

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



Biannual Report
June 2011 through November 2011

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Glossary of Acronyms

AIO	Assistant Independent Ombudsman
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
LAR	Legally Authorized Representative
MOU	Memorandum Of Understanding
MRA	Mental Retardation Authority
OIO	Office of the Independent Ombudsman
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QMRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident

Executive Summary

The Independent Ombudsman for the State Supported Living Centers (SSLCs) is comprised of the central office and a network of Assistant Independent Ombudsmen. We provide not only a voice for the residents but also a resource for their families and guardians. We endeavor always to remember that the individuals we serve are unique and valuable persons whose needs vary and whose lives we are called upon to improve. Our primary duty is to offer protection and provide for the residents' safety. Secondarily, our focus is to furnish to these individuals personalized attention and to be a conduit for their needs to be met.

This report is a compilation of the activity of each State Supported Living Center as overseen by the Assistant Independent Ombudsman (AIO) assigned to each Center. To be accessible to the residents, their families and the staffs, the AIOs are stationed on the campus of each Center. The effectiveness and immediacy of this placement/interaction is essential for the work of the Office. One of the challenges inherent in this arrangement is retaining the independence of the Office, while still maintaining an understanding of the background and dynamics of life at the Center. Additionally, aggregate data has been compiled and is reported as indicated.

Introduction

DADS provides specialized assessment, treatment, support, and medical services in state supported living centers and programs for people with intellectual and developmental disabilities. The 12 state supported living centers and the Rio Grande State Center (ICF Component) provide 24-hour residential services, comprehensive behavioral treatment services and health care services, including physician, nursing and dental services. Other services include skills training; occupational, physical and speech therapies; vocational programs and employment; and services to maintain connections between residents and their families/natural support systems.

Aggregate Data

Demographics of State Supported Living Center Residents

Criterion	As Of May 31, 2011	As Of October 31, 2011
Total Population	4038	3968
Male	61%	60.6%
Female	39%	39.4%
Ages <21	258	259
Ages 22-54	2532	2449
Ages 55+	1248	1260
Level of IDD Mild	14.61%	14.60%
Level of IDD Moderate	14.34%	14.40%
Level of IDD Severe	16.84%	16.80%
Level of IDD Profound	53.62%	53.20%
Level of IDD Unspecified	0.59%	1.10%
Autism/Pervasive Disorder	---	10.83%
Medically Fragile	35.64%	37.1% ²
No Legal Guardian Assigned	50.74%	49.90%
Alleged Offenders	5.80%	6.30%

The total population decreased by 70 residents (0.42%). The percentage of male and female residents remained about the same.

Ages <21 increased by 1 resident (0.38%), ages 22-54 decreased by 83 residents (-3.3%) and ages 55+ increased by 12 residents (0.96%).

The number of those diagnosed with mild, moderate and severe intellectual and developmental disabilities (IDD) remained about the same. The number of those diagnosed with profound IDD decreased by 0.4%. The number of those diagnosed with unspecified IDD increased by 0.5%. The number of medically fragile residents increased by 1.5%.

The number of residents with no legal guardian assigned decreased by 0.75%. The percentage of residents who are alleged offenders increased by 0.5%.

¹ No data on autism/pervasive disorder is available prior to October 31, 2011.

² After May 31, 2011, the criterion "medically fragile" was replaced by two categories: "Health Status Moderate" and "Health Status Severe." 37.1% is the combined percentage of these two new categories.

Incident Reviews

The statute that authorizes the Office of the Independent Ombudsman to investigate complaints of 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. This responsibility entails 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 to 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 will note 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 a systemic issue 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.

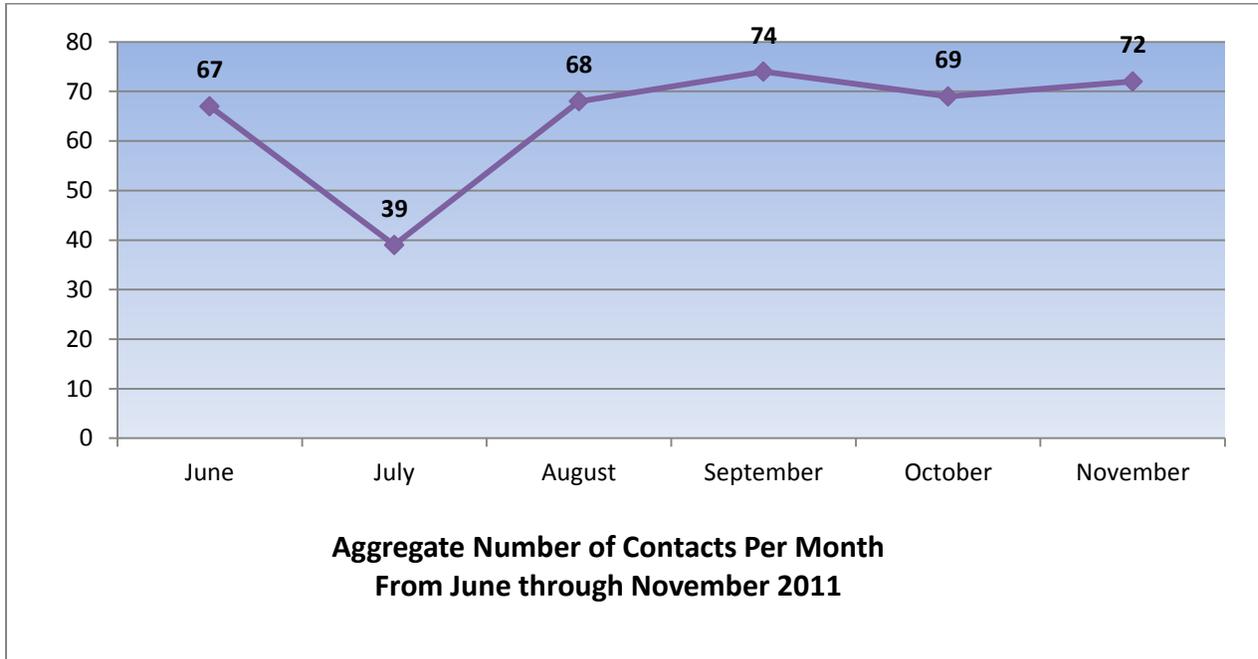
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from June 1, 2011 to November 30, 2011.

SSLC	Count	SSLC	Count
Abilene	154	Lufkin	53
Austin	57	Mexia	428
Brenham	85	Richmond	106
Corpus Christi	413	Rio Grande	18
Denton	176	San Angelo	390
El Paso	57	San Antonio	59
Lubbock	102	Total	2098

Incident Reviews, June 1 – November 30, 2011

H.E.A.R.T. 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.) This system serves as a permanent record of all issues, complaints, referrals and inquiries received by the OIO.



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

SSLC	No. of Contacts	Percentage of Total	SSLC	No. of Contacts	Percentage of Total
Abilene	21	5.40%	Mexia	29	7.46%
Austin	24	6.17%	Other*	9	2.31%
Brenham	29	7.46%	Richmond	44	11.31%
Corpus Christi	69	17.74%	Rio Grande Center	7	1.80%
Denton	18	4.63%	San Angelo	44	11.31%
El Paso	30	7.71%	San Antonio	25	6.43%
Lubbock	11	2.83%	TOTAL	389	100.00%
Lufkin	29	7.46%	**Other** refers to calls that were not related to any SSLC		

