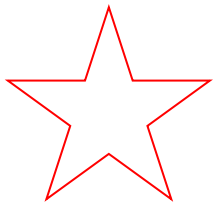

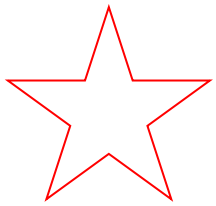

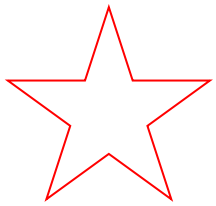

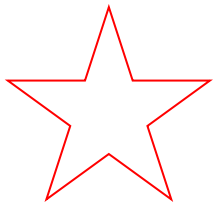

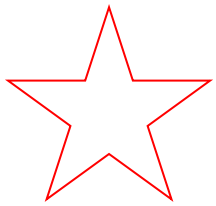

Office of the Independent Ombudsman
for State Supported Living Centers

Biannual Report

December 2011 through May 2012

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Glossary of Acronyms

AIO	Assistant Independent Ombudsman
ADOP	Assistant Director of Programs
DADS	Department of Aging and Disability Services
DFPS	Department of Family Protective Services
DOJ	Department of Justice
H.E.A.R.T.	Health and Human Services Enterprise Administrative Reporting and Tracking System
ICF	Intermediate Care Facility
IDD	Intellectual and Developmental Disabilities
IJ	Immediate Jeopardy
ISP	Individual Support Plan
LAR	Legally Authorized Representative
MOU	Memorandum Of Understanding
MRA	Mental Retardation Authority
OIO	Office of the Independent Ombudsman
PDP	Person Directed Plan
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QMRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident

Executive Summary

This biannual report is mandated by the legislation passed by the 81st Legislature. The purpose of this legislation is the protection of the residents of the state supported living centers. A radical departure from the accustomed systemic protections was the formation of the Office of the Independent Ombudsman. The breadth and scope of our office across the system and the independent nature of the office allows for a fresh perspective in evaluating these centers.

With the passage of time and the firm establishment of the office, certain realities and trends are emerging and are reflected in this report. This report presents disaggregate profiles of each center as well as system aggregate statistics. Additionally, some system-wide trend analysis is included in the summary. As our office fulfills its primary charge of "investigating, evaluating and securing the rights of the residents and clients of the state supported living centers and the ICF-IDD component of the Rio Grande State Center," the demand for our services has increased dramatically. Our primary constituents are the residents; they are joined by their families and guardians as well as the staffs at the centers. These stakeholders are concerned with the administration of and services offered by the centers. Protections from abuse, neglect and exploitation and the placement of residents in community settings are expanding the demand for our services. Families continue to inquire for an ombudsman presence in community settings.

During the last six months, significant leadership changes have occurred at the centers. As this new leadership provides new directions, these changes also bring anxiety and uncertainty to the staff members. This transitional climate is reflected in our data. The trends, substantiated by data, are providing insight to the underlying influences which affect the centers. Most specifically for this report, the reflection of the turmoil in the system is borne out by the disaggregate data for the Austin State Supported Living Center. The veteran AIO at Austin chose to seek another position within DADS. The data for Austin reflects this loss of continuity. As of May 1, 2012 the position was filled and this stability will be manifested in our next report.

My thanks to the Governor, his staff, the legislative leadership, the HHSC administration and the DADS leadership for their cooperation and support for our work. Additionally, the time and effort of the AIOs and state office staff are appreciated.

Respectfully submitted,

George P. Bithos, D.D.S., Ph.D.
Independent Ombudsman for State Supported Living Centers

Aggregate Data

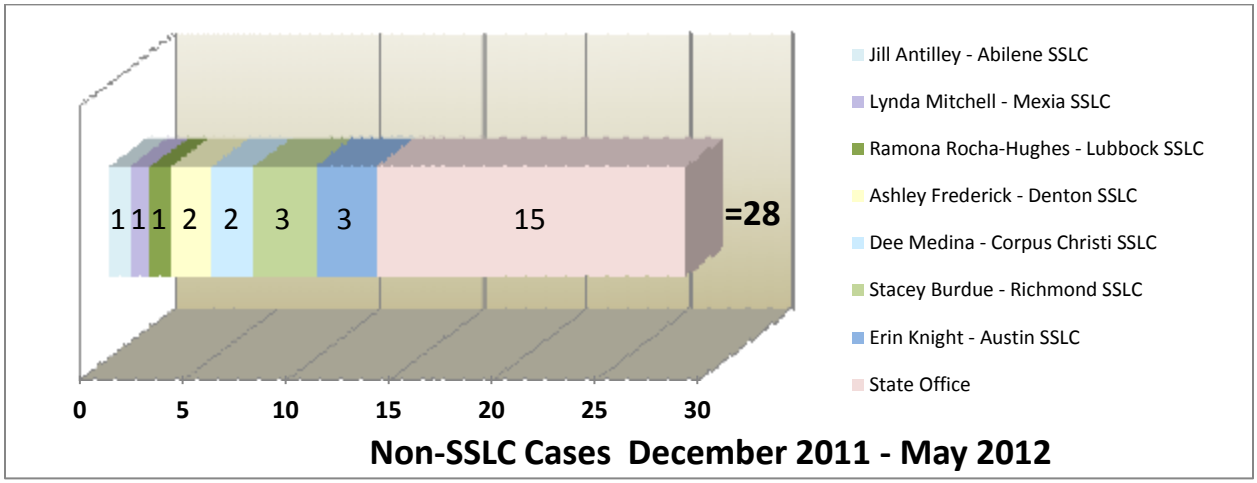
Demographics of State Supported Living Center Residents

Criterion	As Of October 31, 2011	As Of April 30, 2012
Total Population	3968	3866
Male	60.60%	60.79%
Female	39.40%	39.21%
Ages ≤21	259 (6.52%)	251 (6.50%)
Ages 22-54	2449 (61.71%)	2332 (60.32%)
Ages 55+	1260 (31.75%)	1283 (33.19%)
Level of IDD Borderline	0.00%	0.05%
Level of IDD Mild	14.60%	13.76%
Level of IDD Moderate	14.40%	13.79%
Level of IDD Severe	16.80%	16.43%
Level of IDD Profound	53.20%	53.03%
Level of IDD Unspecified	1.10%	2.95%
Health Status Moderate	29.96%	31.48%
Health Status Severe	7.16%	7.04%
No Legal Guardian Assigned	49.90%	45.01%
Alleged Offenders	6.30%	6.47%

From October 31, 2011 to April 30, 2012, the total population decreased by 102 residents. Even with adjustments to the population such as community transitions, deaths and new admissions, the percentage of the population over the age of 55 increased by 1.44%.

The number of those diagnosed with borderline intellectual and developmental disabilities (IDD) increased by 0.05%. The percentage of residents with no assigned legal guardian decreased by 4.81%.

The scope of the services offered by our office is defined by statute. Across the system, there have been inquiries made for services not in our purview. The majority of these types of inquiries or complaints are made in an attempt to access the long-term care ombudsman program for nursing facilities. Recently, a statement was placed on the OIO website that will redirect people to the website for that program if the complaint is regarding a nursing facility. All calls that are not in regard to a resident or a SSLC are referred to the appropriate program for assistance. The number of these contacts and the places where they were received within this biannual reporting period are shown in the following chart.



Source: H.E.A.R.T.S.

Incident Reviews

The statute that authorizes the Office of the Independent Ombudsman to investigate complaints at the state supported living centers also defines the responsibility of reviewing incident investigations by other entities. This authorization is further defined by an MOU with the concerned agencies. These responsibilities include the following:

- Review final reports produced by DFPS, DADS Regulatory, and the Inspector General.
- Monitor and evaluate the center's actions relating to any problem identified or recommendation included in reports received from DFPS relating to an investigation of alleged abuse, neglect or exploitation.
- Review each incident report initiated at the SSLC, and each administrative, clinical, or rights issue referred to the SSLC by DFPS.
- Evaluate the process by which a center investigates, reviews, and reports an injury to a resident or client or an unusual incident.

An unusual incident is defined by DADS as "an event or situation that seriously threatens the health, safety, or life of individuals." There are eleven types of unusual incidents ranging from choking incidents, allegations of abuse, to deaths.

The Assistant Independent Ombudsman at each SSLC reviews all final reports of unusual incidents, abuse, neglect, and exploitation allegations, criminal activity, and ICF Standard violations. During review the AIO notes concerns regarding any of the following as applicable:

- Investigation is complete
- Protections for resident are adequate
- Recommendations are followed or addressed completely
- Preventative measures are considered
- Reoccurring theme or trend in incidents revealing systemic issues are addressed
- Other factors related to services, staff, training, and/or rights

If a concern is noted, the AIO will initiate an investigation and provide recommendations to the SSLC. The AIO will track the recommendations from the final reports and monitor the facility's efforts to implement them for an amount of time determined by the AIO.

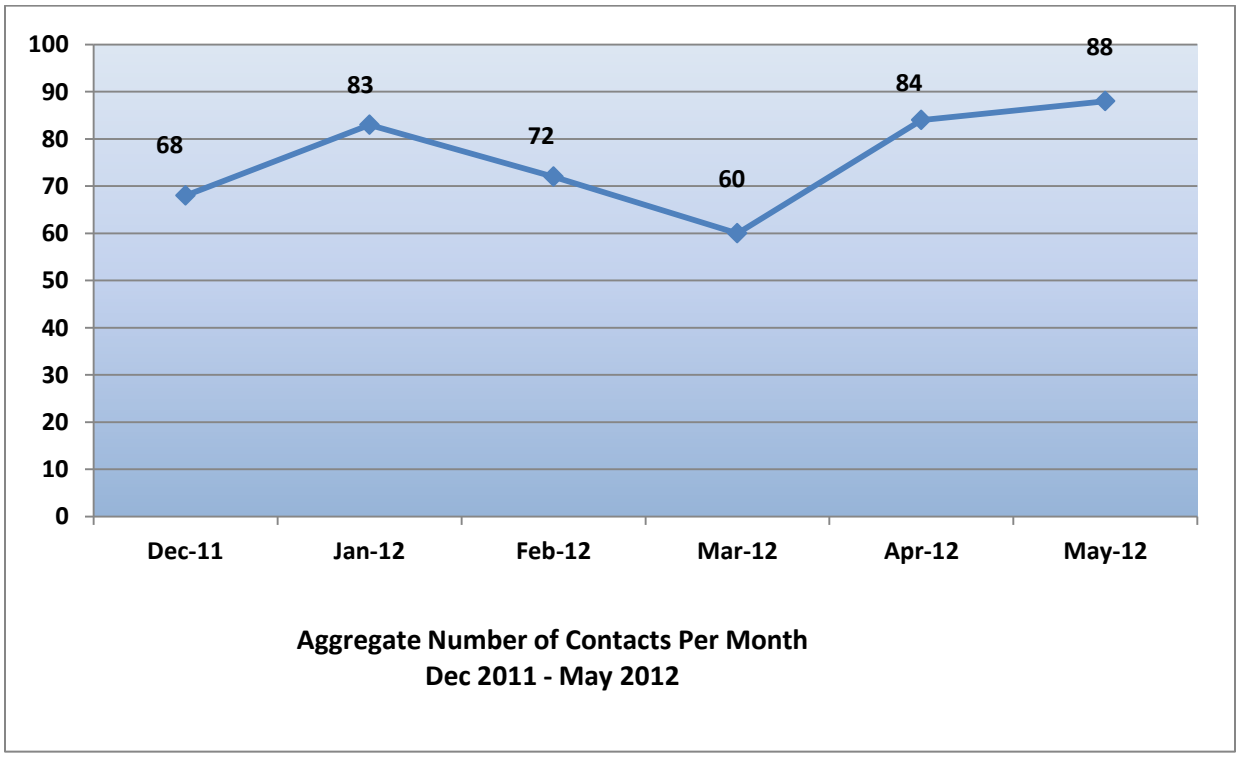
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from December 1, 2011 to May 31, 2012.

SSLC	Count	SSLC	Count
Abilene	150	Lufkin	91
Austin	68	Mexia	410
Brenham	58	Richmond	153
Corpus Christi	274	Rio Grande	21
Denton	133	San Angelo	416
El Paso	53	San Antonio	78
Lubbock	95	**Total**	**2000**

Incident Reviews, December 1, 2011 to May 31, 2012

H.E.A.R.T. S. Data

Data provided in this report will show the number of times the AIO was contacted in order to show the level of investigative activity required for each center for the period of this report. Data provided is tracked by an online database system *[HHS Enterprise Administrative Report & Tracking System (H.E.A.R.T.S.)].* This system serves as a permanent record of all issues, complaints, referrals and inquiries received by the OIO.



1ource: H.E.A.R.T.S.

SSLC	No. of Contacts	Percentage of Total
Abilene	41	9.01%
Austin	23	5.05%
Brenham	28	6.15%
Corpus Christi	103	22.64%
Denton	16	3.52%
El Paso	21	4.61%
Lubbock	14	3.07%
Lufkin	36	7.91%

SSLC	No. of Contacts	Percentage of Total
Mexia	29	6.37%
Other*	27	5.93%
Richmond	30	6.59%
Rio Grande Center	9	1.97%
San Angelo	30	6.59%
San Antonio	48	10.54%
TOTAL	455	100.00%

***"Other" refers to contacts that were not related to any SSLC**

Source: H.E.A.R.T.S.

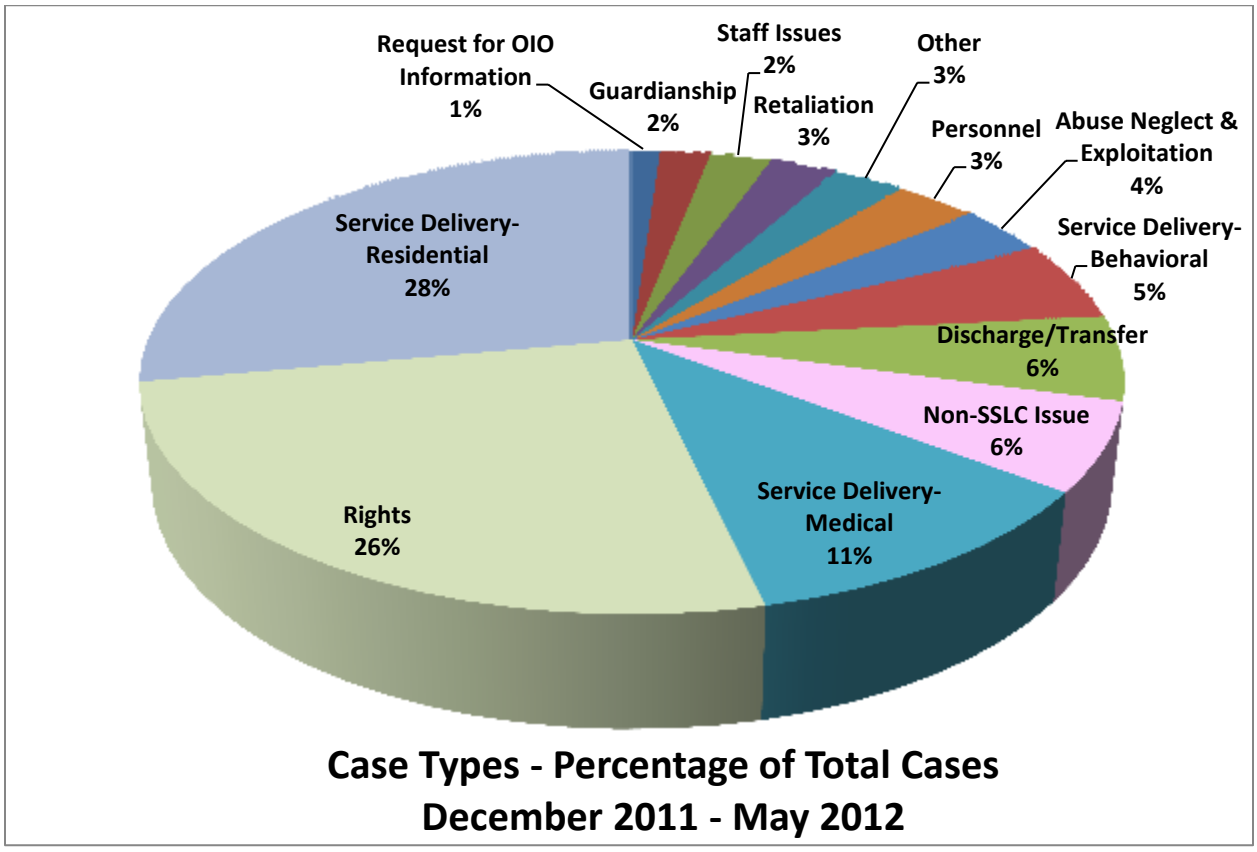
Number of Contacts Per Month By SSLC							
SSLC	**Dec '11**	**Jan '12**	**Feb '12**	**Mar '12**	**Apr '12**	**May '12**	**Total**
Abilene	6	7	5	4	7	12	41
Austin	5	5	9	4	0	0	23
Brenham	3	4	3	6	7	5	28
Corpus Christi	20	8	20	22	26	7	103
Denton	4	2	1	3	3	3	16
El Paso	5	7	4	0	4	1	21
Lubbock	5	3	0	1	3	2	14
Lufkin	3	6	7	3	7	10	36
Mexia	2	7	3	2	7	8	29
Richmond	3	6	4	4	2	11	30
Rio Grande Center	0	4	2	1	0	2	9
San Angelo	4	8	2	1	6	9	30
San Antonio	3	13	10	5	7	10	48
Other	5	3	2	4	5	8	27

Source: H.E.A.R.T.S.

Data is tracked using several categories called Case Types, which is graphed by percentage for each center. The table below provides the definitions for Case Types. It is followed by a chart that shows the percentage of Case Types in the aggregate. The largest portion of case types addressed by the OIO is in the area of residential service delivery. The second largest case type is in the area of residents' rights. The remaining case types make up less than half of the total number of contacts in this reporting period.

