 151 Female: 101 Ages <22: 31 Ages 23-60: 162 Ages 61+: 59 Mental/Physical Disability Mild: 121 Mental/Physical Disability Moderate: 59</p> <p>Mental/Physical Disability Severe: 37 Mental/Physical Disability Profound: 32 Mental/Physical Disability Unspecified: 2 Medically Fragile: 235 No Legal Guardian Assigned: 174 Years at Facility <10 years: Not Available Years at Facility 11-20 years: Not Available Years at Facility 21+ years: Not Available</p>	
Work of the Independent Ombudsman	<p>*All demographic information was provided by the SSLC.</p> <p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting residents and staff ▫ displaying posters in all facility buildings ▫ presenting information to new employees in orientation ▫ attending Self-Advocacy meeting to present information ▫ providing information to Behavior Therapy Committee ▫ attending Annual Family Picnic for residents and their families to meet and explain AIO role <p>Attended various committee meetings, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Administrative Death Review ▫ Admission and Transfer ▫ Behavior Support ▫ Employee return <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Provided copy of rights handbook to newly admitted residents and discussed their rights to due process.</p> <p>Reviewed DFPS and facility incident investigations, made recommendations, and monitored resolution.</p> <p>Met with Administrative Team to clarify questions regarding the Unusual Incident reporting matrix.</p> <p>Met with Director of Residential Services to discuss concerns regarding staff training and re-evaluation of staff ratio.</p> <p>Communicate daily with Human Rights Officer to collaborate and discuss issues and concerns regarding rights.</p> <p>Met with Assistant Director of Programs regularly to discuss concerns and possible systemic issues.</p> <p>Reviewed Chapter 55 of Family Code pertaining to admissions to SSLC.</p> <p>Met with Director of Residential Services to discuss Level of Supervision policy and plan meeting to discuss possible solutions for programming for challenging individuals.</p> <p>Met with Director of Incident Management Committee about rights referrals from DFPS cases and recommendations.</p> <p>Attended Mock Survey Exit Meeting that addresses concerns found during Quality Assurance audit.</p> <p>Attended weekly team meetings for individuals with highly challenging</p>	

Work of the Independent Ombudsman, continued	behaviors.
	Participated in Program Improvement Team meeting to discuss how to reduce false allegations of abuse and neglect.
	Reviewed rights restrictions referrals and made recommendations, as appropriate.
	Attended Settlement Agreement exit meeting.

Data below demonstrates the types of contacts received at the San Angelo State Supported Living Center.