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

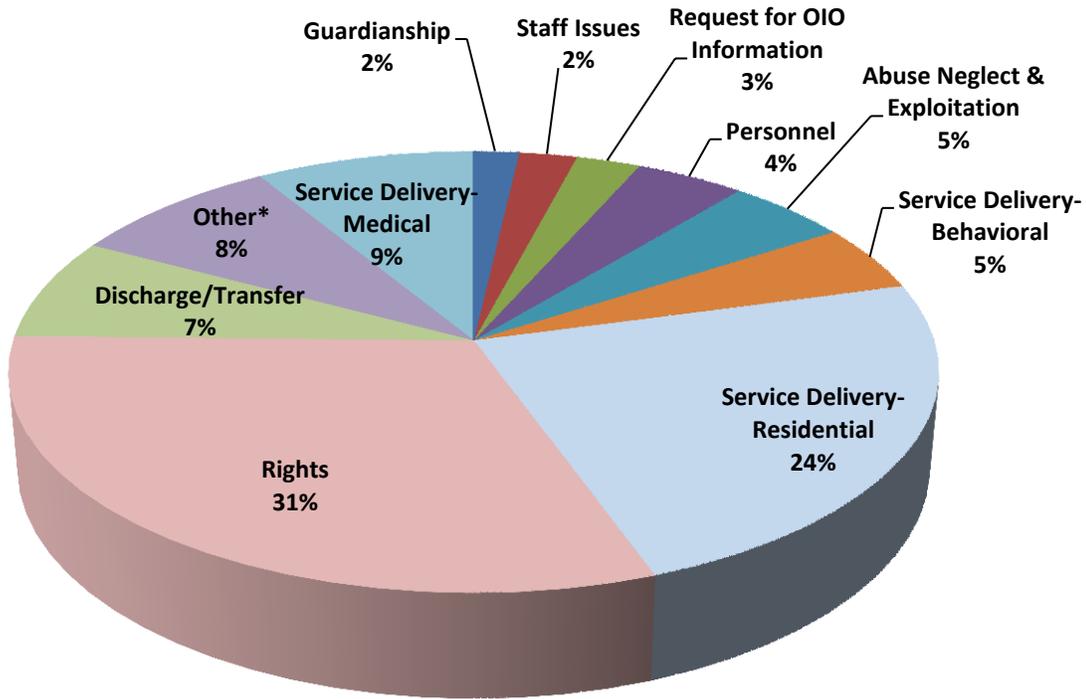
Number of Contacts Per Month By SSLC							
SSLC	Jun '11	Jul '11	Aug '11	Sep '11	Oct '11	Nov '11	Total
Abilene	2	7	2	4	1	5	21
Austin	0	1	7	4	5	7	24
Brenham	7	5	3	6	2	6	29
Corpus Christi	20	9	10	11	7	12	69
Denton	2	2	1	5	3	5	18
El Paso	2	0	12	7	3	6	30
Lubbock	4	1	0	3	1	2	11
Lufkin	0	0	1	8	13	7	29
Mexia	4	3	6	4	8	4	29
Richmond	10	7	6	4	9	8	44
Rio Grande Center	1	0	3	0	2	1	7
San Angelo	7	3	13	7	11	3	44
San Antonio	7	1	2	9	3	3	25
DADS/Other	1	0	2	2	1	3	9

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

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.

Case Type	Description
Abuse, Neglect, Exploitation	Caller suspects ANE
Criminal	Criminal misconduct by non-resident
Discharge/Transfer	Involves the discharge or transfer, internal or external
Guardianship	Involving guardianship or the guardianship process
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, rehabilitative 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.



**Case Types - Aggregate Percentage of Total Contacts
June 1 - November 30, 2011**

*The "Other" category (5%) was combined with "Criminal" (<0.5%), "Non-SSLC Issue" (1%), "Retaliation" (1%), and "Unusual Incident" (1%).

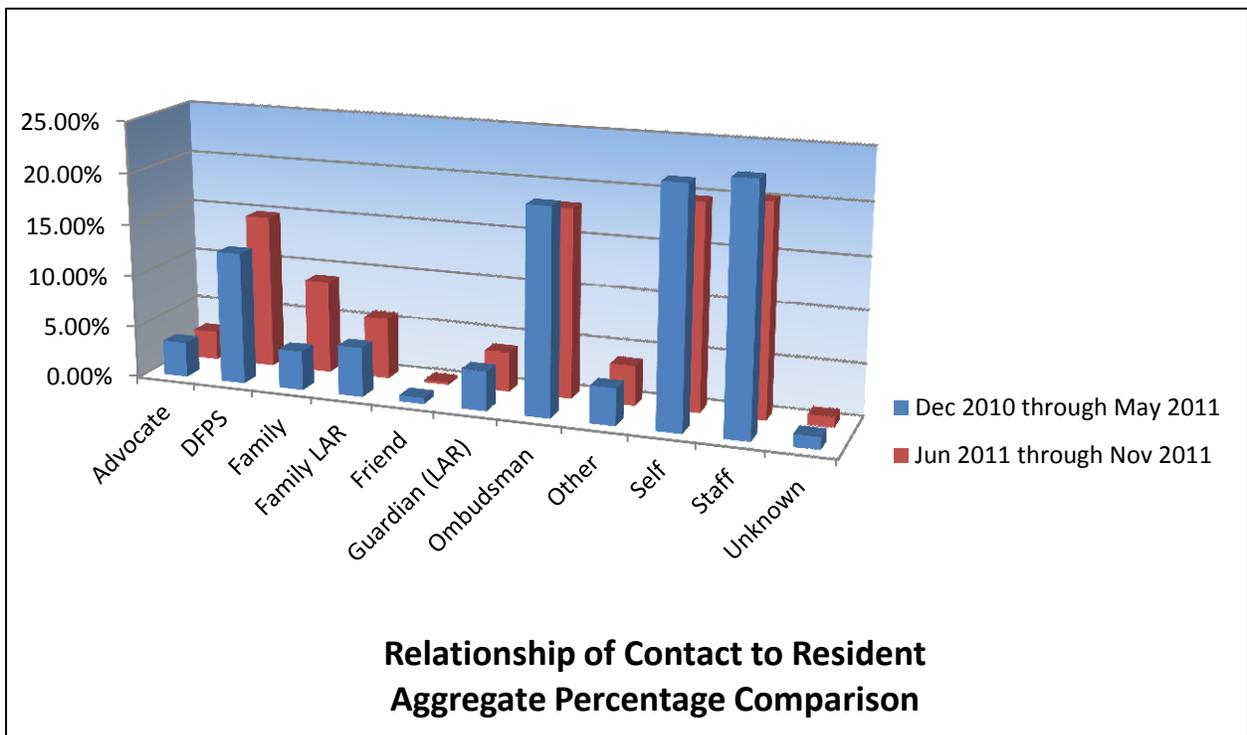
Source: H.E.A.R.T.

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 reporting period 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

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



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

Disaggregate Data

Abilene State Supported Living Center

Jill Antilley, Assistant Independent Ombudsman

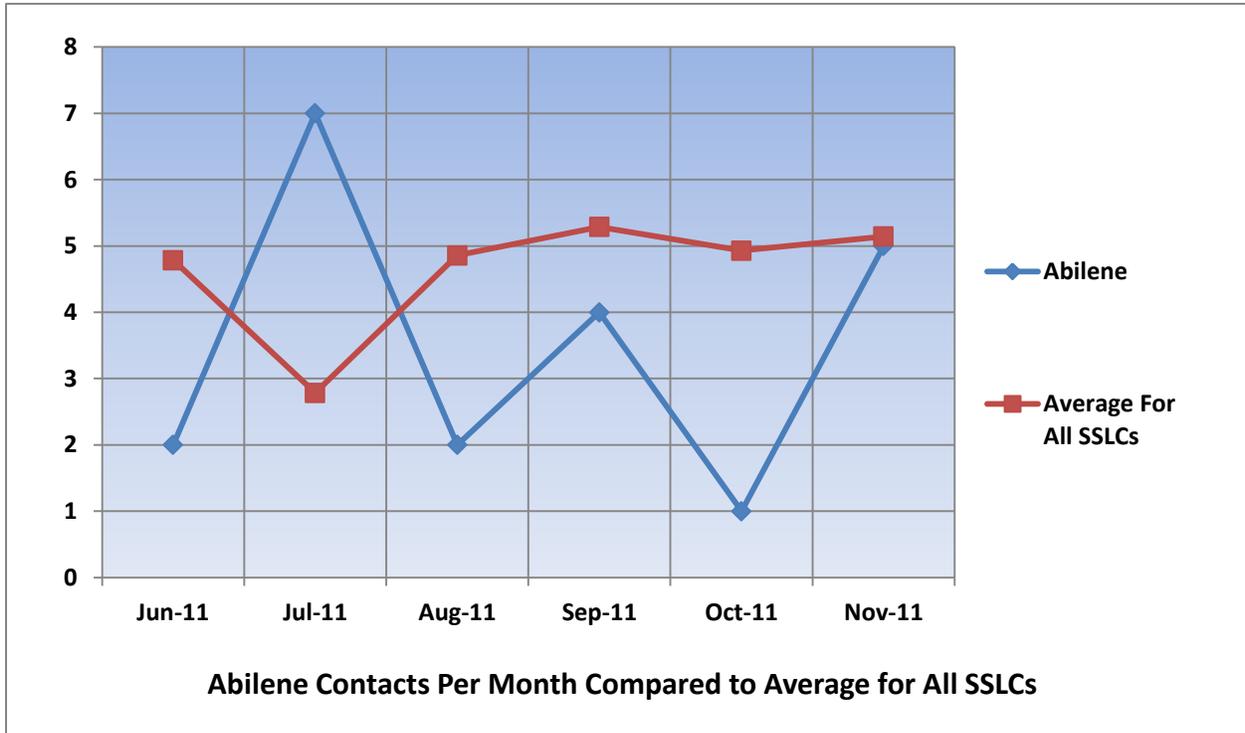
Abilene State Supported Living Center has hired two additional full time Psychiatrists for the facility. These positions had been vacant for quite a while. These positions make a total of three full time psychiatrists with one contracting psychiatrist. Also, the Abilene State Supported Living Center hosted the 2011 Music Festival welcoming participants from most of the other State Supported Living Centers. Abilene State Supported Living Center has participated in two parades in Abilene, the West Texas Fair and Rodeo as well as the Christmas Parade. The recreation department at the Abilene SSLC assisted in decorating and transporting floats at both parades.