Case Type	Description
Abuse, Neglect, Exploitation	Caller suspects ANE
Discharge/Transfer	Involves the discharge or transfer, internal or external

Guardianship	Involving guardianship or the guardianship process
Non-SSLC Issue	Caller inquires about an issue that does not deal with an SSLC
Other	Involves an issue not identified by any other case type
Personnel	Involving specific employment issues
Request for OIO Information	Caller requests information or training about the role of AIO or the OIO
Retaliation	Caller complains of negative or adverse actions in response to any person reporting or complaining about resident care or ANE.
Rights	Caller claims a violation of human, civil or special rights of a resident.
Service Delivery – Behavioral	Involving any aspect of behavioral services
Service Delivery – Medical	Involving any aspect of medical, dental, nursing, habilitative therapies, dietary, auditory, speech pathologist, or other medical services
Service Delivery – Residential	Involving aspects of the residence or services delivered that are not of a behavioral or medical nature, including staff to client ratio.
Staff Issues	Issues involving staff training or behavior, not involving residents



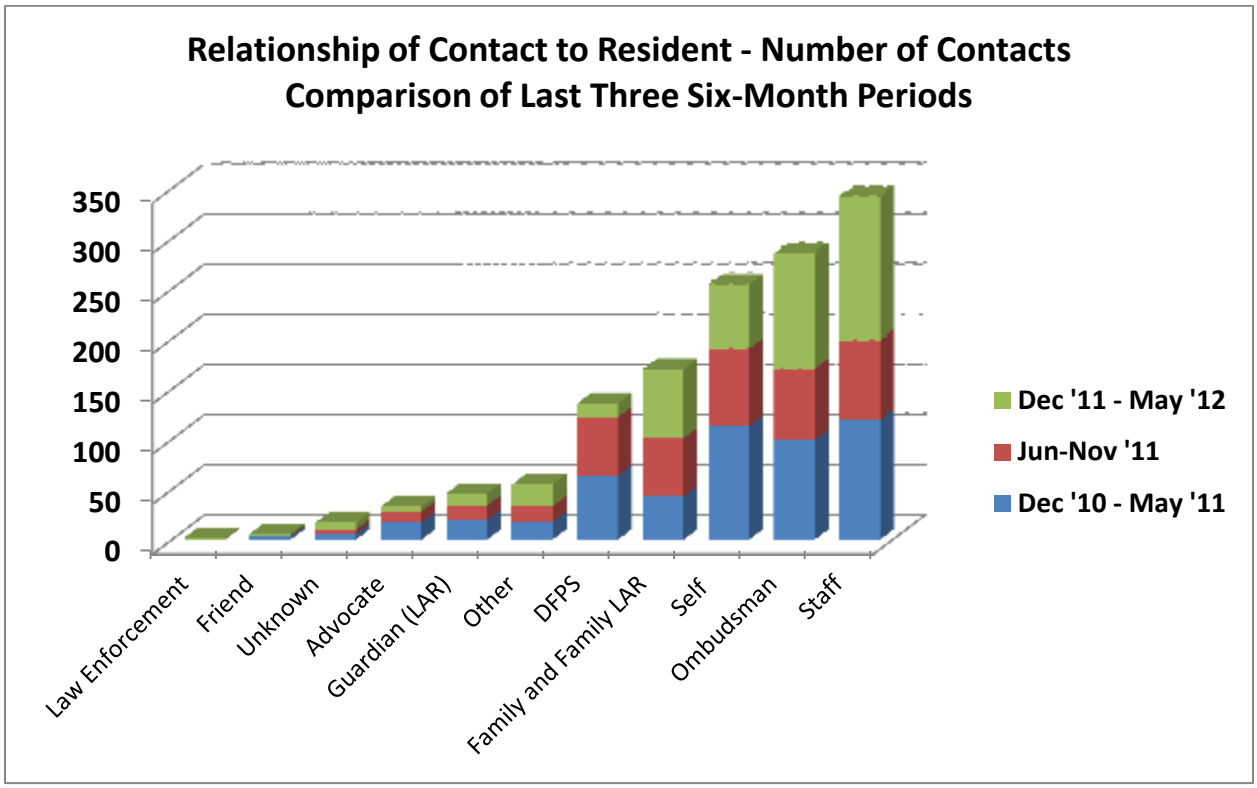
Source: H.E.A.R.T.S.

The H.E.A.R.T. System is also able to track the caller's relationship to the resident. This is helpful in order to show the group that utilizes our office with the greatest frequency. In each reporting period since the OIO's creation, *Staff* has had the highest aggregate percentage of callers to initiate contact with the AIOs. The table below provides descriptions of these relationships. The chart that follows provides a comparison of the callers' relationships from the last two reporting periods to the current one.

Caller	Description
Advocate	A person who plays an active role with a resident that is not a family member, guardian, or staff/employee
DFPS	Identifies a complaint that was referred from DFPS
Family	Person related to the resident specified in the case
Family LAR	Person related to the resident who is also the LAR
Friend	Friend of the resident that is not a family member, guardian, or staff or advocate; fellow residents
Governor's office	Governor's office
Guardian (LAR)	Guardian that is not related to the resident; agency or paid guardian
Law Enforcement	Any individual from law enforcement/OIG
Legislative/Representative	Legislative/Representative
Legislative/Senator	Legislative/Senator
Ombudsman	The OIO representative, on behalf of resident(s)
Other	Not able to identify as other relationships; public
Self	Resident
Staff	Any employee of the SSLC
Unknown	Anonymous caller

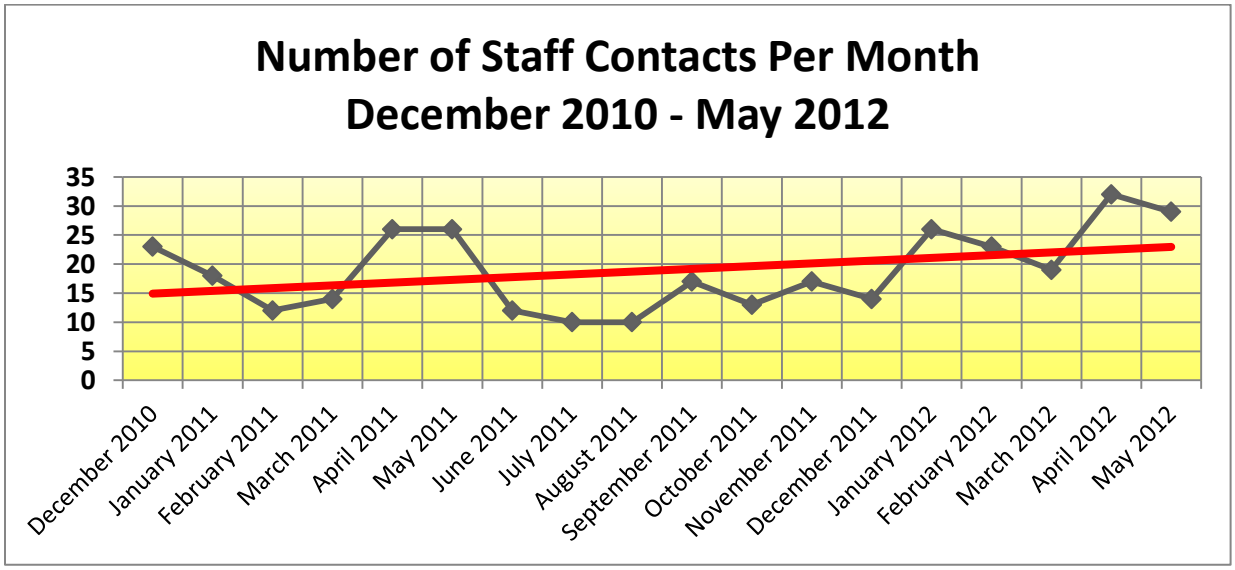
In the following chart, it is evident that staff, which is anyone employed by the center from janitorial staff to administration, is the largest source of the OIO's cases. The second largest source of contact is the Ombudsman. As stated in the previous table, the ombudsman or AIO may initiate a complaint on behalf of a resident. The majority of residents at each center are unable to express themselves verbally or approach the AIO when needed. Therefore, the ombudsman has a presence in the homes, vocational sites, and at meetings in order to understand the practices and incidents occurring in the lives of residents on a daily basis. Observations or reviews of documentation may result in finding a need for investigation. The residents are the third largest number of contacts, with *self* as the relationship to client being the source for a total of 357 cases since the OIO staff began entering data into H.E.A.R.T.S. in July 2010. Family members of residents represent the fourth largest source of contacts to the OIO, initiating 13.3% of total cases since the creation of the office. The chart shows that DFPS is also a large source of contacts, however, this has significantly decreased in the last six-month reporting period due to a procedural switch in responsibility at the facility level. AIOs at a few

of the centers were conducting investigations of allegations referred to the center by DFPS that did not meet abuse and neglect criteria. After discussions with DADS SSLC Operations, the decision was made to monitor the center's investigation of these violations rather than jeopardize the ombudsman's independence by performing the center's duty to investigate the alleged violations.



Source: H.E.A.R.T.S.

The importance of the staff as a source of inquiries cannot be overestimated. The following line graph reflects the trust that staff members have in the confidentiality and effectiveness of the ombudsman's office and the relationship between staff members and the AIOs on campus.



Source: H.E.A.R.T.S.

Disaggregate Data

Abilene State Supported Living Center

Jill Antilley, Assistant Independent Ombudsman

The Abilene State Supported Living Center has been visited numerous times by ICF during the past six months. These visits were to review complaints or to follow up on the facility's efforts to correct deficiencies. The ICF investigated various areas including nursing services, physician services, client rights, active treatment services, medications, staffing levels and client protections.

The annual ICF survey occurred in April 2012. During this survey the facility received an Immediate Jeopardy for Client Protections. The facility was able to rectify the situation quickly and was taken off Immediate Jeopardy status within 24 hours. However, when the survey was finished, the facility was still on a 90-Day Termination notice. The facility is working on a plan of correction for that 90-Day Termination notice.

The Settlement Agreement monitors visited the Abilene Facility in February 2012. There were several positive remarks made at the exit of this monitoring trip. The monitors made note of the fact that the use of restraints is continuing to decline, the use of desensitization plans for the use of restraints has increased, and the use of restraints and oral sedation for dental visits is low and continues to decline. This includes mechanical restraints.

Abilene was fully staffed with three full-time psychiatrists at one point during the past six months, but two are no longer with the facility. The Center is actively recruiting additional psychiatrists.

Administration staffing levels have remained constant over the past six months.

Administrative staff members work extremely well with each other and there is a positive relationship between the facility staff, administrative staff and the AIO.

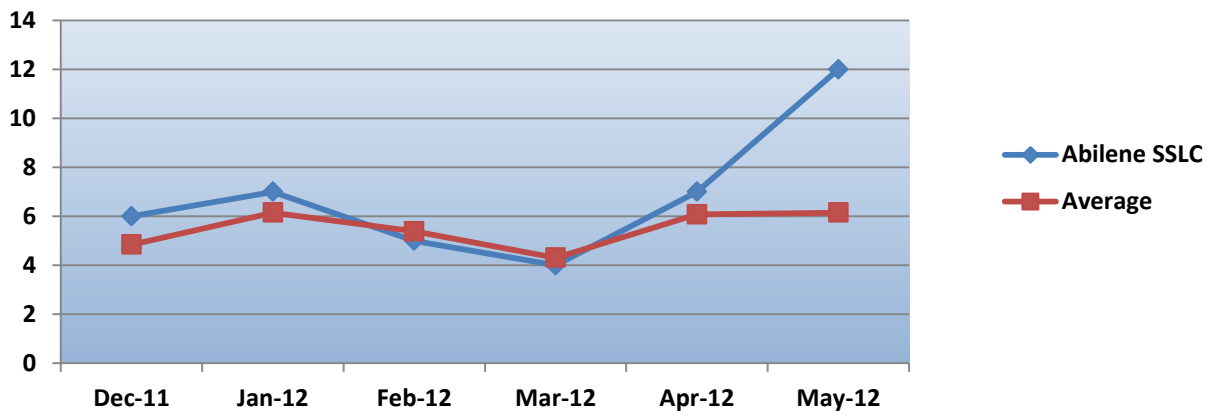
One person has completed the Board Certified Behavioral Analyst (BCBA) courses and has passed the exam while most of the psychologists are in the BCBA program and are near completion of their courses.

Four individuals have obtained a guardian since their last program review and four more individuals are in various stages of the process to obtain a guardian.

Ms. Antilley has worked for the Abilene State Supported Living Center for 11 years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's Degree in Police Administration and went to work for a juvenile correctional facility as a case manager and as a juvenile probation officer. Ms. Antilley returned to the Abilene State Supported Living Center in 2002 to serve as a Qualified Developmental Disability Professional, and as the Human Rights Officer, before accepting the position as the Assistant Independent Ombudsman in 2010.

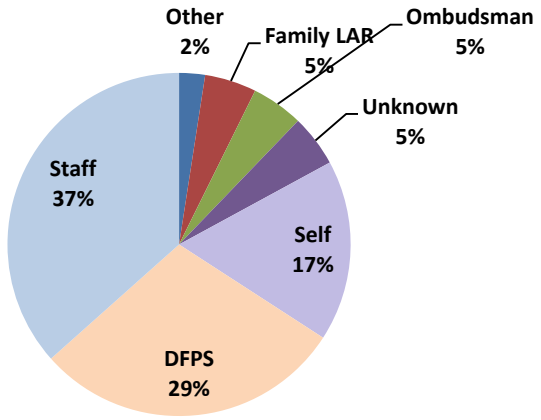
Demographics			
Year Established	1957	Level of IDD Moderate	13.54%
Population	421	Level of IDD Severe	16.15%
Male	50.59%	Level of IDD Profound	60.33%
Female	49.41%	Level of IDD Unspecified	0.01%
Ages ≤21	13	Health Status Moderate	150
Ages 22-54	254	Health Status Severe	52
Ages 55+	154	No Legal Guardian Assigned	48.93%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	9.26%		

H.E.A.R.T.S. Data



Abilene Cases Per Month Compared To Average
Dec 2011 to May 2012

Source: H.E.A.R.T.S.

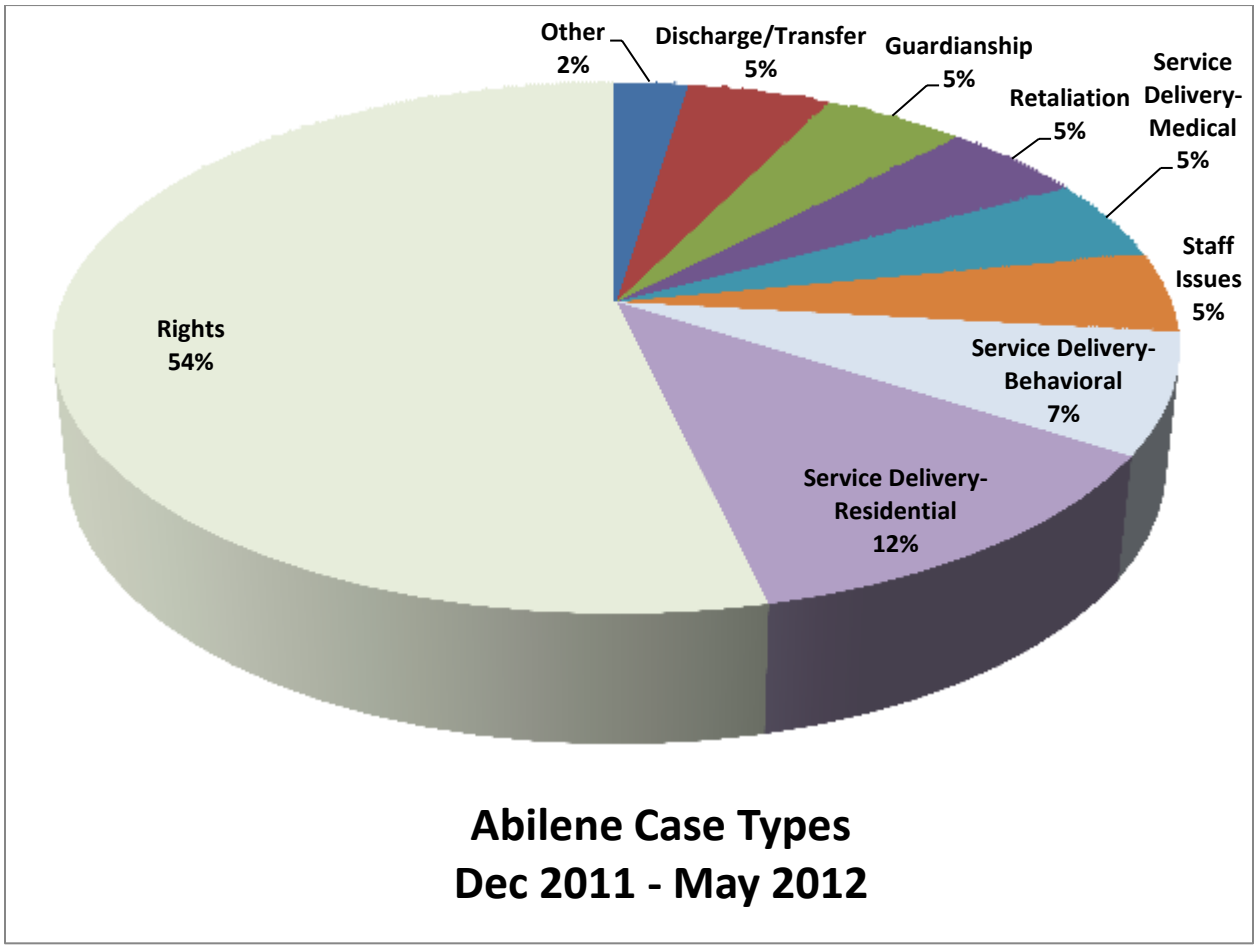


Contact Relationship To Abilene Resident
Dec 2011 - May 2012

Source: H.E.A.R.T.S.

Other	1
Family LAR	2
Ombudsman	2
Unknown	2
Self	7
DFPS	12
Staff	15
TOTAL CONTACTS	41

The table above shows the number of contacts to the specified SSLC in the last six months. This is broken down by relationship to resident. This same format is used throughout the report.



Source: H.E.A.R.T.S.

Other	1
Discharge/Transfer	2
Guardianship	2
Retaliation	2
Service Delivery-Medical	2
Staff Issues	2
Service Delivery-Behavioral	3
Service Delivery-Residential	5
Rights	22
TOTAL CONTACTS	41

The table to the left shows, by type, the number of cases reported to the specified SSLC in the last six months. This same format is used throughout the report.

Austin State Supported Living Center

Phyllis Matthews, Assistant Independent Ombudsman

The Austin SSLC has seen many changes over the recent months. There is a new Director and three new administrative team members and three new personnel in the clinical leadership team. The Assistant Independent Ombudsman position was vacated and filled as well. The new AIO began her position May 1, 2012 and has quickly become part of the center's efforts to improve services.

The DADS Survey and Certification Enforcement Unit, in response to ongoing regulatory concerns in specific areas of service delivery, initiated a Directed Plan of Correction (DPOC) for the center. The DPOC was developed to instruct the facility on corrective measures which must be implemented by August 31, 2012. This is the first time that a Plan of Correction has included the Ombudsman in an oversight role. This DPOC coincides with the annual certification review which should occur in September or October. In conjunction with the DPOC, a Directed In-Service Training (DIT) was also required of the AUSSLC and has been completed. The AUSSLC completes a monthly monitoring report to DADS Survey Certification Enforcement on the 15th of every month in accordance with the directives of the DPOC.

