



Monthly Update

August -September 2010

INITIATIVES DEFINED BY SB 643:

Definitions:

AIO – Assistant Independent Ombudsman

DADS – Department of Aging and Disability Services

DIO – Deputy Independent Ombudsman

DOJ – (Federal) Department of Justice

HHSC – Health and Human Services Commission

OIO – Office of the Independent Ombudsman

SSLC – State Supported Living Center

Sec. 555.051 Establishment; Purpose

Administrative systems being established and implemented:

This monthly update includes the month of August as well as September. In addition to the regularly reported items we are now collecting data to monitor and track complaints or issues at the State Supported Living Centers. The information collected began at only a few SSLC's in July, and by August 2010 most of the SSLC's were entering cases with the exception of San Antonio and the Rio Grande State Center. Those two positions were hired by September 1, 2010 and the newly appointed AIO's started entering information fully by the September 15, 2010. Please keep this in mind as you review the data sets presented in this update. In addition to the data sets we are including the population at each of the facilities for a clearer understanding of the size in comparison to one another. Included is some of the activities of the Independent Ombudsman.

August

- Attended the Texas Advocates Conference from August 6-8, 2010
- Met with Tom Phillips, COO of DADS on August 9, 2010
- Met with Commissioner Chris Traylor on August 19, 2010
- Attended Going Social hosted by the Department of Information Resources for social media applications and policy within government on August 23, 2010

September

The entire staff of the OIO participated in an All Staff Training that included overview of the Policy and Procedures Manual, overview conducting an audit/program review by guest speaker Penny Rychetsky of Internal Audit, overview of DFPS process by guest speaker Beth Engelking, Assistant Commissioner at DFPS, and HEARTS Reporting instructions to meet requirements of Senate Bill 643 Sec. 555.051 Establishment; Purpose, Sec. 555.054 - Assistant Independent Ombudsmen, Sec. 555.056 Reports, Sec. 555.058 - Promotion of Awareness of the Office, Sec. 555.059 Duties and Powers.

- New AIO Jane Dahlke started September 1, 2010 at the San Antonio SSLC.

- New AIO James Arnold started September 1, 2010 at the Rio Grande Center, transferred from Department of Health Services
- Attended DADS All Staff meeting September 7, 2010
- Attended conference call with DADS IT management to discuss social media applications and process on September 8, 2010
- Attended a GoToMeeting training with Lyndsay Bovshow September 14, 2010
- Conducted a GoToMeeting with all ombudsman to review HEART and other administrative duties on 9/21/2010
- Attended HUG user group meeting as a requirement of participation in the HEART system
- Met with DADS Budget staff Patricia Vega for FY 11 projections September 23, 2010
- Completed the OIO Policies and Procedures Manual September 24, 2010

Sec. 555.054 - Assistant Independent Ombudsmen

August

- AIO position posted for San Antonio SSLC closed on July 27, 2010, interviewing six candidates
- AIO position for Rio Grande State Center concluded interviews and due diligence for selection August 10, 2010

September

- Noticed by Sezer Ruzek one of two AIO's in Denton would be taking the position as Human Rights Officer at the Denton SSLC which creates a vacant position.