The DOJ Settlement Agreement Monitors visited Abilene in August of 2011. The monitors were impressed with the environmental changes made concerning Dental procedures. The Pharmacy Department was found to be compliant in 7 out of the 8 sections. The Nursing Department made measurable progress in the emergency equipment use. The Settlement Agreement monitors also found

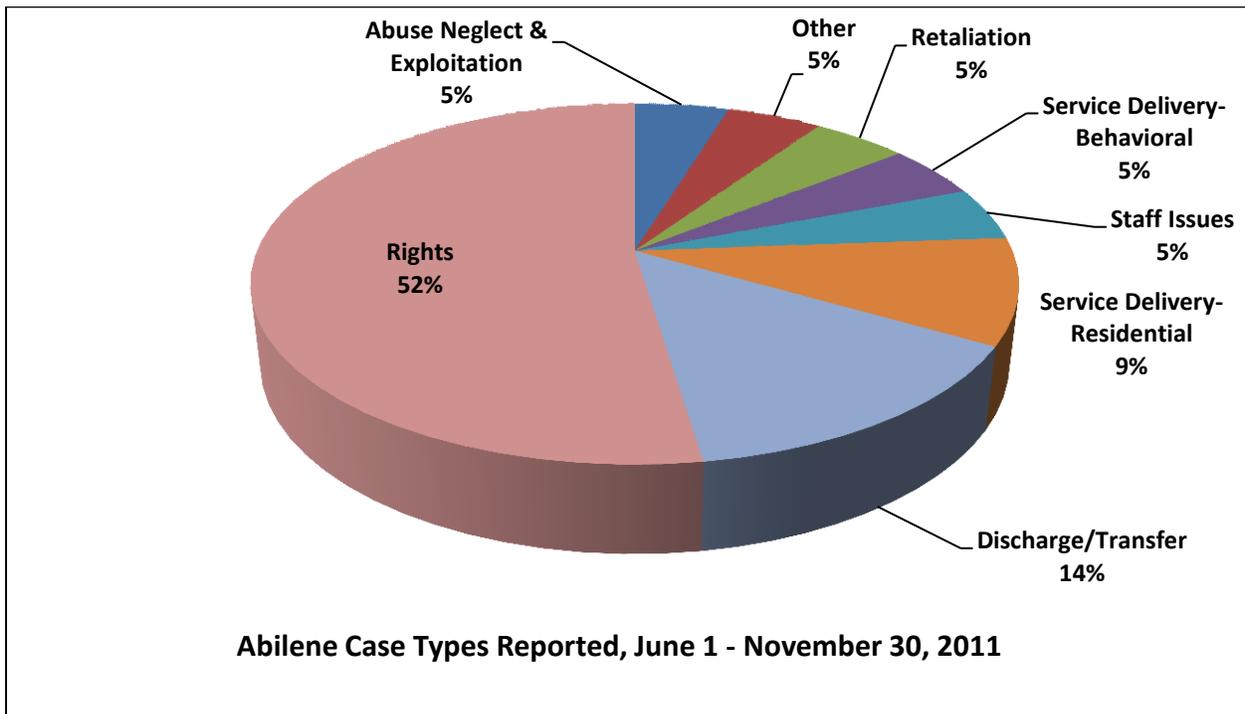
that all staff had been adequately trained to report Abuse and Neglect. The monitors stated that in the area of consent there has been continued improvement and they like the fact that the facility has funds to assist families to become guardians.

Demographics	
Year Established	1957
Population	435
Male	51.26%
Female	48.74%
Ages <21	15
Ages 22-54	265
Ages 55+	155
Level of IDD Borderline	0%
Level of IDD Mild	10.11%
Level of IDD Moderate	14.48%
Level of IDD Severe	16.09%
Level of IDD Profound	59.31%
Level of IDD Unspecified	0%
Autism/Pervasive Disorder	8.04%
Health Status Moderate	151
Health Status Severe	59
No Legal Guardian Assigned	51.49%
Alleged Offenders	0%

H.E.A.R.T. Data



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

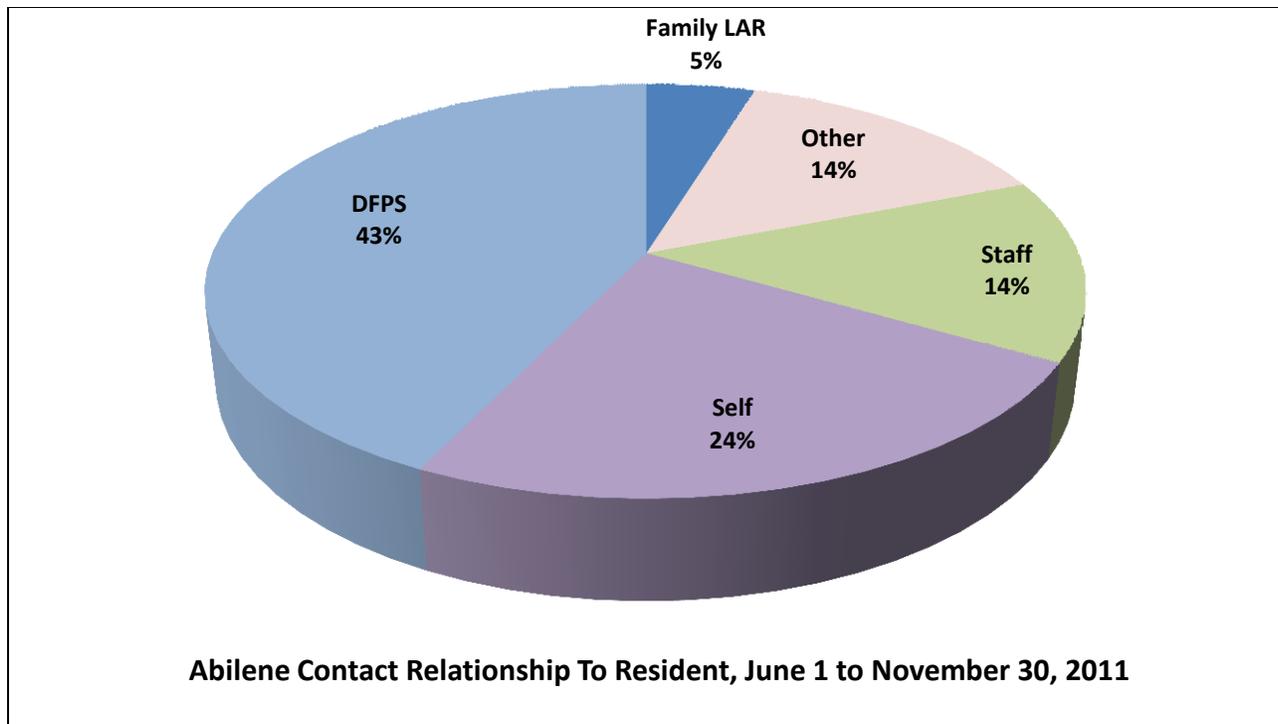


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Abuse Neglect & Exploitation	1
Other	1
Retaliation	1
Service Delivery-Behavioral	1
Staff Issues	1
Service Delivery-Residential	2
Discharge/Transfer	3
Rights	11
TOTAL CONTACTS	21

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.