The DPOC includes seven specific areas which were reflective of systemic issues for the facility:

- Governing Body - oversight and direction by the leadership of the facility
- Active Treatment - ongoing engagement and active treatment
- Challenging Behaviors - staff knowledge and ability to address challenging behaviors
- QDDP Training - training to support development of Service Plans for residents
- QDDP Integrated Services - Ensuring that the QDDP, Behavioral Supports, Day Habilitation and Residential services and assessments are integrated into the overall services for the resident.
- HRO/Independent Ombudsman - ensure that all rights and restrictions follow due process
- Life Safety/Sprinkler System - ensure resident safety through compliance with the life safety code to address non-working or sub-functioning of residential homes with sprinkler systems, including the use of fire drills, training of staff and use of E-Scores.

There have been many physical and operational changes to the facility that will make a positive impact to service delivery and lives of the residents of Austin SSLC. Some of these positive changes include:

- After many months of total closure, the Lone Star Café was remodeled and reopened as the Main Street Café with vending machines. The facility plans to have hot food service operational in the future after remodeling the kitchen area.
- Similarly, the Aquadome has been reopened and swimming assessments are being conducted. The facility volunteer council has agreed to provide funding for a parasail awning to cover the large deck area behind the pool to provide shade and a cool mist system to make the temperature cooler in the summertime.
- Scheduling of programs at the facility has been revamped and now allows adequate time for bathing, dressing, and eating skills training and practice prior to

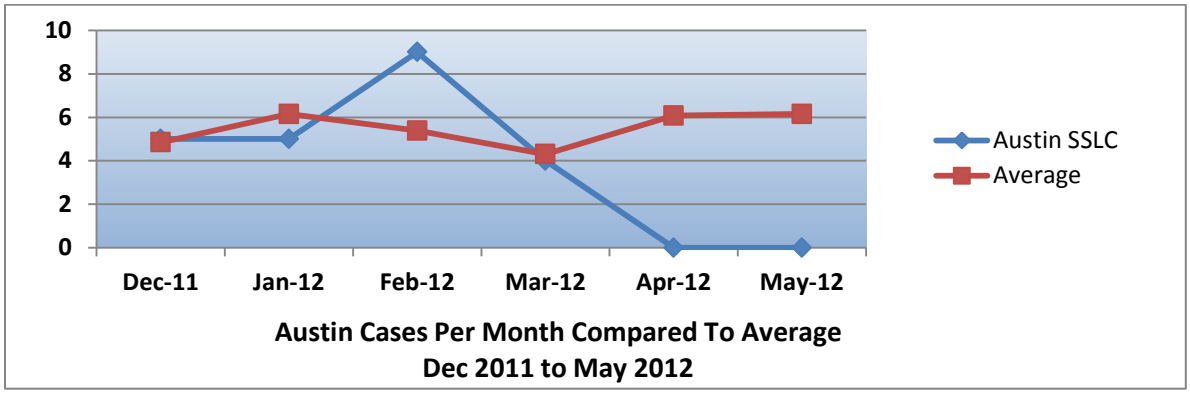
attendance in day programs. Work training, and vocational placements.

- Transportation has been set up as a separate operation to more efficiently provide movement between homes and programs as well as appointments and off campus excursions.
- Gas is operational in all areas and the gas line remodeling expenses have decreased in this area.
- The water line project has begun and will provide adequate water pressure for fire protection in all areas of the campus with completion anticipated before September 1, 2012.
- There have been 9 residents transition to an alternative environment such as a community group home and 29 residents are currently in the transition process.

Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has 11 years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for Early Childhood Intervention Services, she monitored contracted programs and provided technical assistance to programs that deliver services to children with developmental delays and disabilities. As a Program Specialist and later as a Program Compliance Coordinator at the Texas Department of Aging and Disability Services (DADS), she engaged in improvement efforts for State facilities serving people with intellectual and developmental disabilities during the negotiations and finalization of the U.S. Department of Justice Settlement Agreement. She accepted the Asssistant Independent Ombudsman position in May 2012.

Demographics			
Year Established	1917	**Level of IDD Moderate**	10.59%
Population	340	**Level of IDD Severe**	21.18%
Male	55.59%	**Level of IDD Profound**	59.41%
Female	44.41%	**Level of IDD Unspecified**	0%
Ages ≤21	12	**Health Status Moderate**	100
Ages 22-54	157	**Health Status Severe**	19
Ages 55+	171	**No Legal Guardian Assigned**	28.82%
Level of IDD Borderline	0.29%	**Alleged Offenders**	0.59%
Level of IDD Mild	8.53%		

H.E.A.R.T.S. Data



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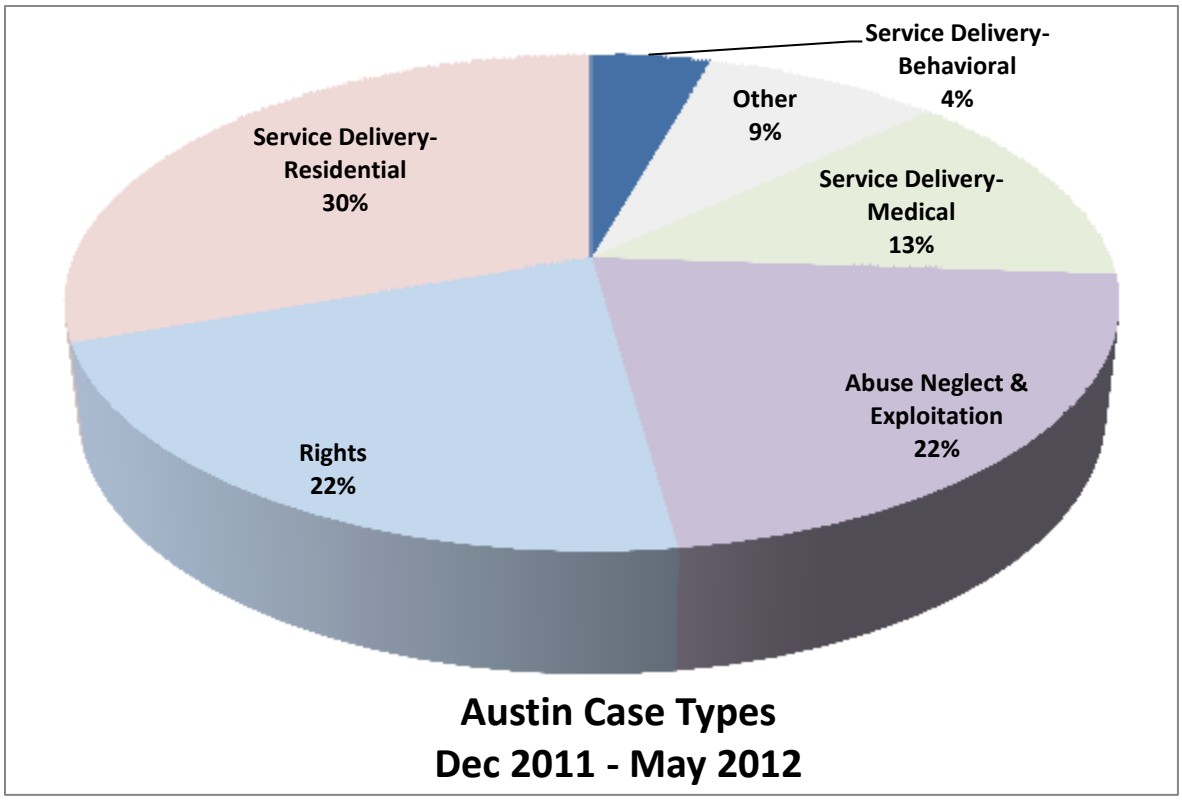
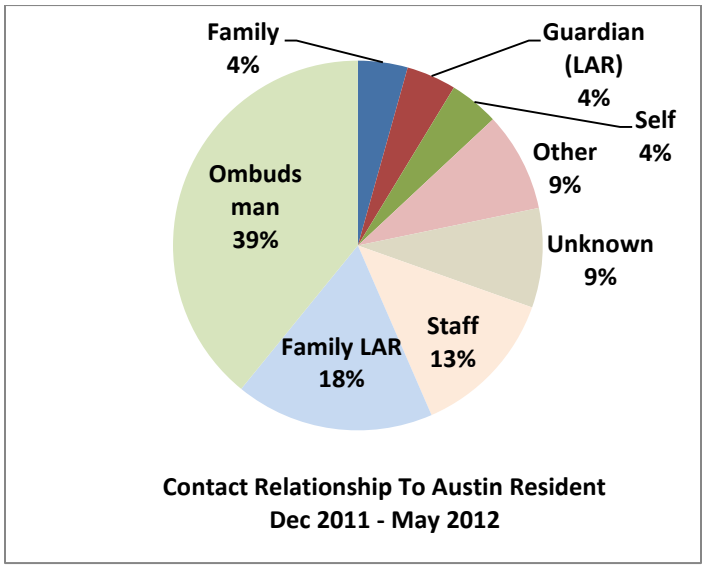


Source: H.E.A.R.T

Dec 2011 – May 2012:

Service Delivery-Behavioral	1
Other	2
Service Delivery Medical	3
Abuse Neglect & Exploitation	5

Rights	5
Service Delivery-Residential	7
TOTAL CONTACTS	23



Source: H.E.A.R.T.S.

Family	1
Guardian (LAR)	1
Self	1
Other	2
Unknown	2
Staff	3
Family LAR	4
Ombudsman	9
TOTAL CONTACTS	23

Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

In the past six months the Brenham State Supported Living Center has seen some positive changes. There has been a decrease in physical restraints during this period. The facility recognized the need to review video footage of restraints, resulting in identification of areas of concern and the need for staff training/positive performance actions.

The facility has expanded employment opportunities by employing residents at the on-campus bistro and by producing craft items to sell. The Center is in the process of working with a local business to employ a group of residents at their plant.

The facility continues to support and coordinate efforts with the state office and Texas Long Term Institute of Care to provide training and activities as part of the Culture Change Pilot project established by HB 3197. Recent activities include training on teambuilding/facilitation skills, attendance at a symposium entitled "Transforming the Culture of Long Term Care," and holding regular workgroup meetings to address the need to improve programming for residents of the center.

The AIO attends daily Incident Management Review meetings as a means of monitoring the facility response to unusual incidents and injuries. The AIO also attends the review of DFPS cases by the facility administrative UIR committee and can offer recommendations for consideration by the facility. The AIO meets with new employees and provides information about the OIO during New Employee Orientation. During the last six months, the AIO has also attended team meetings at the request of guardians in order to ensure that issues of concern are appropriately addressed by the team.

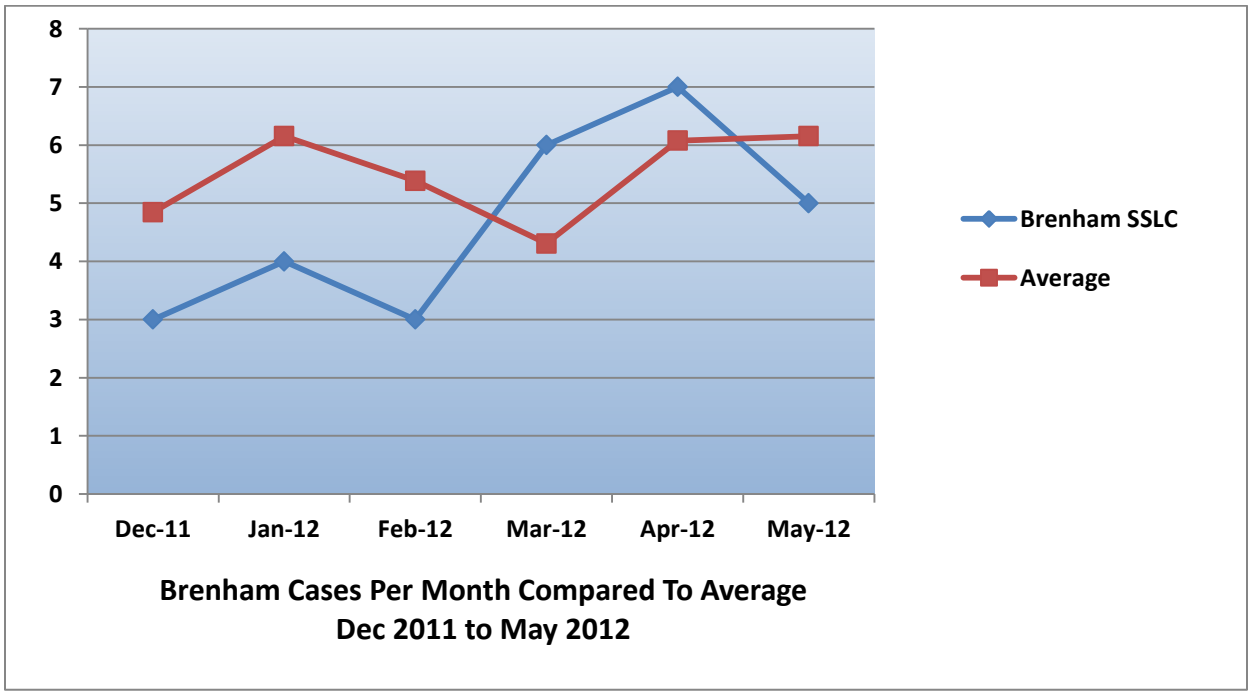
During the past six months, the AIO has made several recommendations primarily

related to service delivery in the areas of behavioral services and residential services. The SSLC has addressed these recommendations by taking steps such as having teams convene to discuss specific needs or concerns, or by providing items or services that were requested on behalf of facility residents.

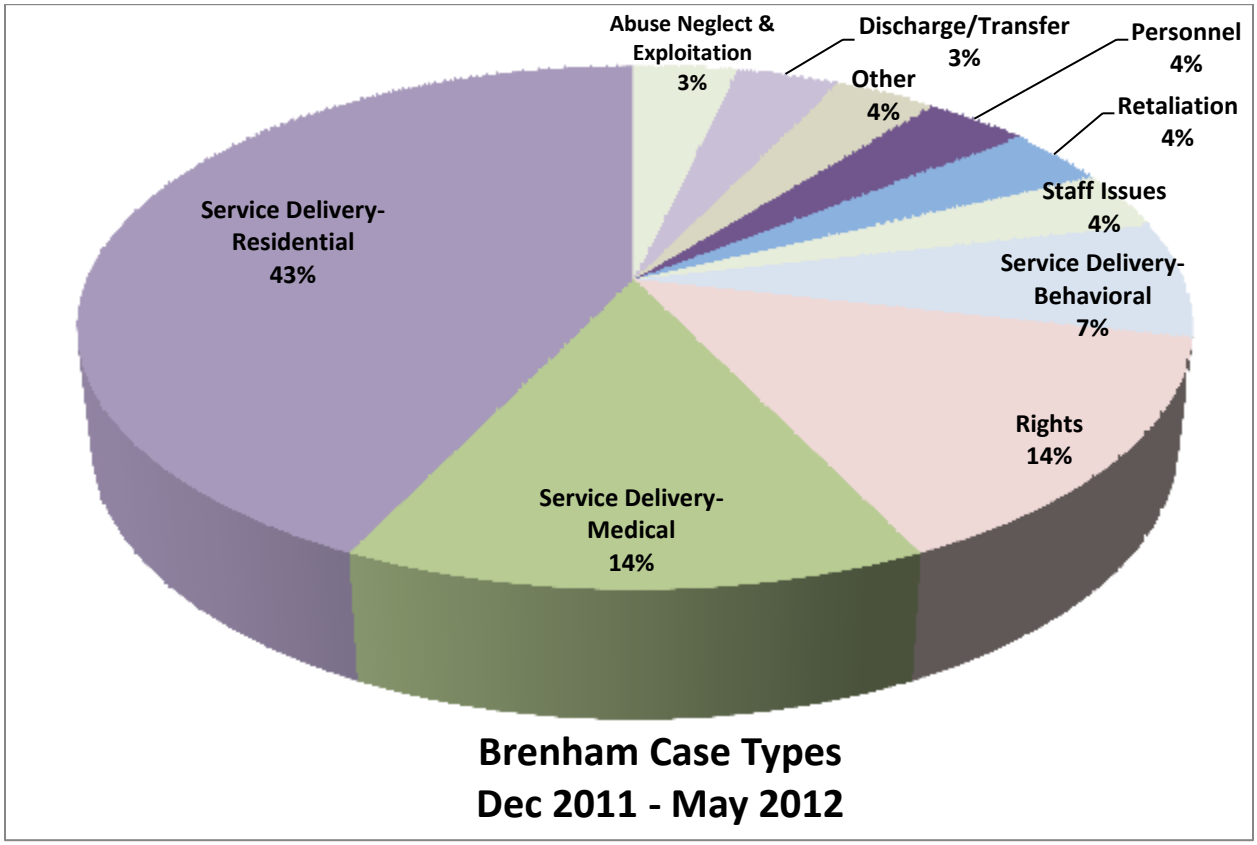
Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center she has also served as Program Facilitator, Person-Directed Planning Coordinator, Level of Need Coordinator, and interim Rights Protection Officer. She accepted the Assistant Independent Ombudsman position in 2010.

Demographics			
Year Established	1974	**Level of IDD Moderate**	15.61%
Population	301	**Level of IDD Severe**	21.26%
Male	62.79%	**Level of IDD Profound**	56.81%
Female	37.21%	**Level of IDD Unspecified**	1.33%
Ages ≤21	26	**Health Status Moderate**	76
Ages 22-54	200	**Health Status Severe**	7
Ages 55+	75	**No Legal Guardian Assigned**	15.28%
Level of IDD Borderline	0%	**Alleged Offenders**	0%
Level of IDD Mild	4.98%		

H.E.A.R.T.S. Data



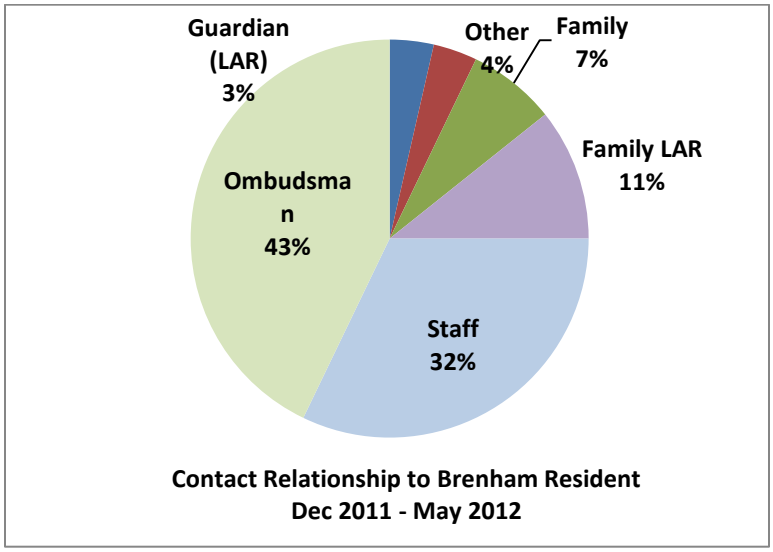
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Other	1
Personnel	1
Retaliation	1
Staff Issues	1

Service Delivery-Behavioral	2
Rights	4
Service Delivery-Medical	4
Service Delivery-Residential	12
TOTAL CONTACTS	28



Source: H.E.A.R.T.S.