San Angelo SSLC	Complaint	32
	Consult	8
	Inquiry	3
	Referral	10
Total		53

San Angelo SSLC	
Total Number of DFPS Cases Reviewed	214



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

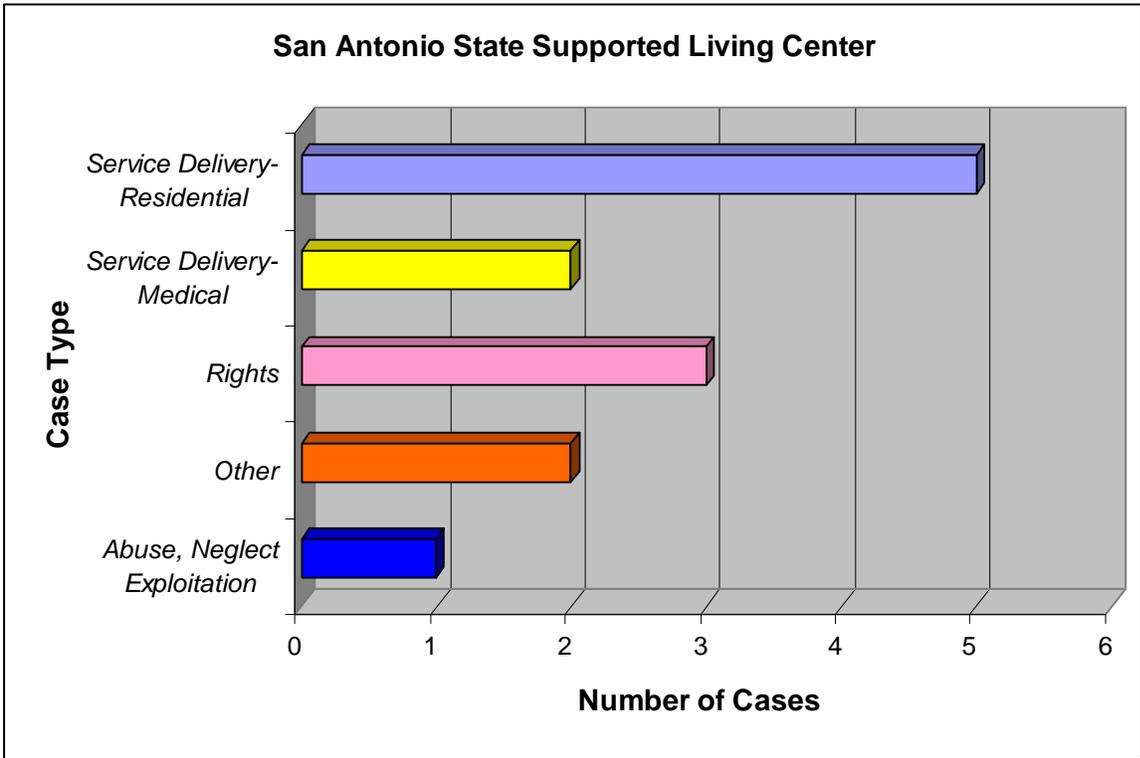
San Antonio SSLC	Jane Dahlke, Assistant Independent Ombudsman *began position September 1, 2010	
Demographics *All demographic information was provided by the SSLC.	Year Established: 1978 Population: 284 Male: 179 Female: 105 Ages <21: 20 Ages 22-65: 249 Ages 66+: 15 Mental/Physical Disability Mild: 29 Mental/Physical Disability Moderate: 48	Mental/Physical Disability Severe: 49 Mental/Physical Disability Profound: 157 Mental/Physical Disability Unspecified: 1 Medically Fragile: 102 No Legal Guardian Assigned: 150 Years at Facility <10 years: 101 Years at Facility 11-20 years: 132 Years at Facility 21+ years: 51

Work of the Independent Ombudsman	<p>Promoted awareness of the Office by:</p> <ul style="list-style-type: none"> ▫ visiting residents and staff, providing written handouts ▫ displaying posters in all facility buildings ▫ presenting information to new employees in orientation ▫ attending Self-Advocacy meeting to present information and answer questions ▫ providing information to Home Management Teams and the Incident Management Team ▫ attending Family Association meeting to make introduction and present information <p>Attended events held at the SSLC to promote access and engagement of OIO, including:</p> <ul style="list-style-type: none"> ▫ Music Festival for residents from several State Supported Living Centers ▫ Community Provider Fair which educates residents and staff of community living options ▫ Town Hall Meeting with DADS executives <p>Attended various committee meeting, including:</p> <ul style="list-style-type: none"> ▫ Incident Management ▫ Human Rights ▫ Residential Management ▫ Abuse and Neglect investigations review <p>Attended Personal Support Team meetings at the request of the person, family, QMRP, or advocate.</p> <p>Participated in training at SSLC for the new Person Supported Planning process.</p> <p>Coordinated a procedure for reviewing DFPS investigations with the Incident Management staff.</p> <p>Reviewed DFPS and facility incident investigations and offered recommendations.</p> <p>Trained new employees regarding rights, HIPPA, and the Role of the Ombudsman.</p> <p>Advocated for a resident who was denied admission to the state hospital; coordinated DSHS and DADS attention to facilitate admission.</p>
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Data below demonstrates the types of contacts received at the San Antonio State Supported Living Center.

San Antonio SSLC	Complaint	10
	Consult	2
	Inquiry	1
Total		13

San Antonio SSLC	
Total Number of DFPS Cases Reviewed	23



Source: H.E.A.R.T.S. data from July 15, 2010 through November 30, 2010