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

June 1 – November 30, 2011:

Family LAR	1
Other	3
Staff	3
Self	5
DFPS	9
TOTAL CONTACTS	21

The table to the left 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.

Austin State Supported Living Center

Erin Knight, Assistant Independent Ombudsman

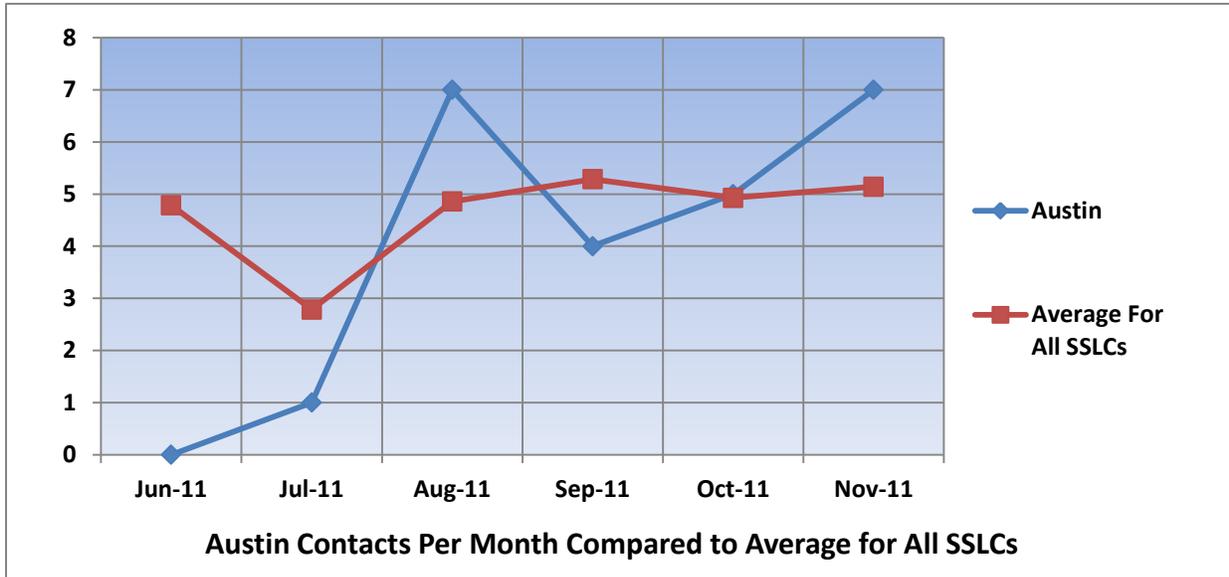
The Austin SSLC has been a beacon of activity throughout the past six months. Regulatory and the Department of Justice both visited the SSLC. On July 5th, AuSSLC welcomed Erin Knight as the Assistant Independent Ombudsman. Another key staffing addition came with the hiring of a new Incident Management Coordinator in June of 2011, Ray Burnett. In the past six months, Mr. Burnett has been a tireless addition to the AuSSLC team. Austin SSLC has had visits from DADS Regulatory as well as the DOJ Settlement monitors.

Other notable happenings for AuSSLC within this time frame include participation of the AuSSLC's Self Advocates in the Annual Texas Self Advocacy Conference in San Antonio (August 26-28, 2011); AuSSLC's choir members have been very active in the past several months performing throughout the community as well as bringing home several awards during the Annual Music Festival (held at ASLSC this year); AuSSLC has supported many individuals in their participation in Special Olympics; and lastly, AuSSLC has successfully supported two individuals in community placement with

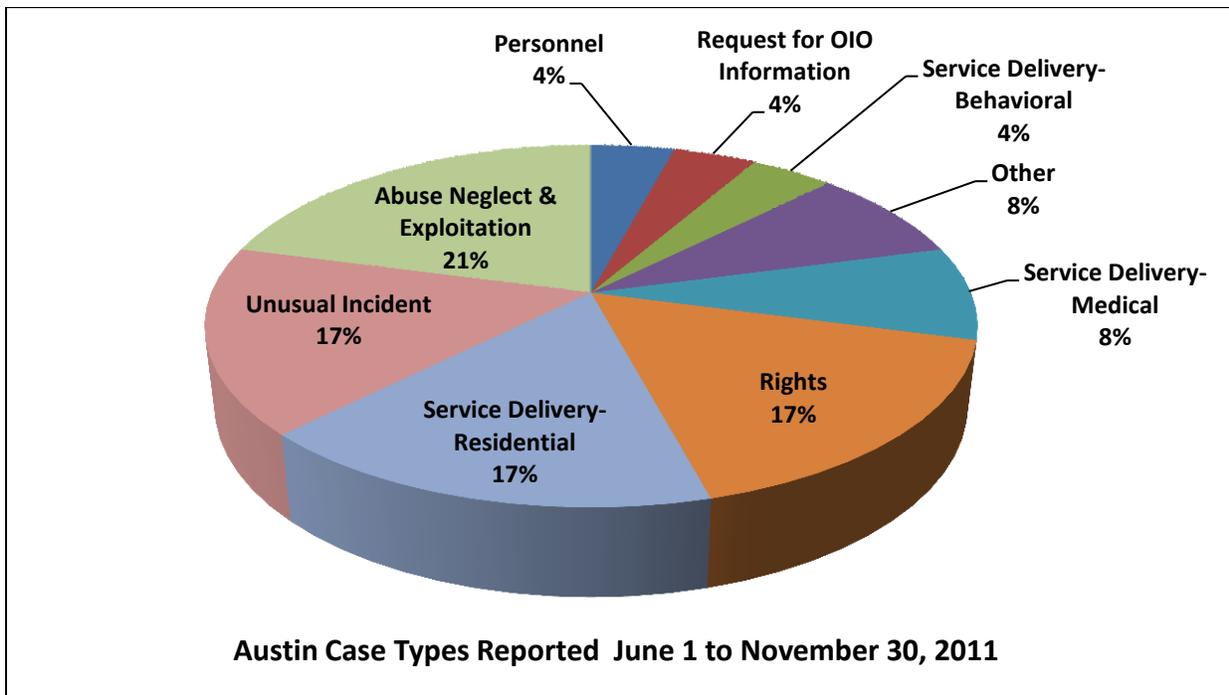
plans to continue to support more transitions in the coming months.

Demographics	
Year Established	1917
Population	352
Male	55.11%
Female	44.89%
Ages <21	13
Ages 22-54	169
Ages 55+	170
Level of IDD Borderline	0.28%
Level of IDD Mild	9.09%
Level of IDD Moderate	11.07%
Level of IDD Severe	21.59%
Level of IDD Profound	57.95%
Level of IDD Unspecified	0%
Autism/Pervasive Disorder	16.76%
Health Status Moderate	101
Health Status Severe	17
No Legal Guardian Assigned	32.95%
Alleged Offenders	0.57%

H.E.A.R.T. Data



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

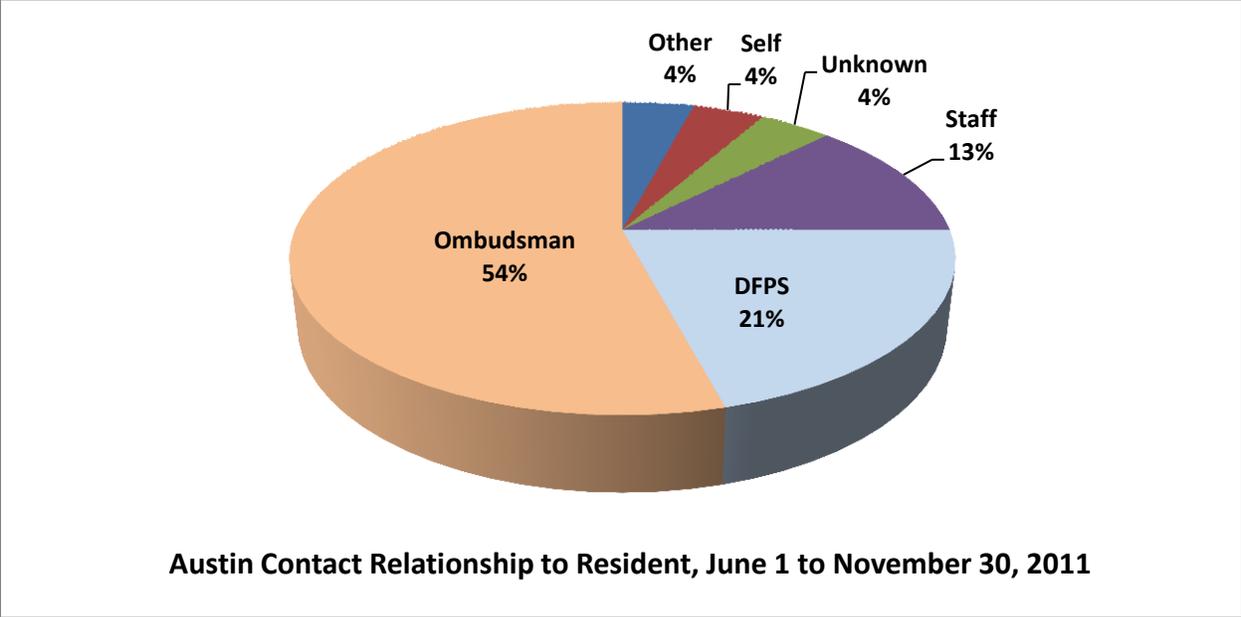


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Personnel	1
Request for OIO Information	1
Service Delivery-Behavioral	1
Other	2
Service Delivery-Medical	2