Guardian (LAR)	1
Other	2
Family	2
Family LAR	3
Staff	9
Ombudsman	12
TOTAL CONTACTS	28

Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman

During the past six months, the Corpus Christi State Supported Living Center has had a major shift in administrative management. The facility has a new Director, ADOP, CDT Director, Active Treatment Director and Behavioral Services Director. Still unfilled are two key positions, that of Medical Director and QA Director. Also, the Center has not been able to retain the services of a full-time psychiatrist. This is particularly significant because of the residents' need for behavioral health services.

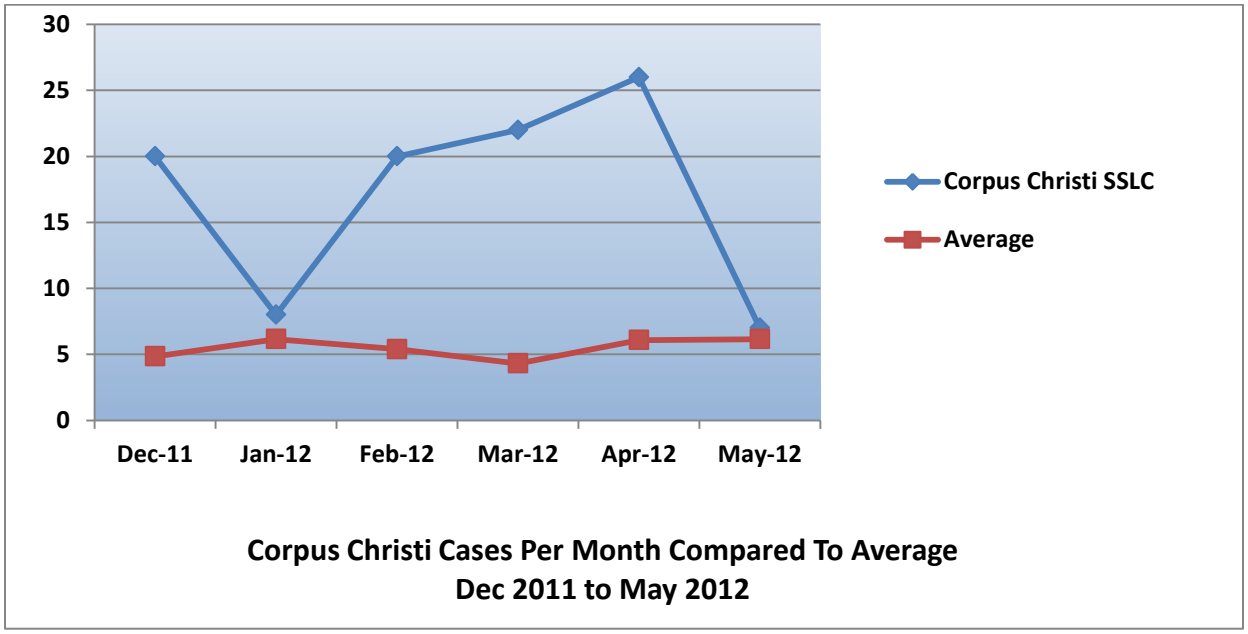
The Settlement Agreement monitors visited the Center in January 2012. While there were areas identified as needing improvement, the facility has made strides in addressing other issues.

The relationship between the facility and AIO has improved. The Center is including the AIO in entrance/exit meetings with DADS Regulatory. Weekly meetings with the ADOP are now in place. Staff members appear very supportive of the AIO's role as demonstrated by an increase in consults and involvement in meetings as a client advocate. This has given the AIO access to various teams and groups on campus, providing other venues for providing services of the Office of the Independent Ombudsman to residents, families and all disciplines on campus.

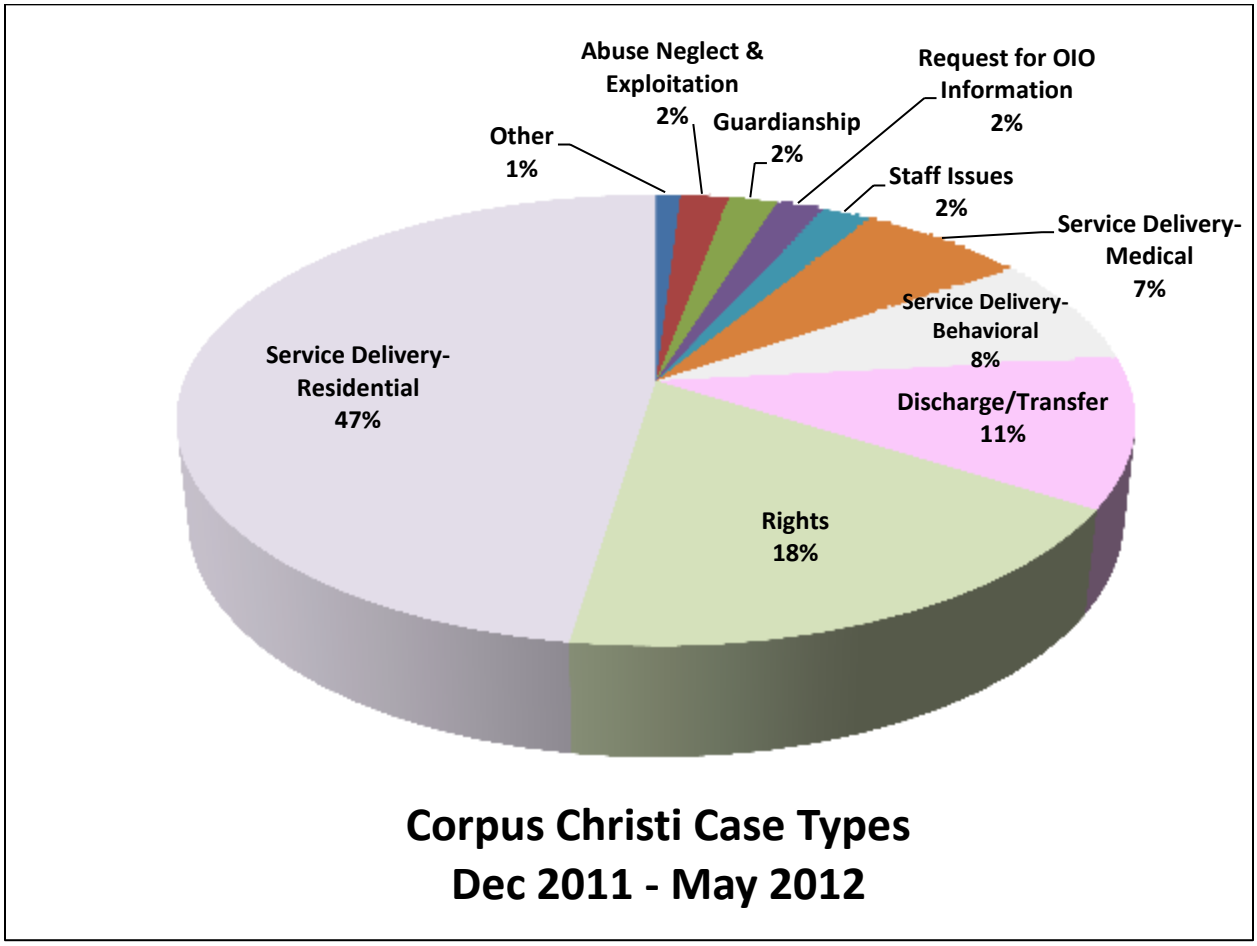
Ms. Medina was born and raised in South Texas. She is a Licensed Professional Counselor, Licensed Baccalaureate Social Worker and has a Master's in Business Administration. Ms. Medina has over 20 years of experience in the behavioral health services. Over the course of her career, she has served diverse populations with issues including substance abuse, HIV, minority women, older adults, mental health, homeless males, individuals with various physical and cognitive disabilities, and children with special health care needs. Ms. Medina accepted the Assistant Independent Ombudsman position in 2010.

Demographics			
Year Established	1970	**Level of IDD Moderate**	11.78%
Population	263	**Level of IDD Severe**	11.03%
Male	58.17%	**Level of IDD Profound**	55.51%
Female	41.83%	**Level of IDD Unspecified**	2.66%
Ages ≤21	1	**Health Status Moderate**	114
Ages 22-54	172	**Health Status Severe**	14
Ages 55+	90	**No Legal Guardian Assigned**	68.44%
Level of IDD Borderline	0%	**Alleged Offenders**	5.70%
Level of IDD Mild	19.01%		

H.E.A.R.T.S. Data



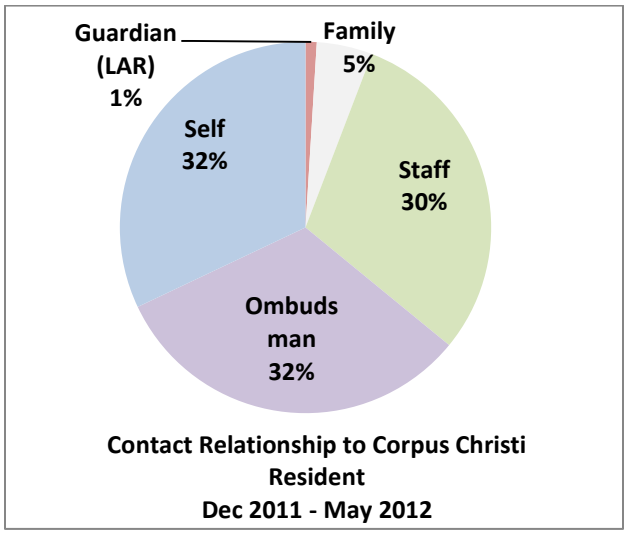
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.

Other	1
Abuse Neglect & Exploitation	2
Guardianship	2
Request for OIO Information	2
Staff Issues	2
Service Delivery-Medical	7

Service Delivery-Behavioral	8
Discharge/Transfer	11
Rights	19
Service Delivery-Residential	49
TOTAL CONTACTS	103



Source: H.E.A.R.T.S.

Guardian (LAR)	1
Family	5
Staff	31
Ombudsman	33
Self	33
TOTAL CONTACTS	103

Denton State Supported Living Center

Ashley Frederick, Assistant Independent Ombudsman

While still in need of improvements according to DADS Regulatory Services and the Department of Justice, the Denton State Supported Living Center has made strides in several areas.

The Center opened Impressions, a store in downtown Denton. The employees are individuals and staff members from the center. A work area is set aside at Impressions for individuals to make the ceramic art which is sold at the store. These items include decorative bowls, cups and figurines.

The Center initiated a guardianship committee. One of the goals of this committee is to ensure that individuals, family members, legally authorized representatives (LARs) and correspondents are made aware of guardianship services available. Another goal is to identify those individuals without a guardian who would benefit from having a LAR to help them make decisions regarding treatment, and to determine which individuals may be in need of an advocate. Since its inception, three individuals have had guardians appointed and five are currently in the process of having guardians appointed. The

guardianship committee is a pilot program for all SSLCs, and results so far are positive.

The neighborhood concept was integrated into the facility as well. With this program, individuals are able to attend work close to their homes.

Denton is effecting changes to promote better health. Increased exercise has been added to work programs. Also, the on-campus restaurant has made changes to promote healthier food choices. For example, fried items are only offered on Fridays.

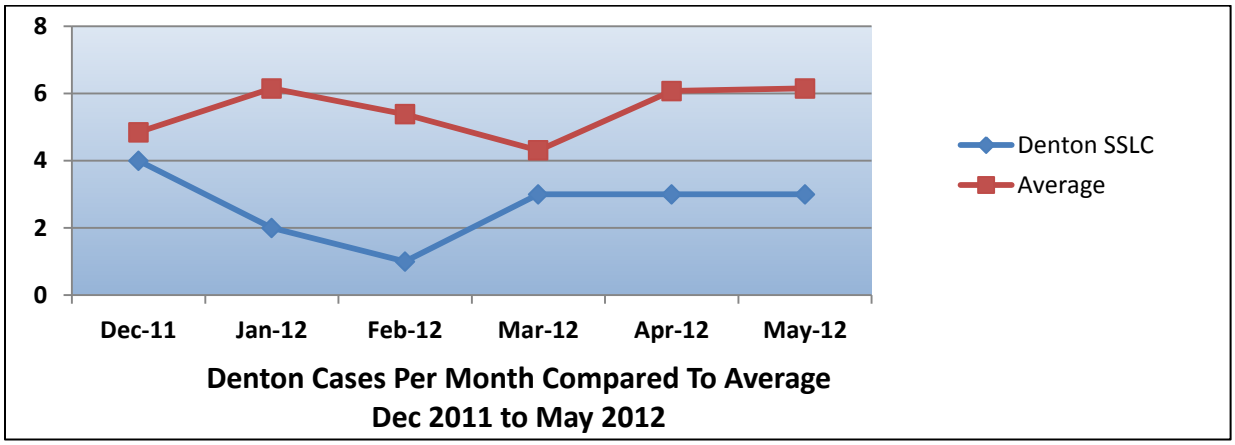
Recently the Fire Marshall visited the facility. This was the third year that the center has not had any violations.

Denton has made improvements in several areas over the past six months. The AIO's relationship with the facility is a positive one, enabling the AIO to promote the Office of Independent Ombudsman, assist staff and individuals and participate in various meetings.

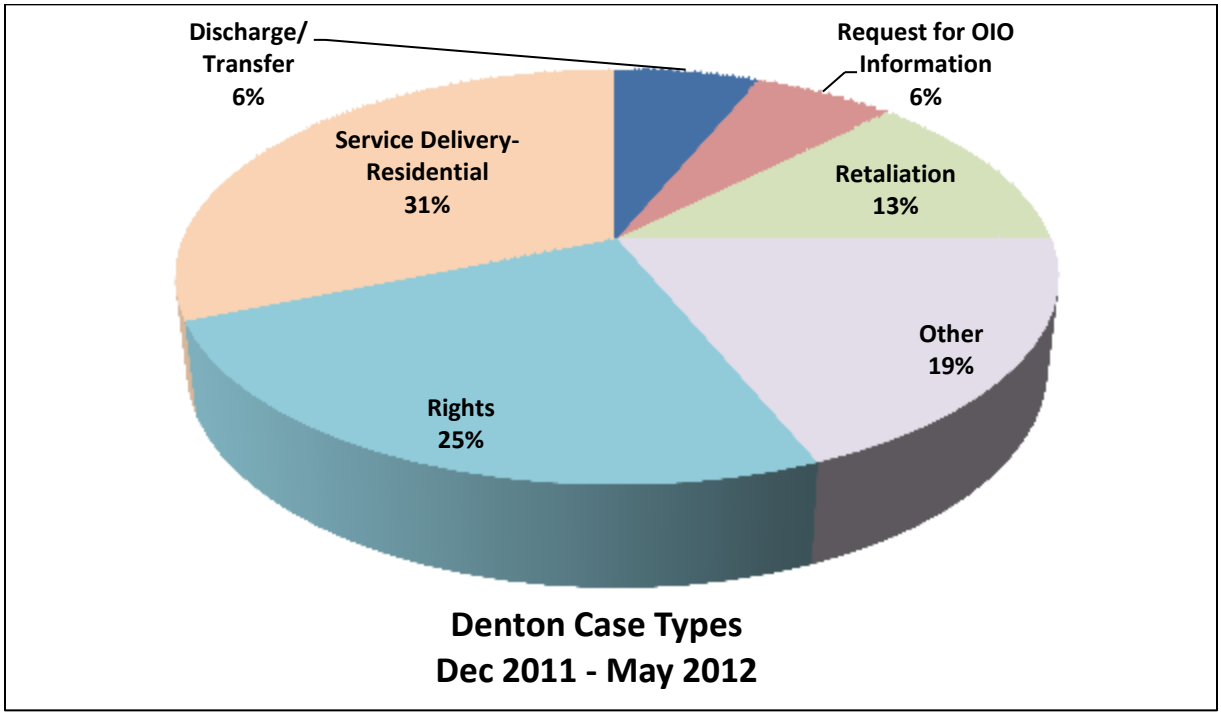
Ms. Frederick is a native Texan from the city of Arlington. She obtained a Bachelor's Degree in Health Sciences from Texas Woman's University. She began working for the State of Texas at the college in 2003. Ms. Frederick began her career at the Denton State Supported Living Center in 2006 as an Active Treatment Provider while still attending TWU. She has also held the positions of Qualified Mental Retardation Professional and Facility Investigator prior to being hired as the Assistant Independent Ombudsman for the Denton State Supported Living Center.

Demographics			
Year Established	1960	**Level of IDD Moderate**	11.33%
Population	503	**Level of IDD Severe**	18.69%
Male	57.65%	**Level of IDD Profound**	59.84%
Female	42.35%	**Level of IDD Unspecified**	1.20%
Ages ≤21	7	**Health Status Moderate**	143
Ages 22-54	284	**Health Status Severe**	70
Ages 55+	212	**No Legal Guardian Assigned**	35.98%
Level of IDD Borderline	0%	**Alleged Offenders**	0.20%
Level of IDD Mild	8.95%		

H.E.A.R.T.S. Data



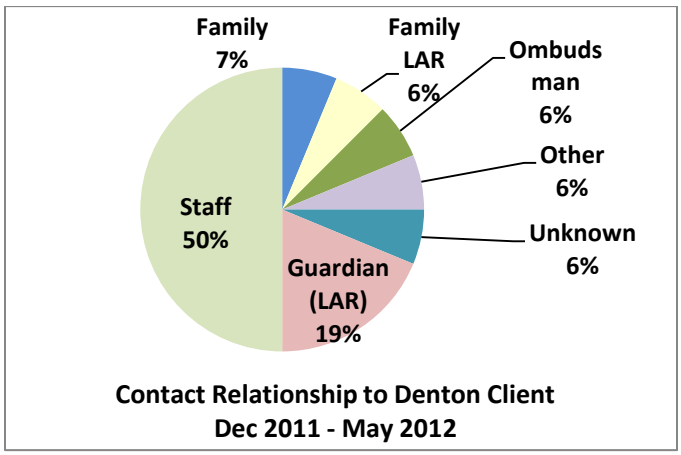
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Discharge/Transfer	1
Request for OIO Information	1
Retaliation	2
Other	3

Rights	4
Service Delivery-Residential	5
TOTAL CONTACTS	16



Source: H.E.A.R.T.S.

Family	1
Family LAR	1
Ombudsman	1
Other	1
Unknown	1
Guardian (LAR)	3
Staff	8
TOTAL CONTACTS	16

El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

The El Paso State Supported Living Center has instituted many changes in the last six months.