Sec. 555.055 Conflict of Interest

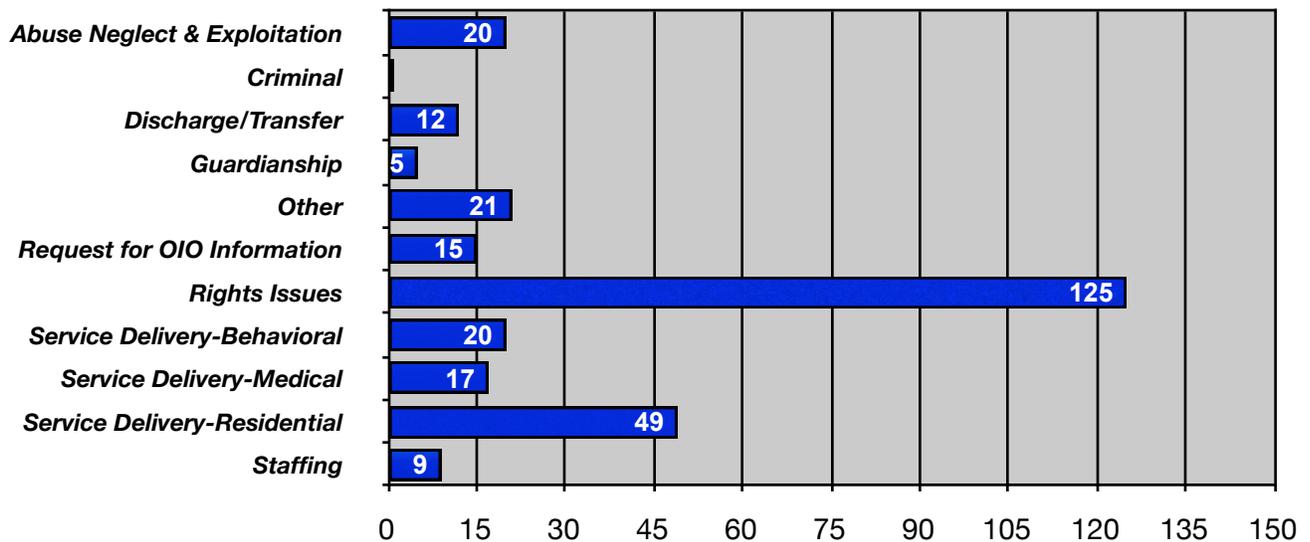
Sec. 555.056 Reports

August

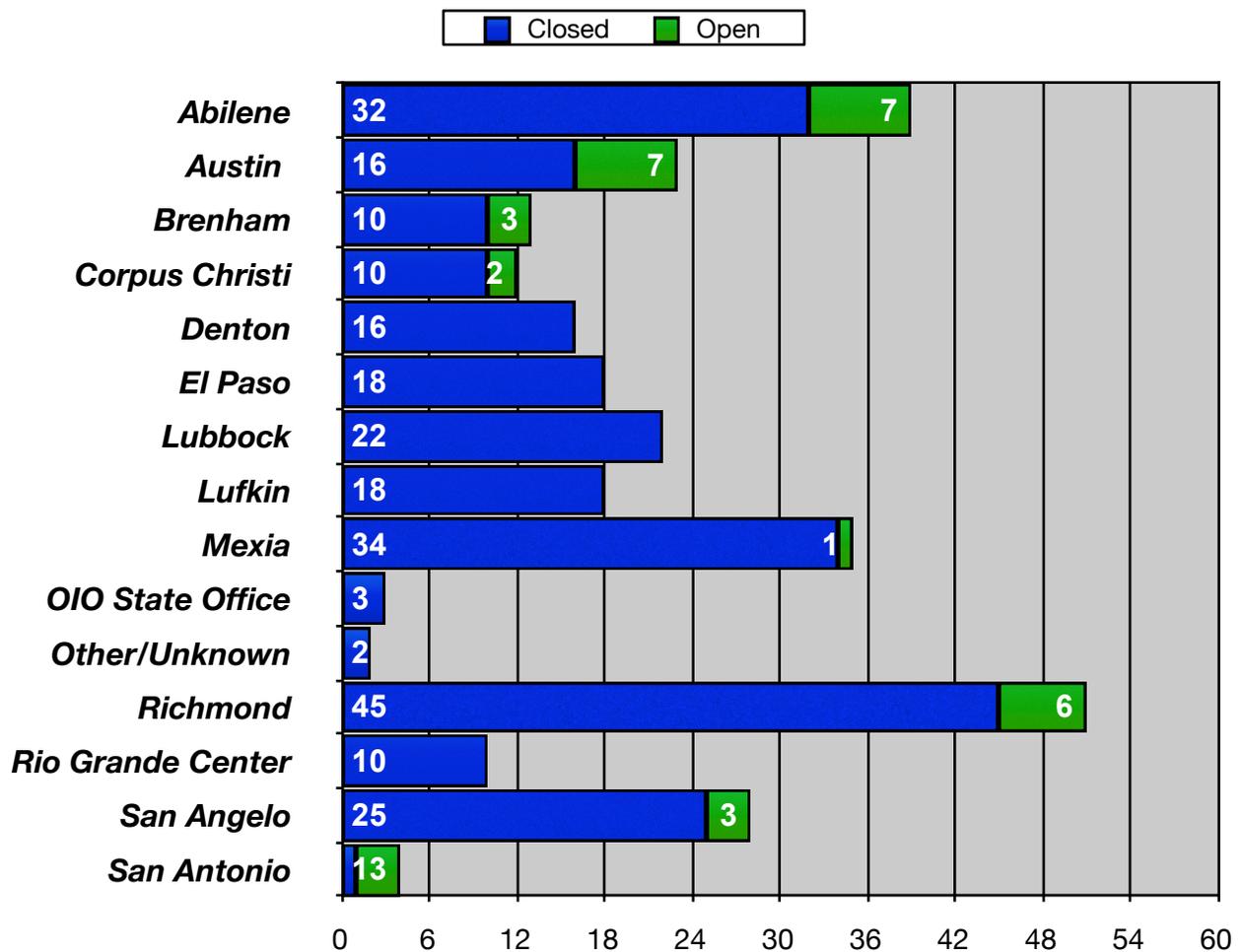
September

- Delivered Annual Report due September 1, 2010, to the governor, lieutenant governor, the speaker of the house of representatives, the chairs of the standing committees of the senate and house of representatives, executive commissioner of HHSC, commissioner of DADS, chief operating officer of DADS, and the assistant commissioner of SSLC for DADS, Sec. 555.056 (a)
- Independent Ombudsman and Executive Assistant met with "HUG" user group which included Mike Thomas and Sameer Tandon of HHSC Information Technology, to