Rights	4
Service Delivery-Residential	4
Unusual Incident	4
Abuse Neglect & Exploitation	5
TOTAL CONTACTS	24



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

June 1 – November 30, 2011:

Other	1
Self	1
Unknown	1
Staff	3

DFPS	5
Ombudsman	13
TOTAL CONTACTS	24

Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

During this reporting period, a Director and a Quality Assurance Director were hired for the Brenham State Supported Living Center. In response to the center being selected as the pilot facility for the Culture Change model of care, Brenham SSLC has undertaken various activities, including staff training and visiting another residential setting. Facility staff attended the Texas Culture Change Coalition Symposium held at Texas State University. The Independent

Ombudsman and other Ombudsmen also attended this symposium. In order to better serve the expanding children and adolescent population at the center, a Youth Self-Advocacy group was developed and has been meeting on a monthly basis.

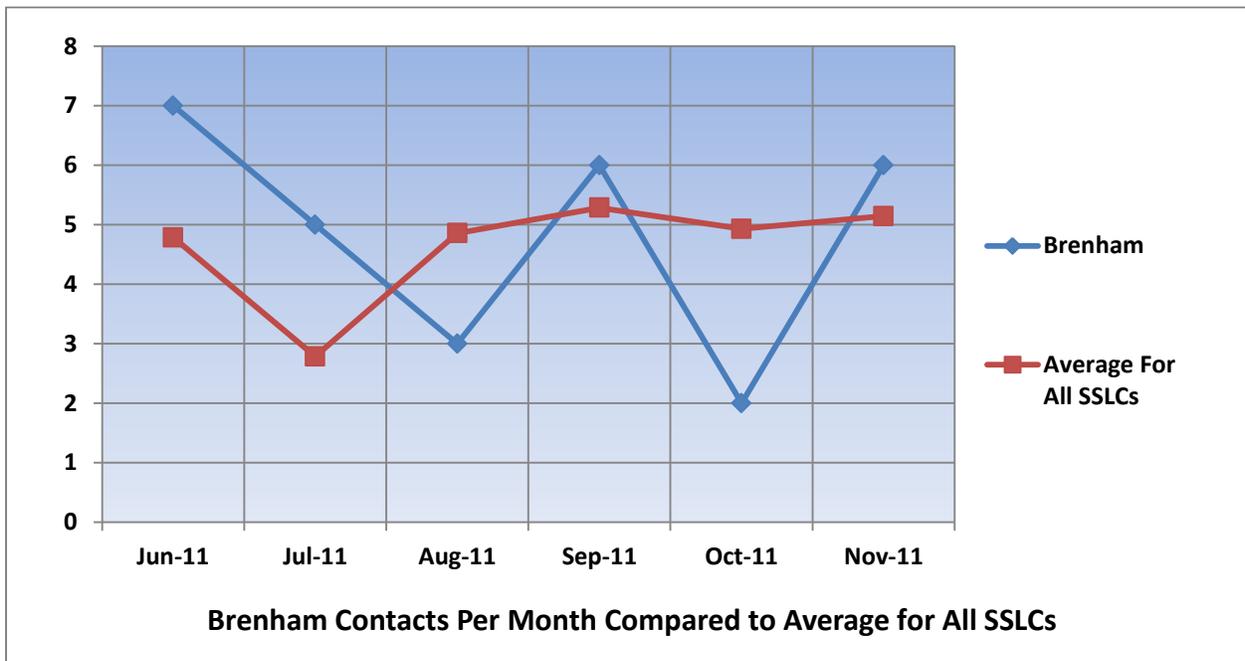
The facility continued its efforts to develop and refine policy and processes in order to strive towards meeting the expectations of the Settlement Agreement. QDDPs and other interdisciplinary team participants

were provided with training regarding the Supporting Visions process. Increased attention has been given to the process of identifying risk factors and developing appropriate action plans. The facility hosted a Provider Fair during the summer which allowed residents, staff and family members to meet with and receive information from a variety of group home providers.

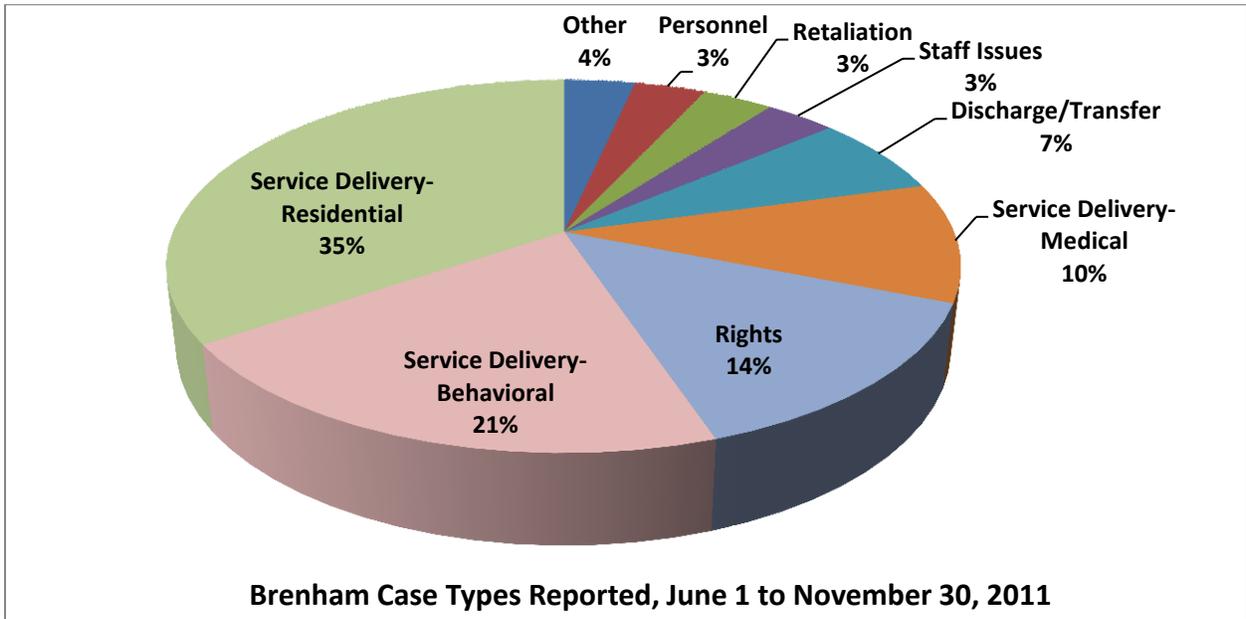
Population	312
Male	62.50%
Female	37.50%
Ages <21	29
Ages 22-54	208
Ages 55+	75
Level of IDD Borderline	0%
Level of IDD Mild	5.44%
Level of IDD Moderate	15.70%
Level of IDD Severe	21.79%
Level of IDD Profound	56.41%
Level of IDD Unspecified	0.64%
Autism/Pervasive Disorder	23.07%
Health Status Moderate	80
Health Status Severe	7
No Legal Guardian Assigned	22.76%
Alleged Offenders	0%