The month of November brought about a newly formatted Unit Team Meeting that streamlined the reporting system and is yielding more compact, comprehensive meetings. A new Individual Support Plan (ISP) process was introduced to the QDDP Department. A neurologist was added, and a psychiatric/neurology clinic was instituted. An Active Treatment Coordinator was added, and the Active Treatment department has enjoyed success with the new Multi-Purpose Center Schedule for the residents.

A DADS investigative team and the DOJ monitoring team both visited the center in January, and DADS Regulatory Services followed a week later, exiting with no citations.

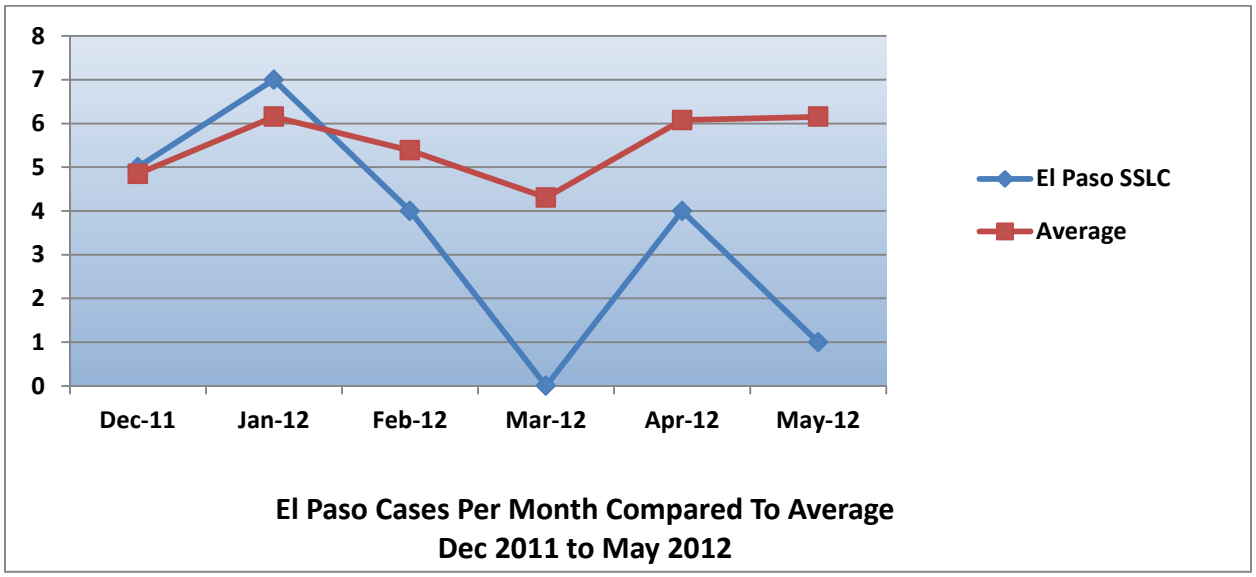
The Provider Fair was held in February; more residents attended than previous fairs. There was also an increase in referrals for community placements. The Action Club met and planned several community activities.

In April the Center established a new forum for employee discussion. All staff members were invited to attend one of two sessions and encouraged to ask questions, bring up issues or offer suggestions.

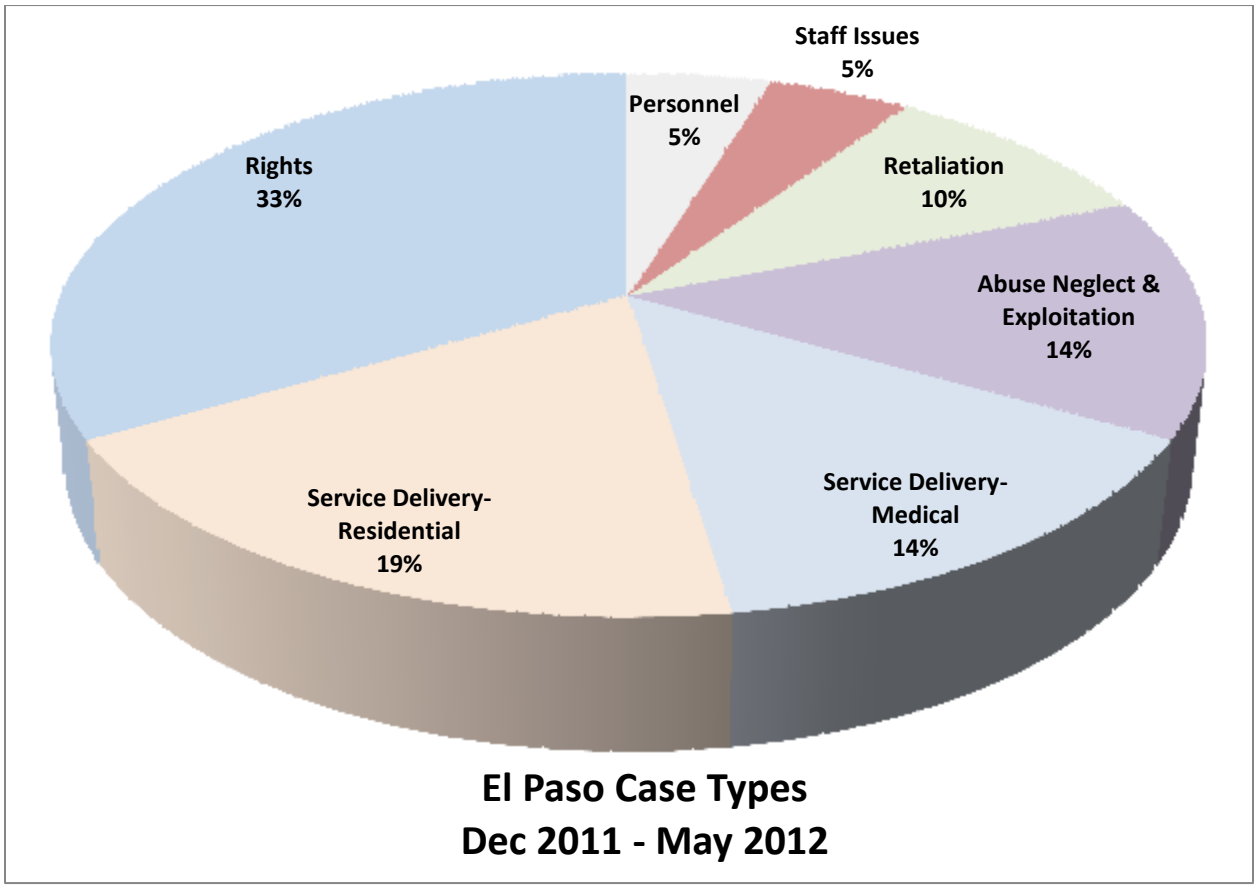
Born and raised in the Sun City, Ms. Ponce went from serving the elderly population to working with children. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. She became a Certified Internal Investigator and began working as a Case Manager for a Home and Community Service Program. After seven years with the program, Ms. Ponce accepted the Assistant Independent Ombudsman position in December 2010.

Demographics			
Year Established	1974	Level of IDD Moderate	13.49%
Population	126	Level of IDD Severe	20.63%
Male	57.14%	Level of IDD Profound	57.94%
Female	42.86%	Level of IDD Unspecified	3.97%
Ages ≤21	2	Health Status Moderate	37
Ages 22-54	90	Health Status Severe	11
Ages 55+	34	No Legal Guardian Assigned	57.14%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	3.96%		

H.E.A.R.T.S. Data



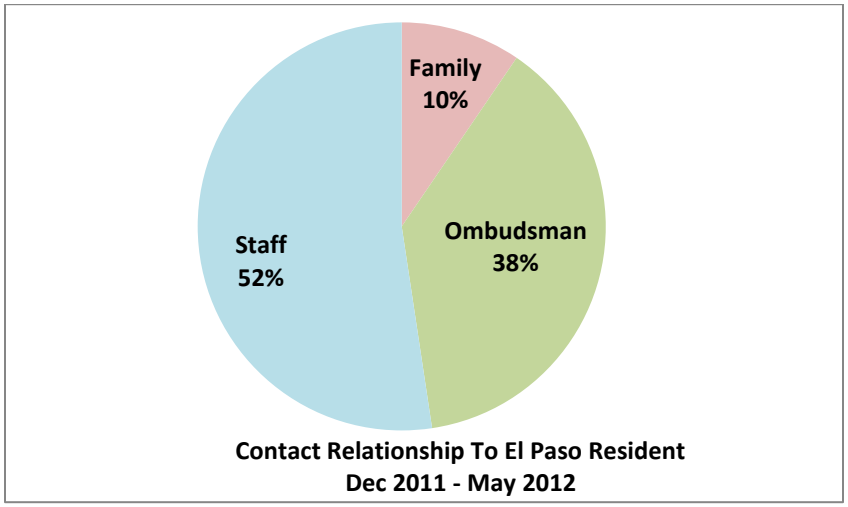
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Personnel	1
Staff Issues	1
Retaliation	2
Abuse Neglect & Exploitation	3

Service Delivery-Medical	3
Service Delivery-Residential	4
Rights	7
TOTAL CONTACTS	21



Source: H.E.A.R.T.S.

Family	2
Ombudsman	8
Staff	11
TOTAL CONTACTS	21

Lubbock State Supported Living Center

Ramona Rocha-Hughes, Assistant Independent Ombudsman

The Lubbock State Supported Living Center has been busy in the last six months. Regulatory Services has made several visits and the faciltiy remains without citations.

Personnel vacancies include the Director of Nursing, Nurse of Operations, Nurse Educator, and QDDP Educator.

The Admissions and Placement department held their biannual provider fair in March 2012. Individuals who participated were able to meet the providers from the surrounding area and learn about living in the community.

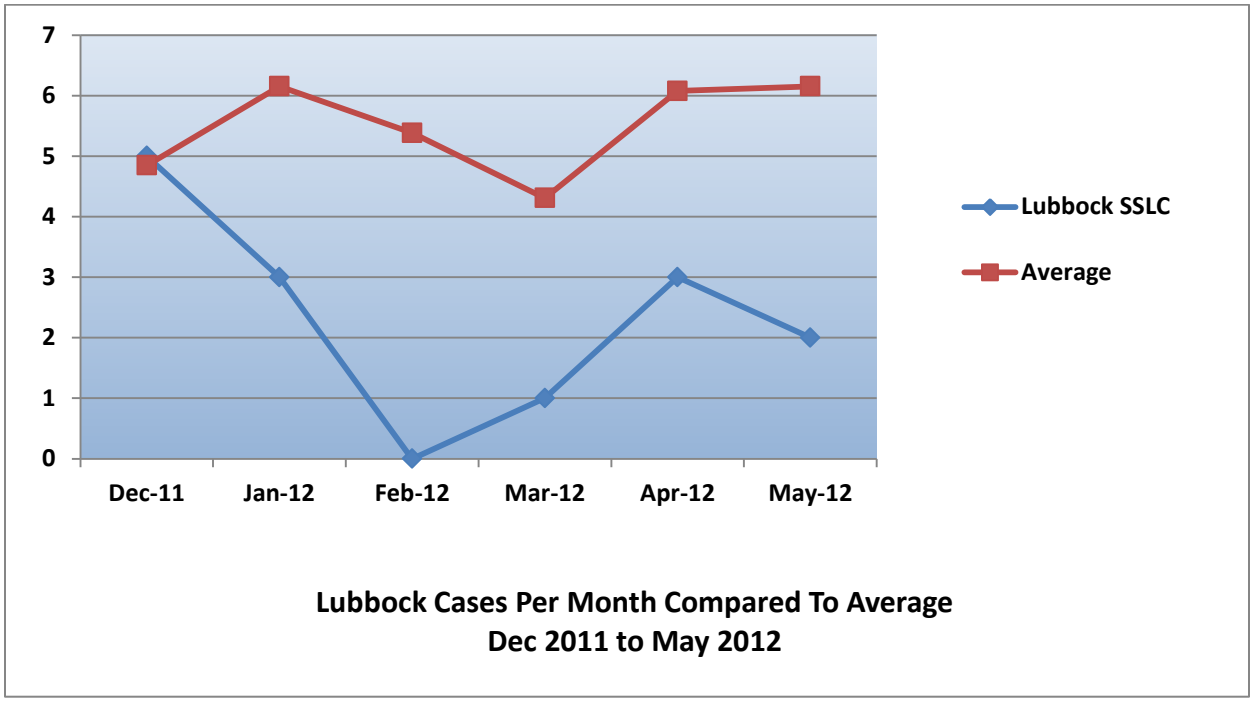
The Self-Advocate group has been learning about the voting process. Disability Rights Texas provided a presentation about voting to the individuals and brought voting machines that are similar to the ones used when voting.

The athletes of the Center have been busy participating in Special Olympic events including baksetball skill competitions and track and field events.The ADOP and the AIO continue to meet regularly to discuss any issues that arise.

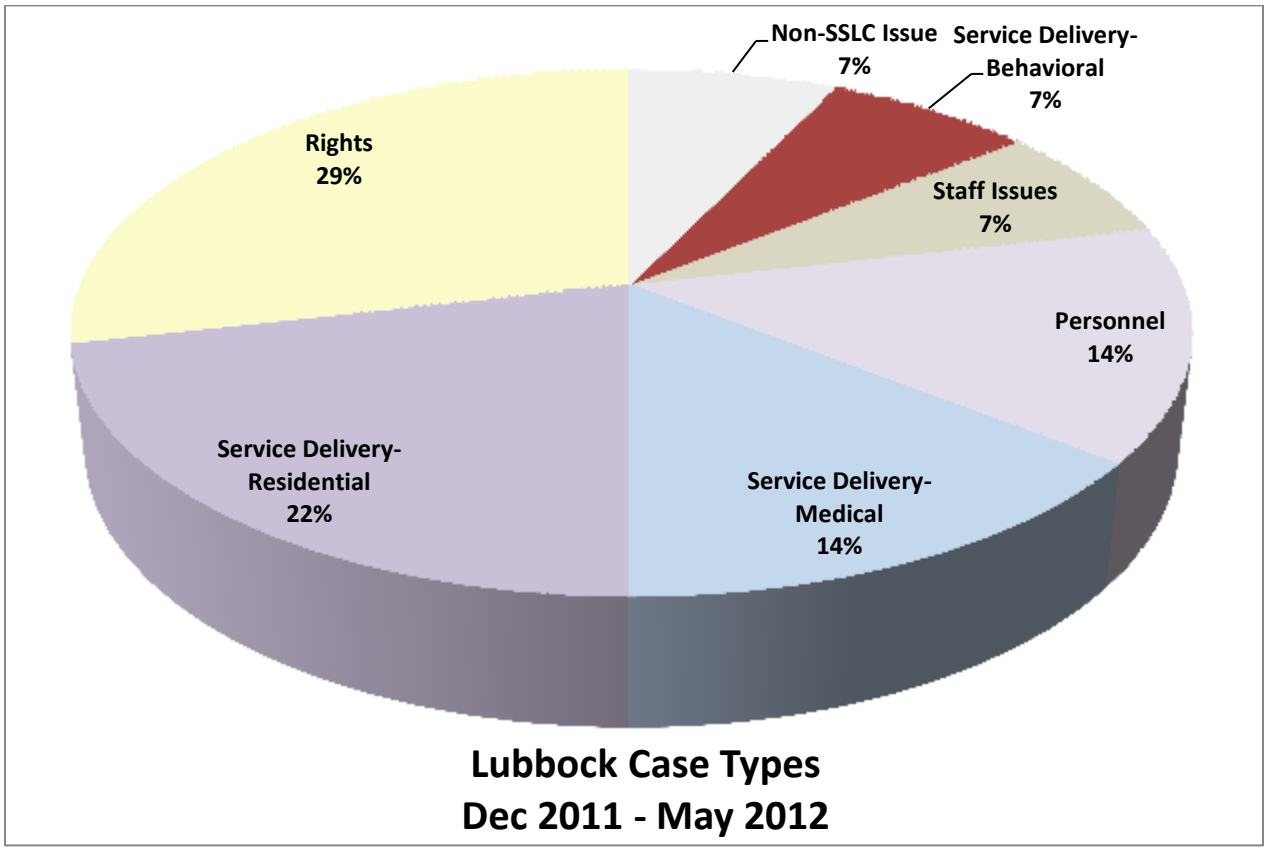
Ms. Rocha-Hughes received a Bachelor of Science in Home Economics and a Bachelor of Arts in Social Work from Texas Tech University and is a Licensed Social Worker. Her 30 years of service for the state of Texas have centered on working with people who have developmental disabilities. She began as direct-care staff at the Lubbock State Supported Living Center while in attendance at Texas Tech University and has served in various capacities in the state system. She served as Human Rights Officer prior to accepting the Assistant Independent Ombudsman position in 2010.

Demographics			
Year Established	1969	**Level of IDD Moderate**	5.96%
Population	218	**Level of IDD Severe**	16.06%
Male	71.10%	**Level of IDD Profound**	62.39%
Female	28.90%	**Level of IDD Unspecified**	1.83%
Ages ≤21	5	**Health Status Moderate**	87
Ages 22-54	155	**Health Status Severe**	35
Ages 55+	58	**No Legal Guardian Assigned**	36.24%
Level of IDD Borderline	0%	**Alleged Offenders**	1.83%
Level of IDD Mild	13.76%		

H.E.A.R.T.S. Data



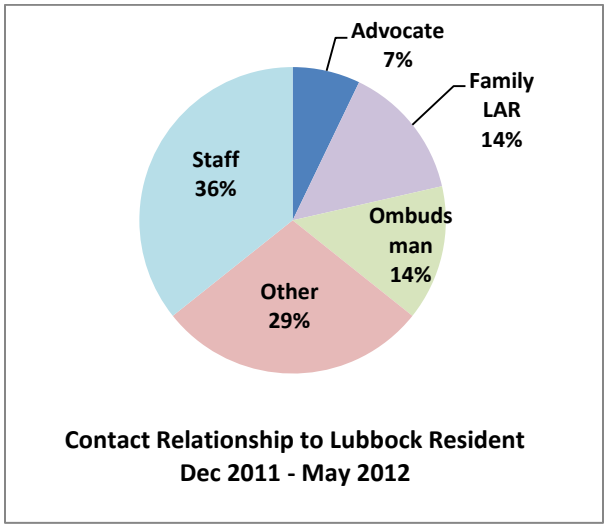
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Non-SSLC Issue	1
Service Delivery-Behavioral	1
Staff Issues	1
Personnel	2

Service Delivery-Medical	2
Service Delivery-Residential	3
Rights	4
TOTAL CONTACTS	14



Source: H.E.A.R.T.S.