establish and customize HHS Enterprise Administrative Report and Tracking System (HEART) for the OIO. New features included an external interface to capture survey and complaint from website directly to HEART. Tailored to include the needs of the OIO and produce qualitative and quantitative reporting which will assist in the mandated reporting Sec. 555.056 (a) (1)
- Meet regularly with Katherine Yoder, Advisor to the Governor to discuss monthly updates.

Aggregate composite of Case Type



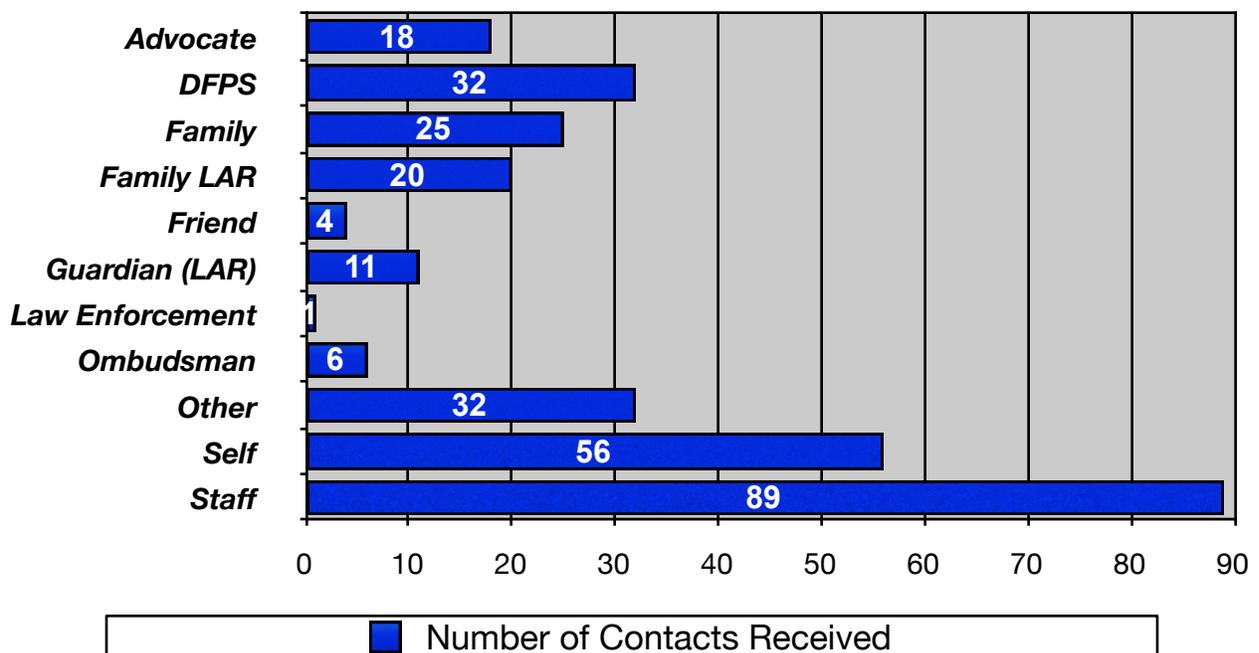
Disaggregate Overview of Open and Closed cases



Disaggregate Cases Closed and Open in Comparison to the Population at Each Center