Demographics	
Year Established	1974

H.E.A.R.T. Data



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

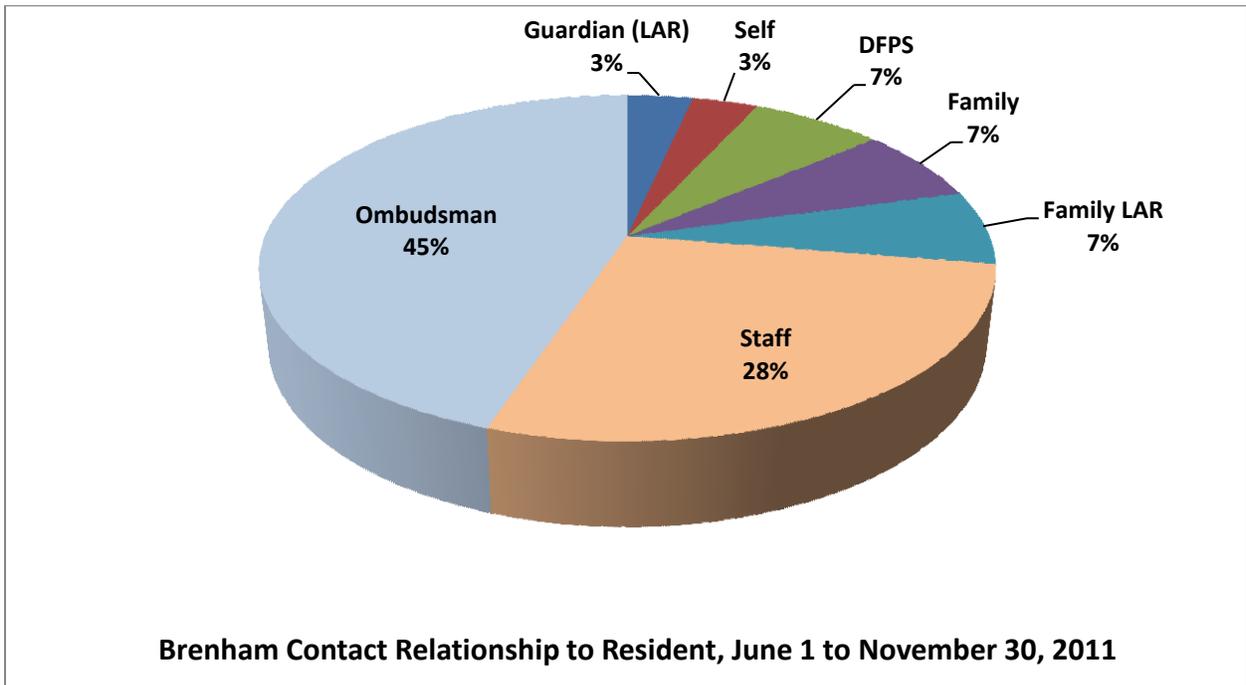


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Other	1
Personnel	1
Retaliation	1
Staff Issues	1
Discharge/Transfer	2

Service Delivery-Medical	3
Rights	4
Service Delivery-Behavioral	6
Service Delivery-Residential	10
TOTAL CONTACTS	29



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

June 1 – November 30, 2011:

Guardian (LAR)	1
Self	1
DFPS	2
Family	2

Family LAR	2
Staff	8
Ombudsman	13
TOTAL CONTACTS	29

Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman

Corpus Christi SSLC has had tremendous activity during the past six months. The facility recently appointed a new Facility Director and Quality Assurance (QA) Director. However, there are essential leadership positions that remain vacant: Assistant Director of Programs, Medical Director, Competency, Training and Development (CTD) Director, Community Relations Director, and a full-time psychiatrist.

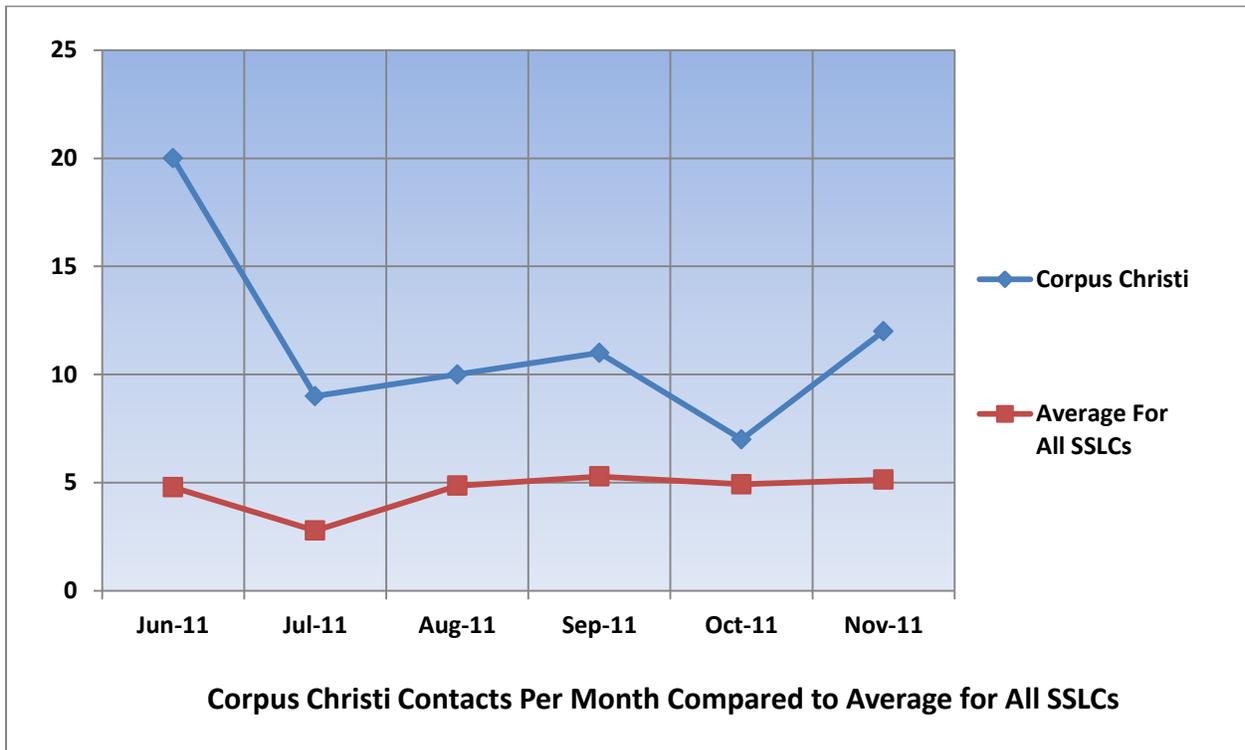
The Facility had its visit from the Settlement Agreement monitors in July and showed little signs of improvement. Another pressing matter for the CCSSLC is the status of their current ICF certification. The Facility had its annual DADS Regulatory Certification visit in September and was placed under Immediate Jeopardy upon that visit. The center is working to address the problems identified and is awaiting the surveyors' return.

There have been positive matters happening on campus as well for the residents. CCSSLC has made some creative changes to the education classes and services being offered which include a journalism class for the individuals serviced. The Facility has also held both a Provider