Advocate	1
Family LAR	2
Ombudsman	2
Other	4
Staff	5
TOTAL CONTACTS	14

Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin State Supported Living Center continues to strive toward compliance with the Department of Justice Settlement Agreement while maintaining ICF/IDD compliance as well. The DOJ visit in May 2012 concluded with positive remarks from the monitors on the facility's efforts toward improving services provided and guidance in areas on which to improve. DADS Regulatory Services completed the Annual Re-Certification Survey in April 2012. The facility was recommended for re-certification with some standard level deficiencies noted.

The facility has undergone some changes within the Quality Assurance Department with the addition of a new Incident Management Coordinator, Lead Investigator, and Quality Assurance Director.

The facility celebrated its 50th Anniversary of serving Texans with developmental disabilities in March 2012.

In April 2012 DADS Commissioner Chris Traylor and Assistant Commissioner Chris Adams convened both a leadership meeting and town hall meeting at the Center. The Assistant Commissioner also participated in a meeting with several guardians and parents.

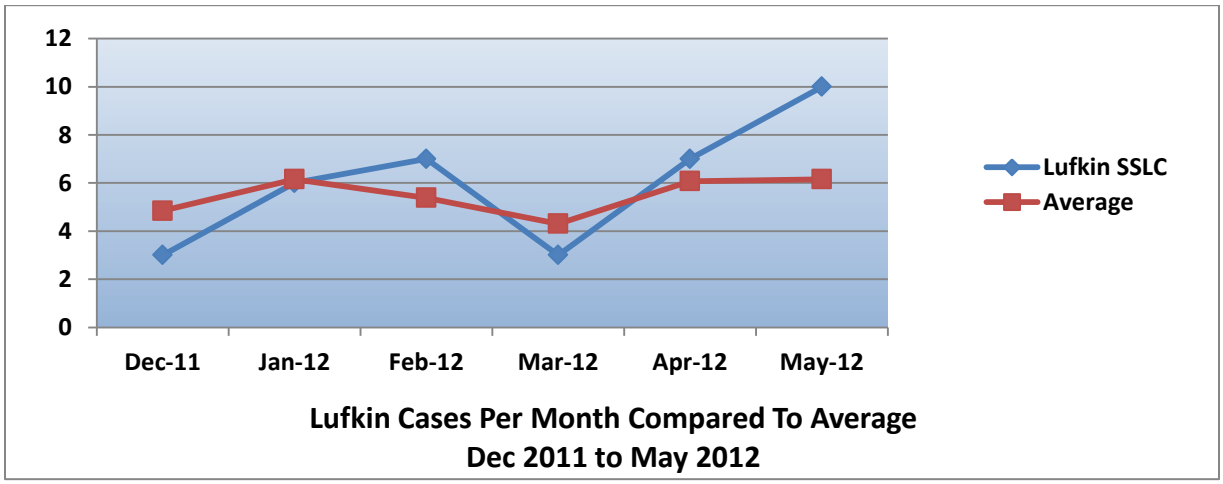
The AIO works closely with guardians, support staff, and residents as an advocate, mediator, and facilitator. The AIO promotes the Office of the Independent

Ombudsman by attending meetings held by the Parents Association, the Self-Advocacy group, DADS Regulatory/DFPS/OIG, Lufkin SSLC administration, various unit groups and by giving a presentation at new employee orientations. The Center is supportive of the AIO's efforts to provide residents and staff with an independent and confidential forum for asking questions and voicing concerns. The AIO is working with the facility on the development of policy procedures and improvement of daily documentation procedures that affect the protection and care of the facility's residents.

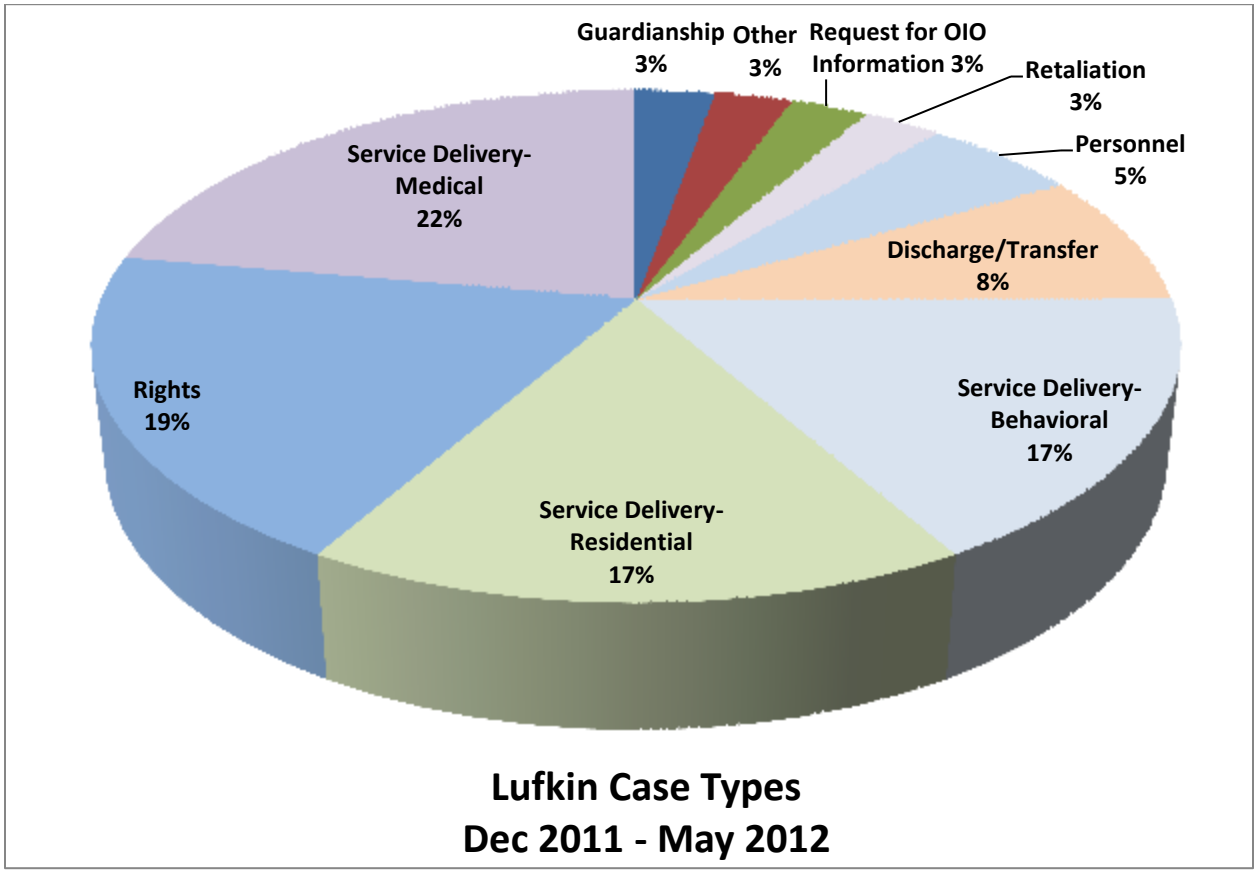
Mr. Stewart received his Bachelor's Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for 20 years, serving in various capacities such as Unit Psychologist and Supervising Unit Psychologist. Mr. Stewart transferred to the Quality Assurance Department and served as Program Compliance Monitor, where he also fulfilled the duties of Deputy Human Rights Officer. He accepted the Assistant Independent Ombudsman position in August 2011.

Demographics			
Year Established	1969	**Level of IDD Moderate**	11.23%
Population	365	**Level of IDD Severe**	18.08%
Male	57.53%	**Level of IDD Profound**	61.92%
Female	42.47%	**Level of IDD Unspecified**	1.64%
Ages ≤21	27	**Health Status Moderate**	133
Ages 22-54	215	**Health Status Severe**	23
Ages 55+	123	**No Legal Guardian Assigned**	49.86%
Level of IDD Borderline	0%	**Alleged Offenders**	0.55%
Level of IDD Mild	7.12%		

H.E.A.R.T.S. Data



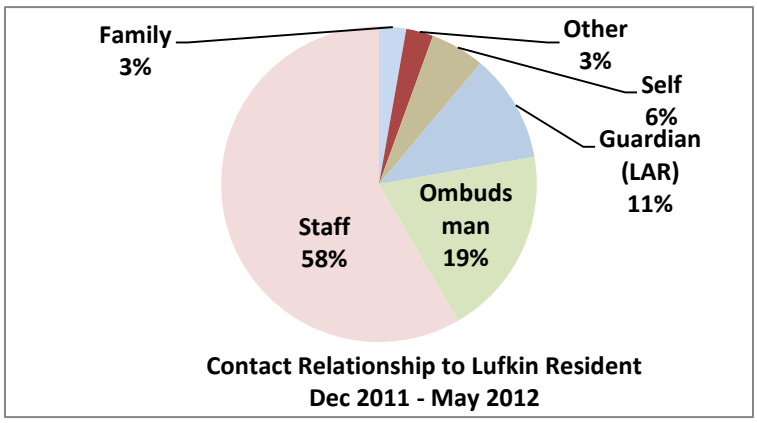
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Guardianship	1
Other	1
Request for OIO Information	1
Retaliation	1
Personnel	2
Discharge/Transfer	3

Service Delivery-Behavioral	6
Service Delivery-Residential	6
Rights	7
Service Delivery-Medical	8
TOTAL CONTACTS	36



Source: H.E.A.R.T.S.

Family	1
Other	1
Self	2
Guardian (LAR)	4
Ombudsman	7
Staff	21
TOTAL CONTACTS	36

Mexia State Supported Living Center (Designated Forensic Unit)

Lynda Mitchell, Assistant Independent Ombudsman

Mexia State Supported Living Center has undergone many changes during the past six months. Changes in the administrative leadership include the Director, Assistant Director of Programs, Assistant Director of Administration, Quality Assurance Director and Education and Training Director.

Reflecting the forensic nature of the facility, additional security measures have been implemented such as closing the facility back gate, issuing car permits and establishing a guard station. Campus Administrators have been hired and trained with responsibility for conducting investigations, resulting in an investigator on duty 24 hours a day. The Critical Incident Team is in place every day as well. The facility director attributes the decrease in critical incidents to the added supervisory presence during the evening shift. Use of restraints is down and the facility is in 100% compliance with training.

DADS Regulatory has been on the campus at least once per month to investigate complaints. The Center has cleared the Condition of Participation in Client Protections and is anticipating the annual survey during the month of May. The Settlement Agreement monitoring visit took place in March and the faciltiy is awaiting the final report.

The Center has a serious problem with residents falsely accusing others (FAO), which negatively impacts facility staffing. This issue is being addressed and a new policy is being implemented which will enable staff to return to their workstations, while still providing protection to the individuals who are alleging abuse and neglect.

The facility continues to receive an average of five forensic commitments each month, resulting in the need for relocation of non-forensic residents. Individuals who are not under forensic commitments to other SSLCs are moving to homes on campus where high-risk individuals do not reside.

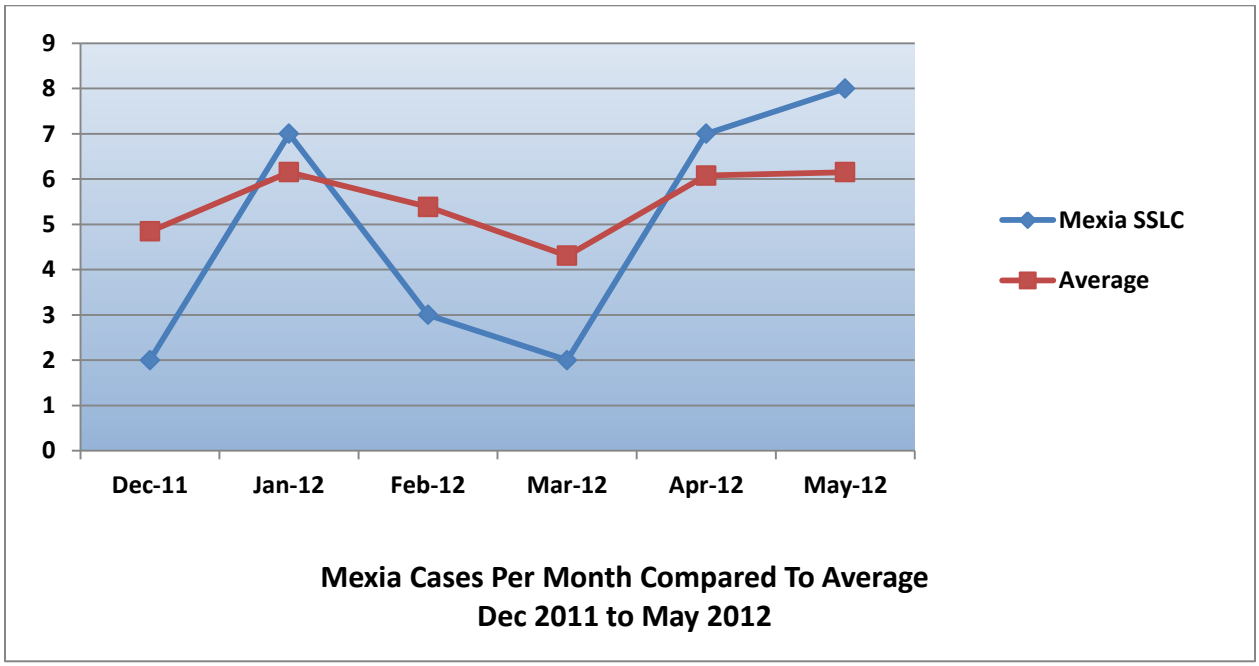
Forensic consultants are scheduled to come to the facility in June to provide more forensic training to staff. The consultants are already soliciting questions from the staff in order to better address the needs of the facility.

The AIO has maintained regular contact with the Director and the ADOP. Meetings are positive and issues brought to their attention are addressed or considered. The identified need for improved communciation and collaboration between departments is being strongly addressed by the new administration.

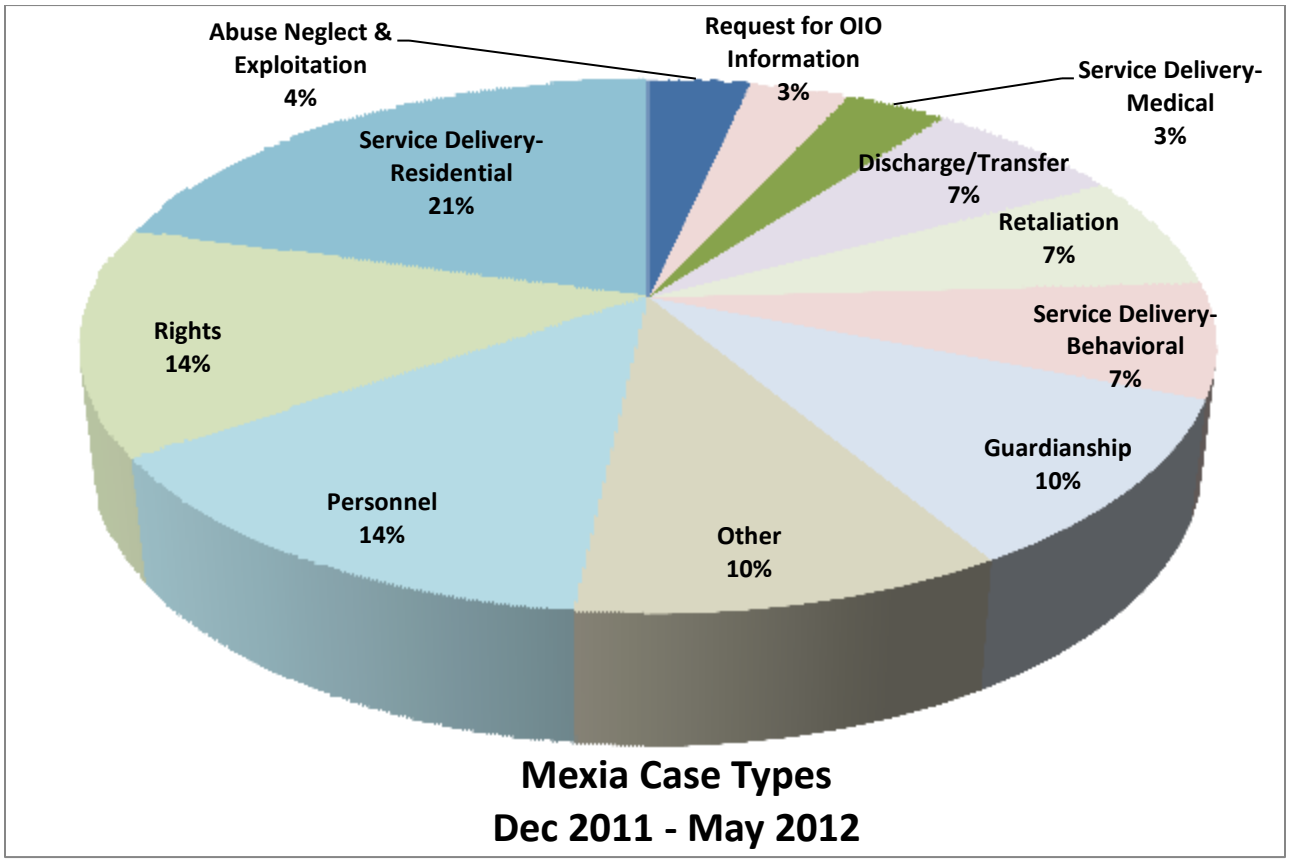
Ms. Mitchell is a Licensed Social Worker. She earned her BSW from the University of Mary Hardin-Baylor and her M.Ed from Stephen F. Austin State University. Ms. Mitchell has more than 30 years' experience working with and advocating for individuals with intellectual and developmental disabilities and their families. She worked for Child Protective Services in Navarro County, where she investigated abuse and neglect and provided case management services. She served as the Human Rights Officer for Mexia State Supported Living Center prior to becoming Assistant Independent Ombudsman for the facility.

Demographics			
Year Established	1946	Level of IDD Moderate	24.10%
Population	386	Level of IDD Severe	5.96%
Male	80.83%	Level of IDD Profound	26.68%
Female	19.17%	Level of IDD Unspecified	9.59%
Ages ≤21	115	Health Status Moderate	80
Ages 22-54	183	Health Status Severe	1
Ages 55+	88	No Legal Guardian Assigned	58.81%
Level of IDD Borderline	0%	Alleged Offenders	51.51%
Level of IDD Mild	33.68%		

H.E.A.R.T.S. Data



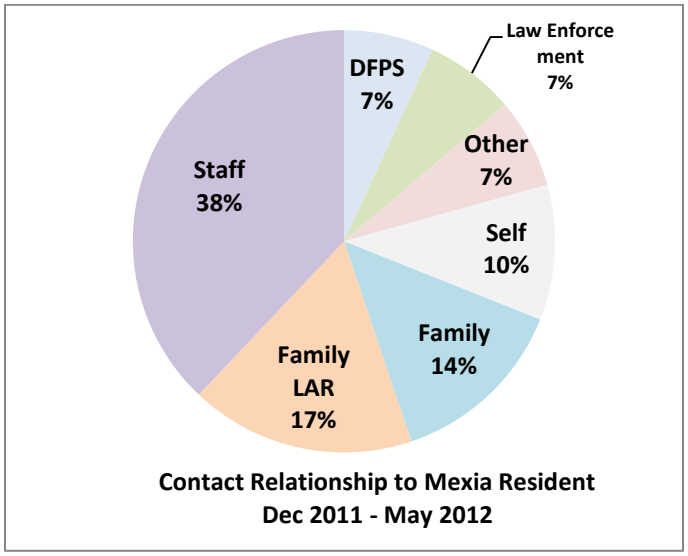
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Abuse Neglect & Exploitation	1
Request for OIO Information	1
Service Delivery-Medical	1
Discharge/Transfer	2
Retaliation	2
Service Delivery-Behavioral	2

Guardianship	3
Other	3
Personnel	4
Rights	4
Service Delivery-Residential	6
TOTAL CONTACTS	29



Source: H.E.A.R.T.S.