Center	Closed	Open	Total #	Population	% of cases relative to population
Abilene	32	7	39	454	0.09
Austin	16	7	23	377	0.06
Brenham	10	3	13	340	0.04
Corpus Christi	10	2	12	292	0.04
Denton	16	0	16	545	0.03
El Paso	18	0	18	136	0.13
Lubbock	22	0	22	230	0.10
Lufkin	18	0	18	405	0.04
Mexia	34	1	35	417	0.08
OIO State Office	3	0	3	n/a	n/a
Other/Unknown	2	0	2	n/a	n/a
Richmond	45	6	51	407	0.13
Rio Grande Center	10	0	10	72	0.14
San Angelo	25	3	28	251	0.11
San Antonio	1	3	4	281	0.01
	262	32	294	4207	0.07

Caller Relationship to Client



Sec. 555.057 Communication and Confidentiality

August

- Met with Sue Ellen McAnally of Educational Services for training objectives and continuing education credits.
- Met with Amy Tippie, Manager of Administrative Management Services of DADS Executive and Staff Operations on August 24, 2010
- Guardianship issues raised at the Denton Family Association meeting which prompted a Legislative appointment with Representative Crownover's office and additional legislators
- Ombudsman service requests for group homes which currently do not have any oversight from several constituents
- Legislative inquiries about group homes oversight

September

- Guardianship issues raised by family members and guardians
- Ombudsman service requests for group homes which currently do not have any oversight from several constituents
- Legislative inquiries about group homes oversight

Sec. 555.058 - Promotion of Awareness of the Office

August

Site visit at San Antonio SSLC on August 10, 2010

Attended Self Advocacy meeting at Austin SSLC on August 25, 2010

Attended the Aktion Club meeting to benefit advocacy for San Antonio SSLC residents on August 31, 2010

September

- Distributed Independent Ombudsman for SSLC's poster in Spanish
- Updated website to include confidential fax numbers for each of the AIO's at their respective facilities
- Presentation and Q&A for the Denton SSLC Parents Association August 22, 2010 and distributed OIO handouts
- Ordered double sided business cards with confidential contact information
- New OIO trifold brochure in production by media services in English and Spanish

Sec. 555.059 Duties and Powers

- Legislative visits:

August

- Met with Senator Kirk Watson on August 23, 2010
- Met with Senator Eliot Shapleigh on August 27, 2010

September

- Katherine Yoder, of the Governor's Office, September 1, 2010
- Met with Representative Myra Crownover and Staffer Kevin Crusier on September 1, 2010
- Met with Senator Dan Patrick September 1, 2010
- Met with Representative Ana Hernandez' Office, David Parnell on September 7, 2010
- Met with Senator Joan Huffman and Kyle Kamrath on September 7, 2010
- Met with Senator Robert Nichols, Angus Lupton and Adrienne Emr on September 21, 2010
- Met with Senator Judith Zaffirini's staff, Ray Martinez and Sara Hull On September 27, 2010
- Met with Senator Hinojosa's staff, Luis Moreno on September 27, 2010
- Met with Representative Ken Legler and his Chief of Staff Brad Tegeler
- Site visits/audits completed:
 - Denton SSLC, Family Association meeting August 22, 2010
 - Austin SSLC, Self Advocacy meeting August 25, 2010
 - Lubbock SSLC, Family Association meeting September 12, 2010

Assistant Independent Ombudsman Sec. 555.059 Duties and Powers

- Orientation and Curriculum for New Hires at State Supported Living Centers:
It has been requested to HHSC that during mandatory new-hire orientations at State Supported Living Centers, employees will be given an overview of the OIO to ensure that consumers and staff are made aware of their rights to file a complaint and due process
- Reviewed MOU with Incident Management Coordinator and Assistant Director of Programs (ADOP)
- Attended Self Advocates Meetings
- Attended orientation for new SSLC staff, presented patient rights overview and promoted awareness of the Ombudsman program
- Participated in the monthly Client Services meeting
- Presented Emergency Rights Practices (ERPs) to Incident Management Review Team (IMRT)
- Reviewed facility policies and procedures regarding Abuse, Neglect and Exploitation (ANE) and Incident Management

- Conducted weekly advocacy meetings and quarterly advocacy officer luncheons which emphasized self-empowerment of residents
- Facility-wide training family/guardian contact; Identified and addressed blanket restrictions and house rules
- Worked with Competency Training and Development (CTD) Director and QMRPs to involve Rights Training for newly hired SSLC staff

Sec. 555.061 Toll-Free Numbers

- 24 hour toll free number 1-877-323-6466 is operational
- Video phone relay system for use by persons with hearing impairments, along with telecommunications devices for the deaf (TDD) technology 1-877-648-2233 is active