DFPS	2
Law Enforcement	2
Other	2
Self	3
Family	4
Family LAR	5
Staff	11
TOTAL CONTACTS	29

Richmond State Supported Living Center

Stacey Burdue, Assistant Independent Ombudsman

The Richmond State Supported Living Center has experienced staffing challenges including the need to recruit speech therapists, physical therapists, psychiatrists and a physician. While the Center has lost some experienced behavior analysts and psychologists, they have hired a Director of Nutrition and Food Services, a Vocational Director, and a QDDP Educator.

The Center continues to provide individuals with varied activities and outings. This past April, the Center hosted its first annual Bunny Breakfast where families were invited to share a celebratory meal with their loved one. The Therapeutic Riding Department hosted a Special Olympics equestrian meet in April. The Education and Training Department sponsored the Annual Spring Fling track meet, the Forever Young Department hosted a gala and the Music Department presented an opera. Individuals participated in the Special Olympics and on numerous outings, trips, and activities.

The AIO has made many recommendations to the facility resulting from cases of complaints or observations from meetings, and the Center has adopted many of them.

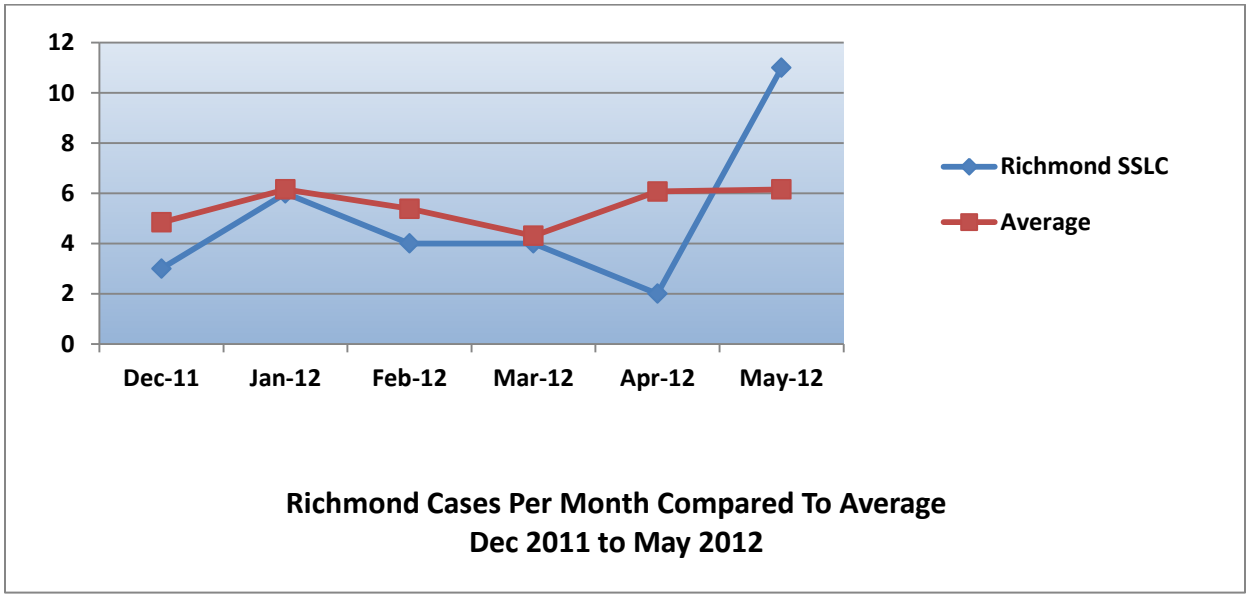
During the past six months, awareness of the role of the AIO has grown. There has been a steady increase in requests by the resident, the resident's family, or staff for the AIO to attend various meetings. This has provided the AIO with the opportunity to build relationships and promote awareness of the OIO. The AIO routinely attends many different committee meetings and presents at new employee orientations.

Ms. Burdue earned her Bachelor of Science degree in Human Services from the University of Phoenix. Ms. Burdue served the California Department of Social Services as the Deputy Compact Administrator for the Interstate Compact for the Placement of Children and as a program manager improving outcomes for children in foster care. She has been a Certified Mediator for over 10 years, and has expanded upon that training by becoming certified in Texas for both civil and family mediations. Ms. Burdue worked for the Texas Department of Family Protective Services before accepting the Assistant Independent Ombudsman position in April 2011.

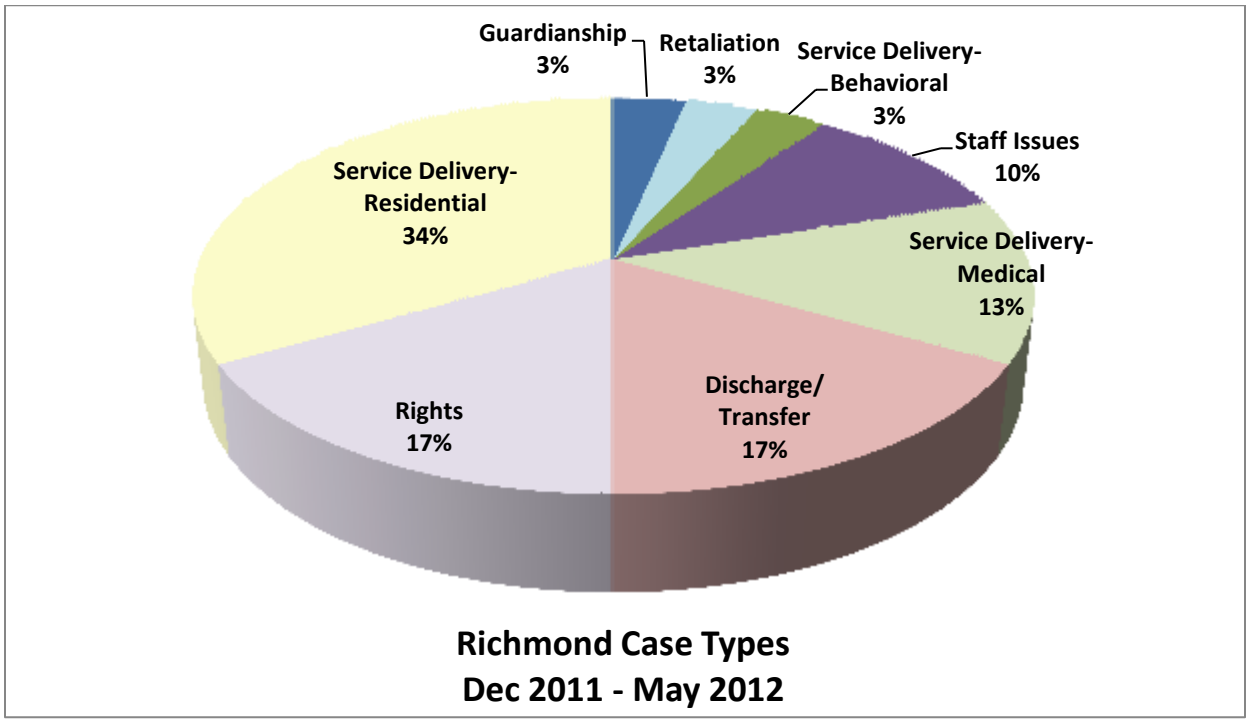
Demographics			
Year Established	1968	**Level of IDD Moderate**	6.31%
Population	364	**Level of IDD Severe**	16.76%
Male	58.24%	**Level of IDD Profound**	63.19%
Female	41.76%	**Level of IDD Unspecified**	4.95%
Ages ≤21	4	**Health Status Moderate**	160
Ages 22-54	247	**Health Status Severe**	8

Demographics (cont'd)			
Ages 55+	113	No Legal Guardian Assigned	34.66%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	8.79%		

H.E.A.R.T.S. Data



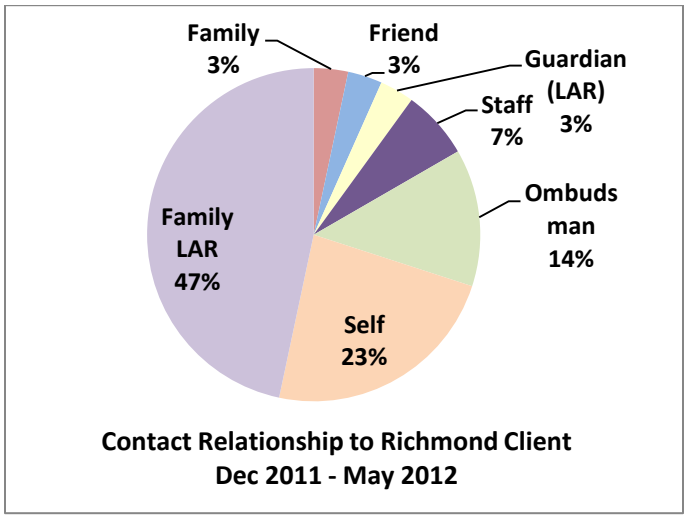
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.S.

Guardianship	1
Retaliation	1
Service Delivery-Behavioral	1
Staff Issues	3
Service Delivery-Medical	4

Discharge/Transfer	5
Rights	5
Service Delivery-Residential	10
TOTAL CONTACTS	30



Source: H.E.A.R.T.S.

Family	1
Friend	1
Guardian (LAR)	1
Staff	2
Ombudsman	4
Self	7
Family LAR	14
TOTAL CONTACTS	30

Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Department of Justice survey team visited the Rio Grande Center (ICF/IDD) during the past six months, and found that some investigations had lacked proper verification of witness statements.

The Center hired a new Director of Volunteer Services.

In February the AIO took part in communication to set up a court visitor program for the Center's wards with guardians. If approved, the program would be supported by a grant and would be a part of nursing training programs in the Rio Grande Valley.

Residents and staff participated in the Cinco de Mayo dance organized by the new Director of Volunteer Services and the Activities Director. It was an extremely positive experience, and was enjoyed by all.

The AIO created an Ombudsman Newsletter for distribution to residents and staff.

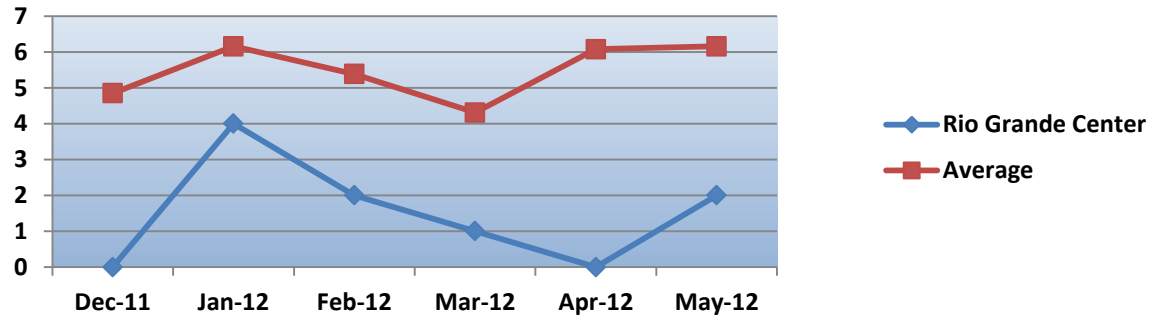
The AIO is now on the distribution list to receive DFPS case reports. The Center has also included the AIO in a request for feedback on an emergency mock drill.

The Center's administration maintains a positive relationship with the AIO. In May 2012, the Director for Mental Retardation Services distributed business cards containing the AIO's contact information, encouraging clients to contact the AIO if they needed the AIO's help.

Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed two Master's Degrees, one in Educational Psychology from East Texas State University and the other in Counseling Psychology. He joined the Commerce Police Department and was promoted to sergeant. Later he accepted a psychologist's position at the Rio Grande State Center in Harlingen. He also served as Human Rights Officer before accepting the Assistant Independent Ombudsman position in 2010.

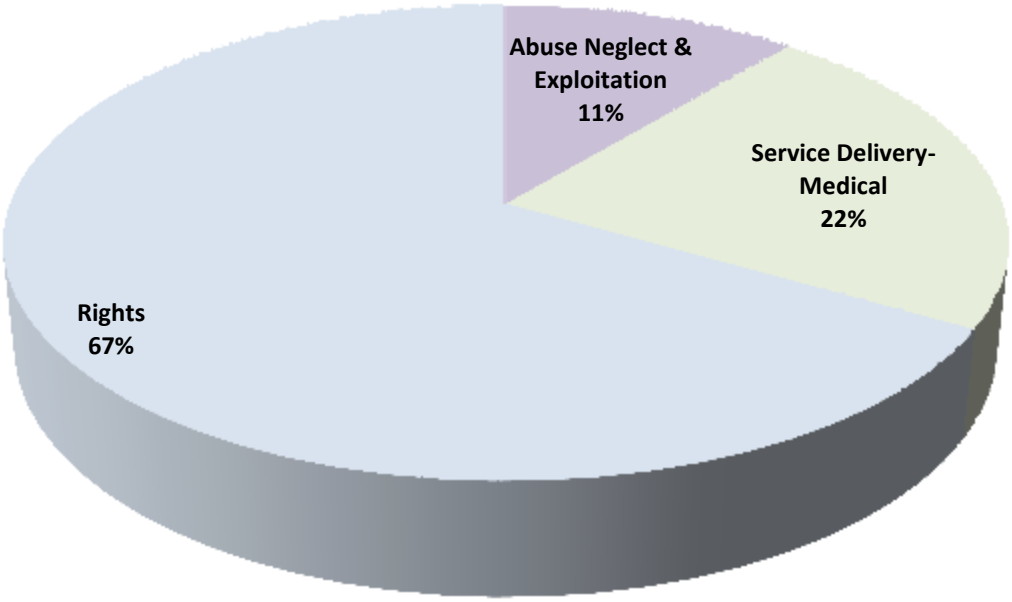
Demographics			
Year Established	1956	**Level of IDD Moderate**	26.47%
Population	68	**Level of IDD Severe**	27.94%
Male	66.18%	**Level of IDD Profound**	36.77%
Female	33.82%	**Level of IDD Unspecified**	4.41%
Ages ≤21	2	**Health Status Moderate**	12
Ages 22-54	49	**Health Status Severe**	0
Ages 55+	17	**No Legal Guardian Assigned**	70.59%
Level of IDD Borderline	0%	**Alleged Offenders**	1.50%
Level of IDD Mild	4.41%		

H.E.A.R.T.S. Data



Rio Grande Cases Per Month Compared To Average
Dec 2011 to May 2012

Source: H.E.A.R.T.S.

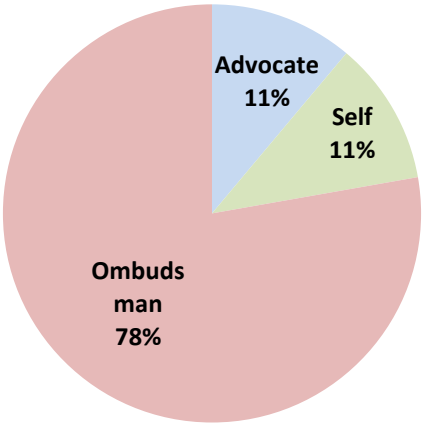


Rio Grande Center Case Types
Dec 2011 - May 2012

Source: H.E.A.R.T.

Abuse Neglect & Exploitation	1
Service Delivery-Medical	2

Rights	6
TOTAL CONTACTS	9



Contact Relationship to Rio Grande Resident
Dec 2011 - May 2012

Source: H.E.A.R.T.S.

Family	1
Guardian (LAR)	1
Ombudsman	7

San Angelo State Supported Living Center

Melissa Deere, Assistant Independent Ombudsman

DADS Regulatory Services made several visits to the San Angelo State Supported Living Center to investigate various complaints and incidents but no citations were issued. The annual survey was completed in March 2012. Recommendations included a 90-day Termination with citations in the areas of Client Protections, Client Behavior/Facility Practice, Health Care Services, Environment and Governing Body. The facility has been working to address these issues and get them in compliance. The facility is preparing for the next visit from the DOJ monitors in June 2012.

The Center has experienced some significant changes in the past six months, both with staffing and with some of the structures on campus.

Promotions filled the vacancies at Director, ADOP, and Director of Residential Services. All of these promotions show the true dedication of the staff to the residents as they have each been with the facility for a number of years. An additional facility investigator was hired to help with the high volume of allegations of abuse and neglect that are investigated by the Incident Management Department. The Chief Psychiatrist retired this spring. That position remains vacant.

A few of the residential buildings are currently under construction to improve the living environment. Most have had upgrades to bring the buildings into compliance with current safety codes. Upgrades will begin on the final home very soon. Although the construction project has made it necessary for residents to move temporarily to other homes, staff members have worked very hard to make the transition as smooth as possible.

DADS Commissioner Chris Traylor and Assistant Commissioner Chris Adams visited the campus in March and attended a new employee orientation. They spoke to the new employees about DADS and the opportunities and expectations that come with working for DADS.

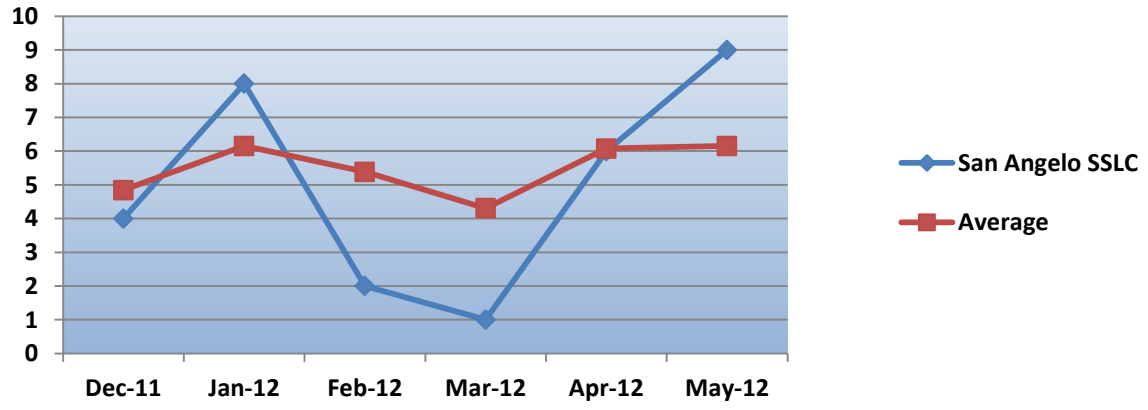
The Self-Advocacy group on campus continues to remain strong and has provided a place where the residents can present and resolve issues that concern them. It has also given them a sense of empowerment. Several representatives from Disability Rights Texas gave a presentation about voting at one meeting and were able to answer questions regarding registering and exercising the right to vote. There have also been several former residents who now live in the community who have come back to speak about their experiences and to encourage the current residents to make good choices so they too can be referred to live in the community.

Relations between the AIO and the Center administration remain positive, enabling the AIO to promote the Office of the Independent Ombudsman to residents, families and staff.

Ms. Deere has a Master's Degree in Counseling Psychology from Angelo State University. She served as a facility investigator for DFPS Adult Protective Services (APS), during which time she received the "Sherlock Holmes Award" from her peers in 2008. She has over ten years of experience working with people who are intellectually and developmentally disabled. She accepted the position of Assistant Independent Ombudsman in 2010.

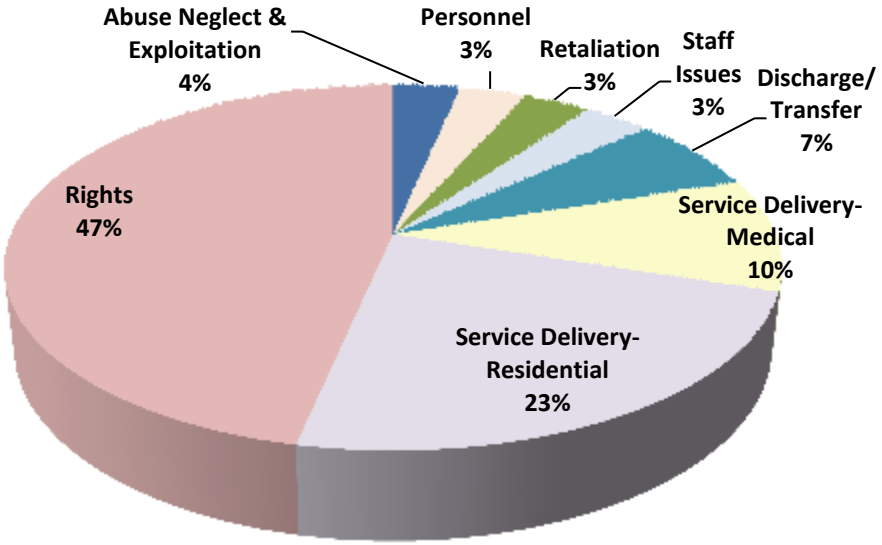
Demographics			
Year Established	1969	**Level of IDD Moderate**	22.22%
Population	234	**Level of IDD Severe**	13.25%
Male	58.55%	**Level of IDD Profound**	12.82%
Female	41.45%	**Level of IDD Unspecified**	5.56%
Ages ≤21	18	**Health Status Moderate**	43
Ages 22-54	149	**Health Status Severe**	4
Ages 55+	67	**No Legal Guardian Assigned**	64.96%
Level of IDD Borderline	0.42%	**Alleged Offenders**	14.10%
Level of IDD Mild	45.73%		

H.E.A.R.T.S. Data



San Angelo Cases Per Month Compared To Average
Dec 2011 to May 2012

Source: H.E.A.R.T.S.

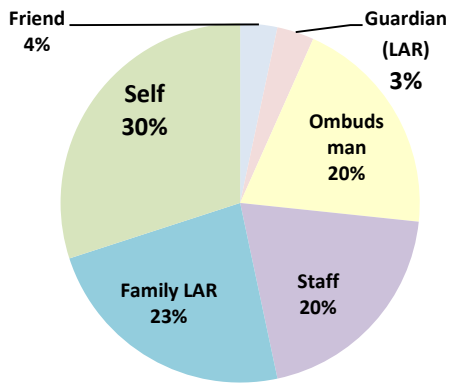


San Angelo Case Types
Dec 2011 - May 2012

Source: H.E.A.R.T.

Abuse Neglect & Exploitation	1
Personnel	1
Retaliation	1
Staff Issues	1
Discharge/Transfer	2

Service Delivery-Medical	3
Service Delivery-Residential	7
Rights	14
TOTAL CONTACTS	30



Contact Relationship to San Angelo Resident
Dec 2011 - May 2012

Source: H.E.A.R.T.S.

Friend	1
Guardian (LAR)	1
Ombudsman	6
Staff	6
Family LAR	7
Self	9
TOTAL CONTACTS	30

San Antonio State Supported Living Center

Jane Dahlke, Assistant Independent Ombudsman

The San Antonio State Supported Living Center has maintained an excellent record regarding deficient practices. The Center has only received standard level deficiencies over the past six months. Plans of Correction have been accepted by DADS Regulatory Services, follow-up completed, and deficiencies cleared. The Department of Justice is assessing compliance issues.

The Center has added four Qualified Developmental Disability Professional (QDDP) positions to reduce the size of current caseloads in order to better meet individual needs.

There are three Transitional Specialists that are housed at the Center. These professionals will assist teams in moving individuals to the community by finding suitable resources, educating, and breaking through barriers that prevent such moves.

A Self-Advocacy group meets in the evenings. Recently the group participated in fund-raising activities including a very successful cake walk and ice cream booth, which netted the group over $500.00.

Residents of the facility and their families celebrate Fiesta every April at the SSLC. This year there were several craft booths and twelve food booths. The residents and their families always enjoy Fiesta.

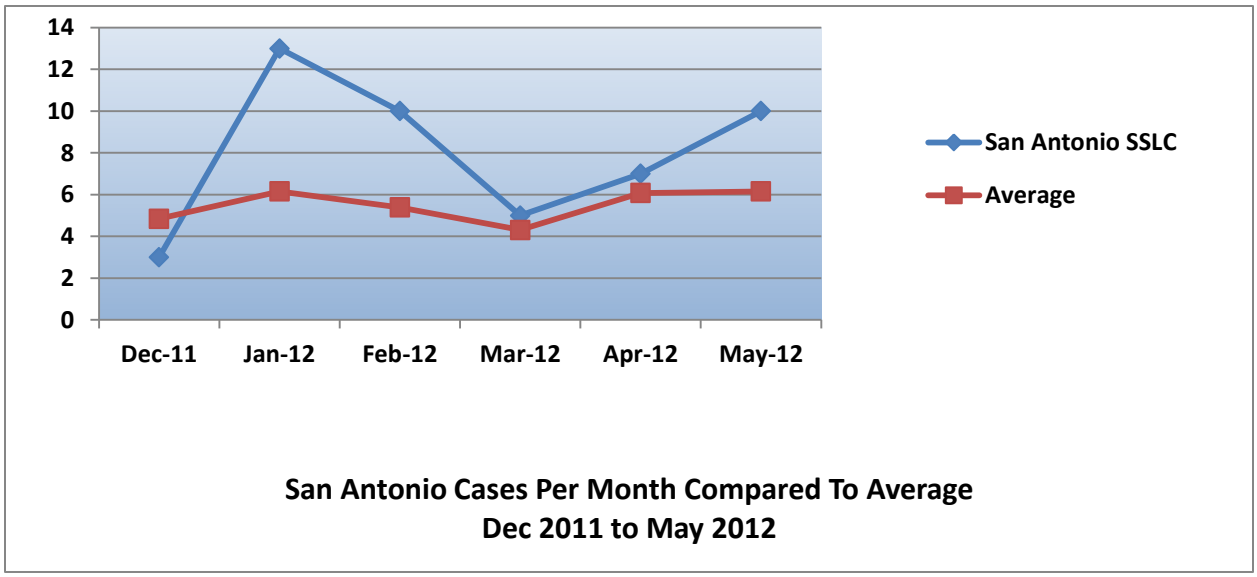
The AIO meets with the ADOP and/or the Director on a regular basis. The Center's administration is very receptive to recommendations made by the AIO and works closely with the AIO to improve the dignity and protections of the individuals served.

Ms. Dahlke graduated from Texas State University San Marcos with a Bachelor of Science in Recreation Administration. She is a Qualified Developmental Disability Professional, Program Director and a Licensed Social Worker. She is SMQT-certified (Surveyor Minimum Qualifications Test) to conduct Medicaid and Medicare long term care surveys. Ms. Dahlke served as an administrator for a 200-bed Intermediate Care Facility for persons with developmental disabilities/RC facility for ten years. In 1995 she accepted the position of Joint Trainer in ICF for DADS Education Services. After serving as an ICF and Geriatrics Surveyor, Ms. Dahlke transferred to the San Antonio State Supported Living Center. She accepted the position of Assistant Independent Ombudsman in 2010. Although not commissioned at this time, Ms. Dahlke is a State of Texas Peace Officer.

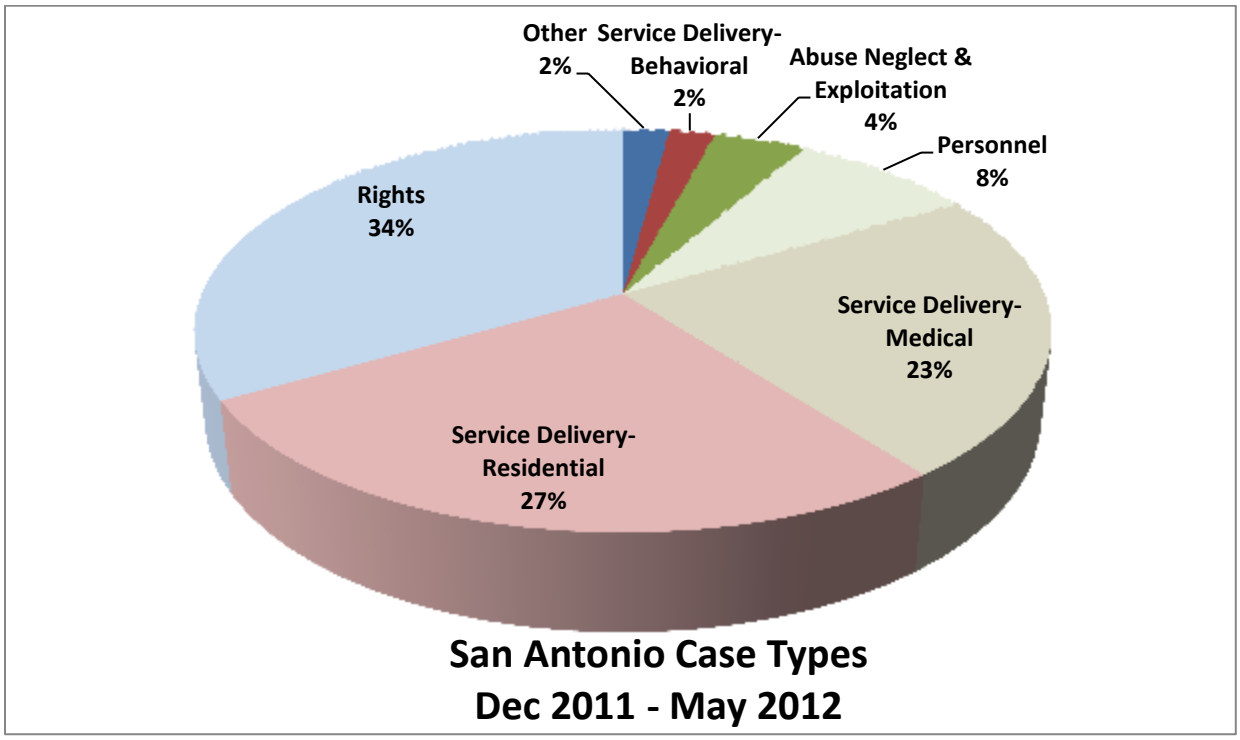
Demographics

Year Established	1978	**Level of IDD Moderate**	17.33%
Population	277	**Level of IDD Severe**	16.97%
Male	62.45%	**Level of IDD Profound**	55.23%
Female	37.55%	**Level of IDD Unspecified**	2.89%
Ages ≤21	19	**Health Status Moderate**	82
Ages 22-54	177	**Health Status Severe**	28
Ages 55+	81	**No Legal Guardian Assigned**	52.35%
Level of IDD Borderline	0%	**Alleged Offenders**	1.44%
Level of IDD Mild	7.58%		

H.E.A.R.T.S. Data



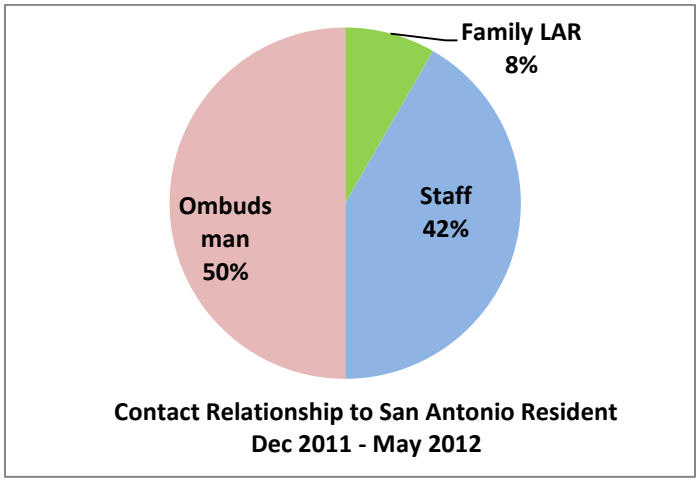
Source: H.E.A.R.T.S.



Source: H.E.A.R.T.

Other	1
Service Delivery-Behavioral	1
Abuse Neglect & Exploitation	2
Personnel	4

Service Delivery-Medical	11
Service Delivery-Residential	13
Rights	16
TOTAL CONTACTS	48



Source: H.E.A.R.T.S.

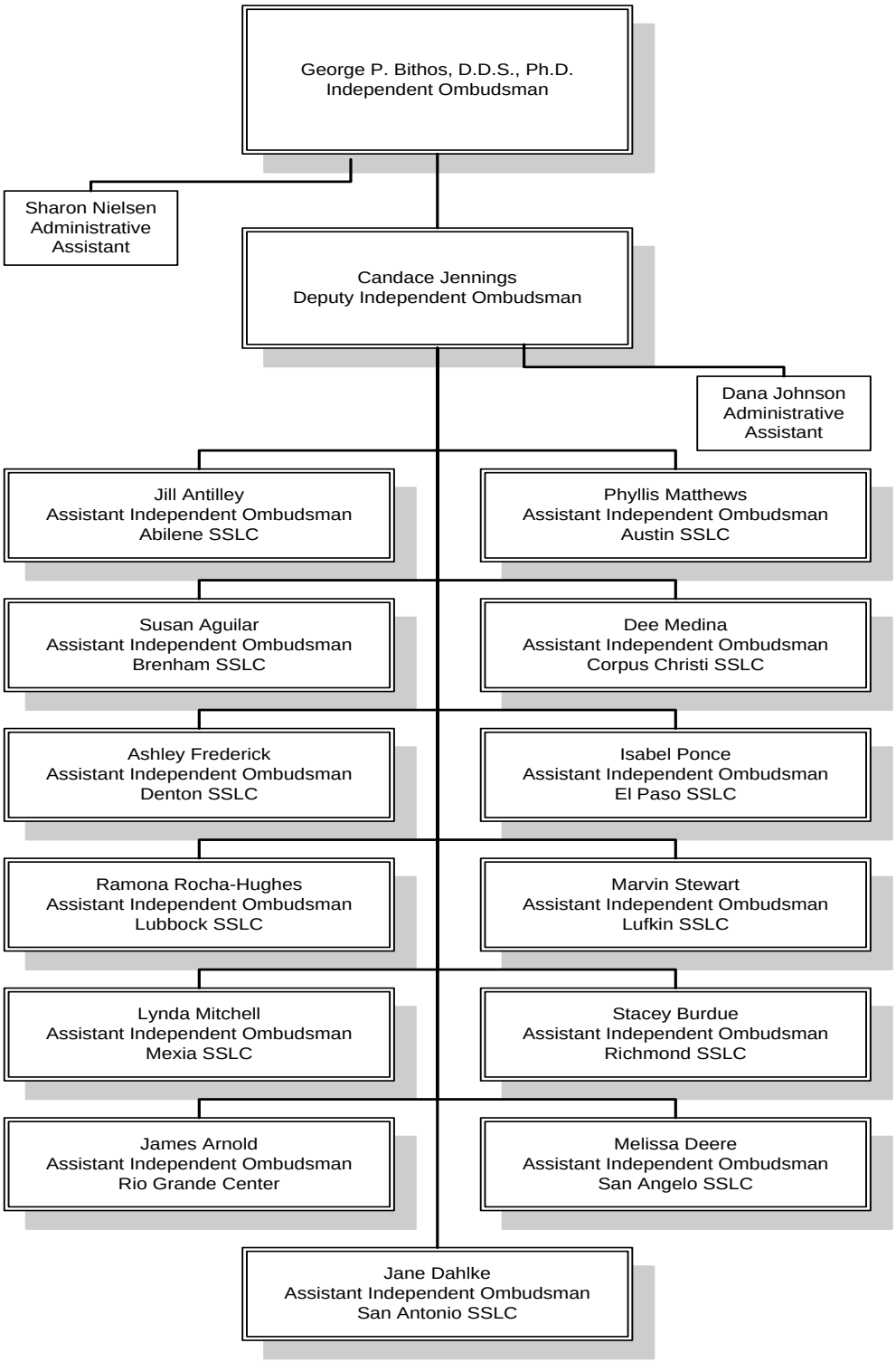
Family LAR	4
Staff	20
Ombudsman	24
TOTAL CONTACTS	48

Conclusion

The State Supported Living Centers are engaged in a paradigm shift of care and operations. The DOJ settlement and the presence of the monitors at the centers are evidence of a new reality. The changes imposed by the Settlement Agreement and new legislative mandates have resulted in a dramatic culture change in the system. One such change is the presence of the Office of the Independent Ombudsman. The office is both a resource and an outlet. We are a resource to the residents and their familiies and an outlet for the staff members.

As the data shows, the value of the ombudsmen is only now beginning to be evident. The independent status of our office encourages confidential communication of issues. This allows a broader understanding of the realities at each of the centers.

It is our goal to be a partner for constructive change while protecting the residents, their families and staff, as new administrative changes take hold. It is our hope that together we can be a positive force to improve the quality of life and protect the rights of our constituents.

OFFICE OF THE INDEPENDENT OMBUDSMAN for State Supported Living Centers

Organizational Chart