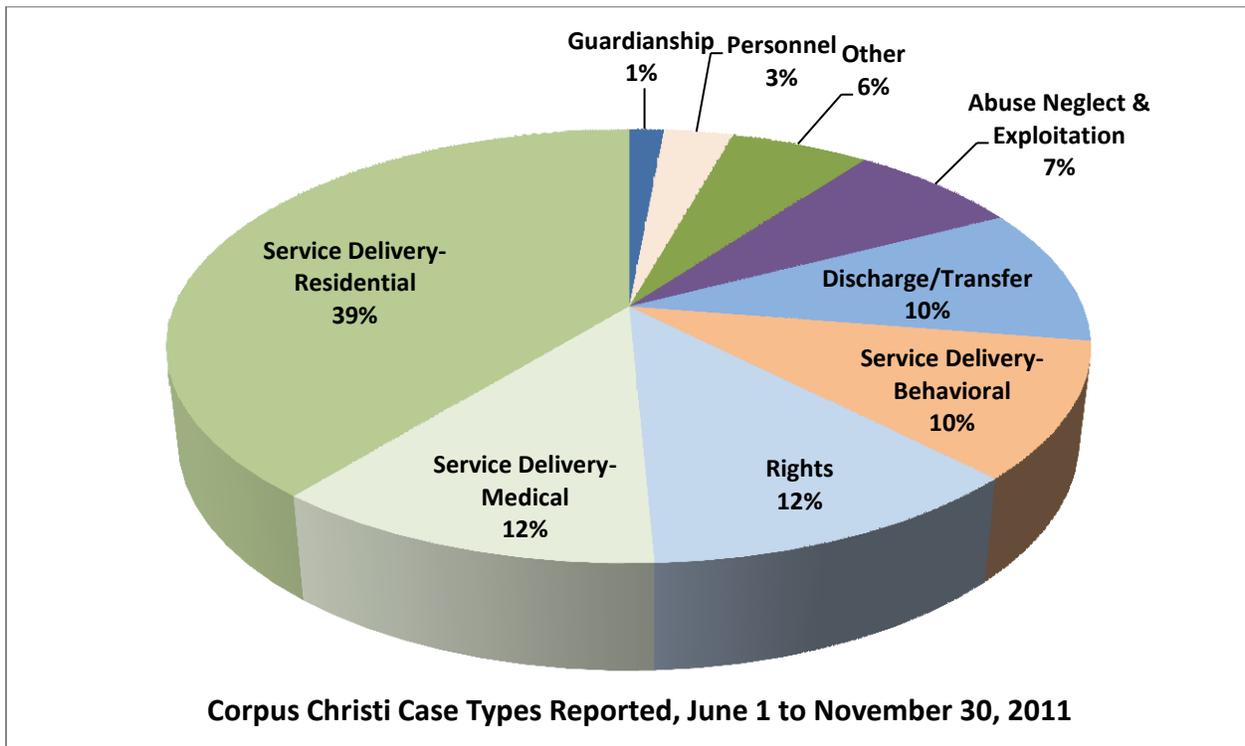
Fair and a Learning Fair throughout this time period. In addition, several residents were afforded the opportunity to attend the Annual Music Fair held in Abilene, TX. Lastly, the first annual Special Olympics Motor Activities Training Program (MATP) Challenge Event was held on campus and athletes from across the campus participated.

Demographics	
Year Established	1970
Population	271
Male	57.93%
Female	42.07%
Ages <21	0
Ages 22-54	186
Ages 55+	85
Level of IDD Borderline	0%
Level of IDD Mild	20.29%
Level of IDD Moderate	12.54%
Level of IDD Severe	10.70%
Level of IDD Profound	54.98%
Level of IDD Unspecified	1.47%
Autism/Pervasive Disorder	4.42%
Health Status Moderate	97
Health Status Severe	13
No Legal Guardian Assigned	69.74%
Alleged Offenders	6.64%

H.E.A.R.T. Data



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

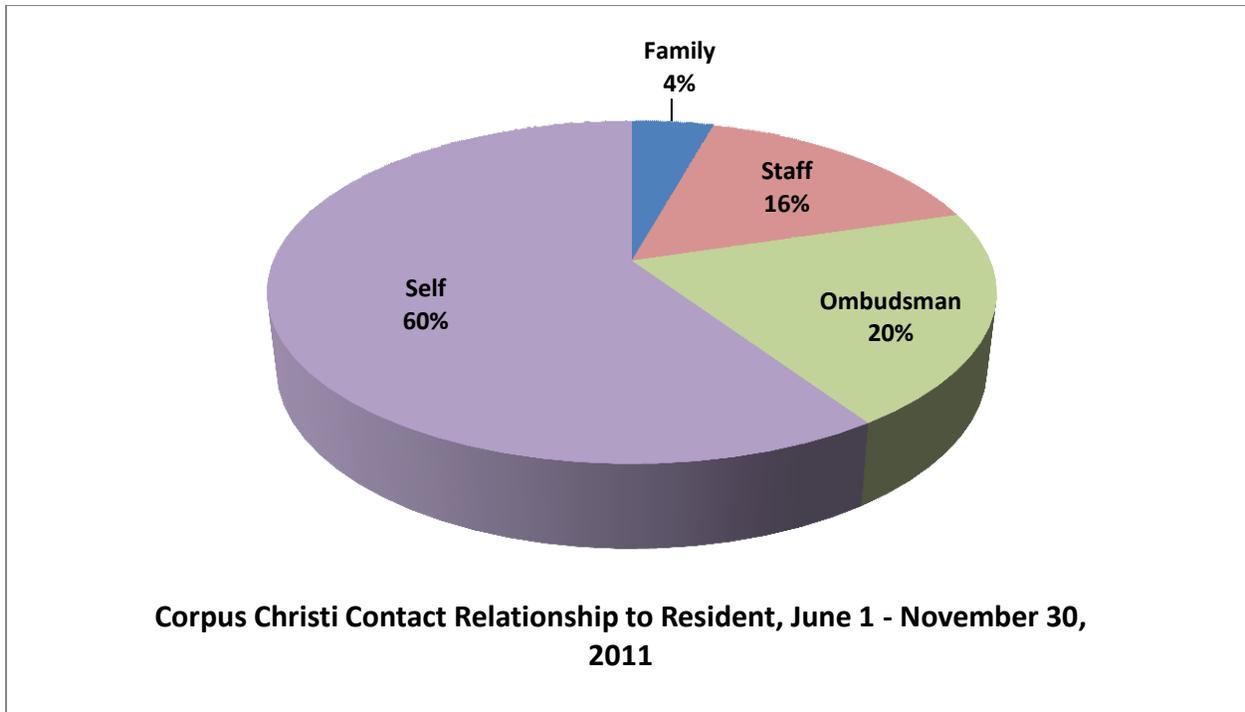


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Guardianship	1
Personnel	2
Other	4
Abuse Neglect & Exploitation	5
Discharge/Transfer	7

Service Delivery-Behavioral	7
Rights	8
Service Delivery-Medical	8
Service Delivery-Residential	27
TOTAL CONTACTS	69



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

June 1 – November 30, 2011:

Family	3
Staff	11
Ombudsman	14

Self	41
TOTAL CONTACTS	69

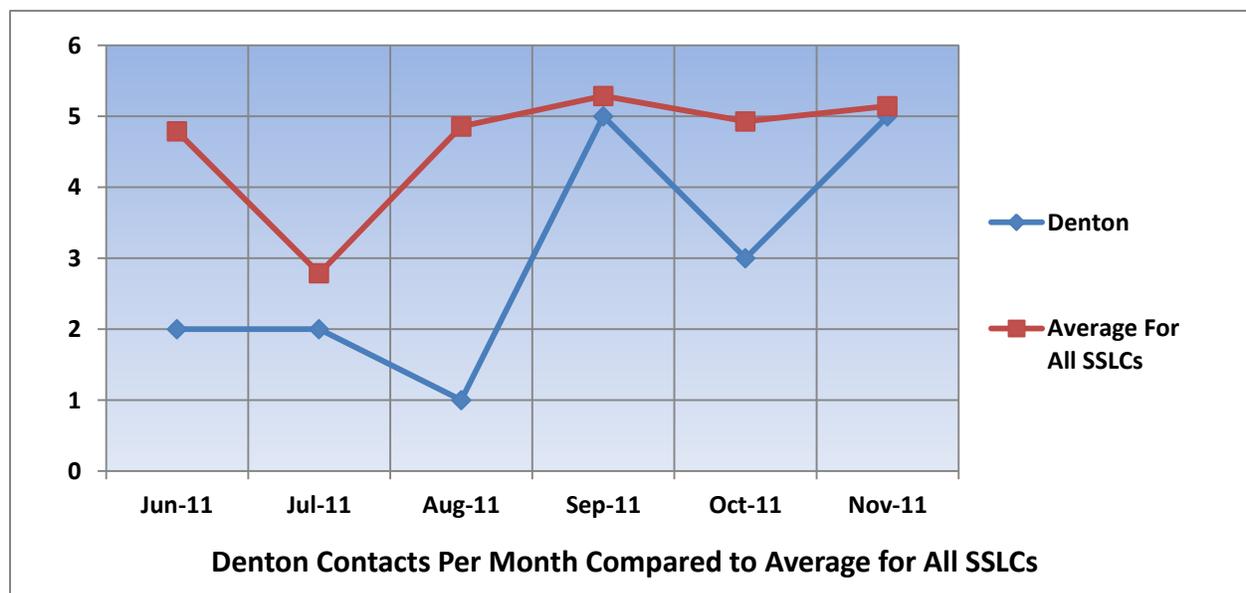
Denton State Supported Living Center

Ashley Frederick, Assistant Independent Ombudsman

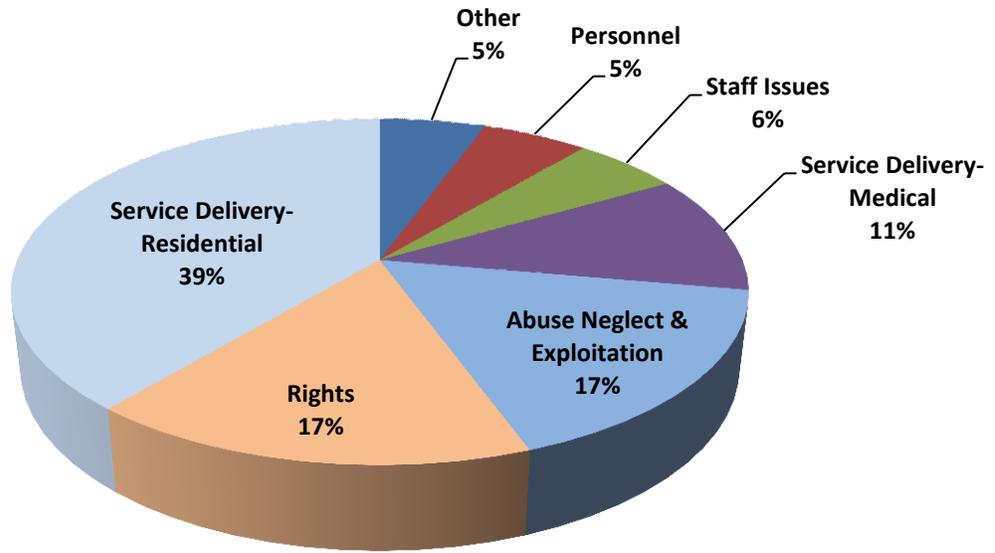
During the past six months, the Denton SSLC has held Mental Retardation Authority (MRA) training and Personal Support Plan (PSP) training for the Qualified Developmental Disabilities Professionals (QDDPs) to improve the personal support plan process. A Provider Fair was held to give individuals and staff information regarding home and community-based providers throughout the state of Texas. Leadership Training Camp, a nine-month mentorship program for staff members, completed its fourth year. A graduation ceremony was held for those staff members who completed the program requirements. Denton SSLC also participated in the Mock Survey Process. This is just a partial list of Denton’s activities and accomplishments.

Demographics	
Year Established	1960
Population	516
Male	57.17%
Female	42.83%
Ages <21	7
Ages 22-54	306
Ages 55+	203
Level of IDD Borderline	0%
Level of IDD Mild	9.30%
Level of IDD Moderate	11.24%
Level of IDD Severe	18.80%
Level of IDD Profound	59.88%
Level of IDD Unspecified	0.77%
Autism/Pervasive Disorder	10.85%
Health Status Moderate	145
Health Status Severe	74
No Legal Guardian Assigned	36.43%
Alleged Offenders	0.19%

H.E.A.R.T. Data



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



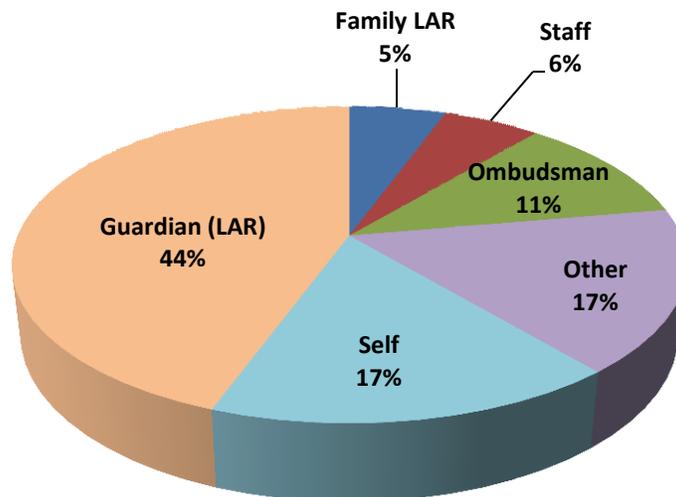
Denton Case Types Reported, June 1 - November 30, 2011

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

June 1 – November 30, 2011:

Other	1
Personnel	1
Staff Issues	1
Service Delivery-Medical	2

Abuse Neglect & Exploitation	3
Rights	3
Service Delivery-Residential	7
TOTAL CONTACTS	18



Denton Contact Relationship to Resident, June 1 - November 30, 2011

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

June 1 – November 30, 2011:

Family LAR	1
Staff	1
Ombudsman	2
Other	3

Self	3
Guardian (LAR)	8
TOTAL CONTACTS	18

El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

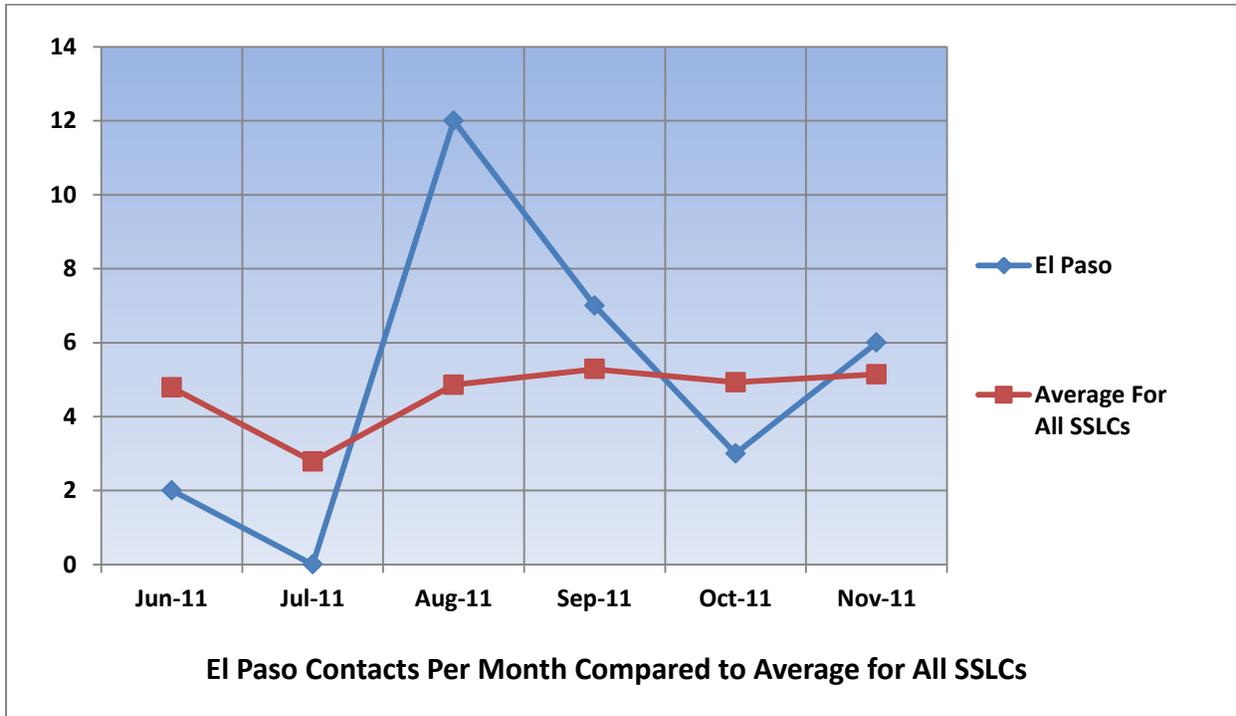
The El Paso SSLC (EPSSLC) instituted an Action Club in the month of October. Facility residents have volunteered to drive the club's community service activities. The Club is designed to empower and engage individuals in their projects of community integration. Spearheaded by the Human Rights Officer, Gloria Loya, the Action Club got off to a great start by appointing a President, Vice President, Editor and Treasurer. Support through sponsorship was obtained from both the Kiwanis Club of Horizon City and the Coronado Chapter. The club members have even had the opportunity to give their club good publicity by meeting with El Paso Mayor John Cook.

The EPSSLC's vocational department is also busy with a recycling program. Program Developer Guadalupe Azzam helped connect the center to a local recycler who pays top dollar for the facility's materials. This program enables the residents to work in a safe environment and reap the benefits

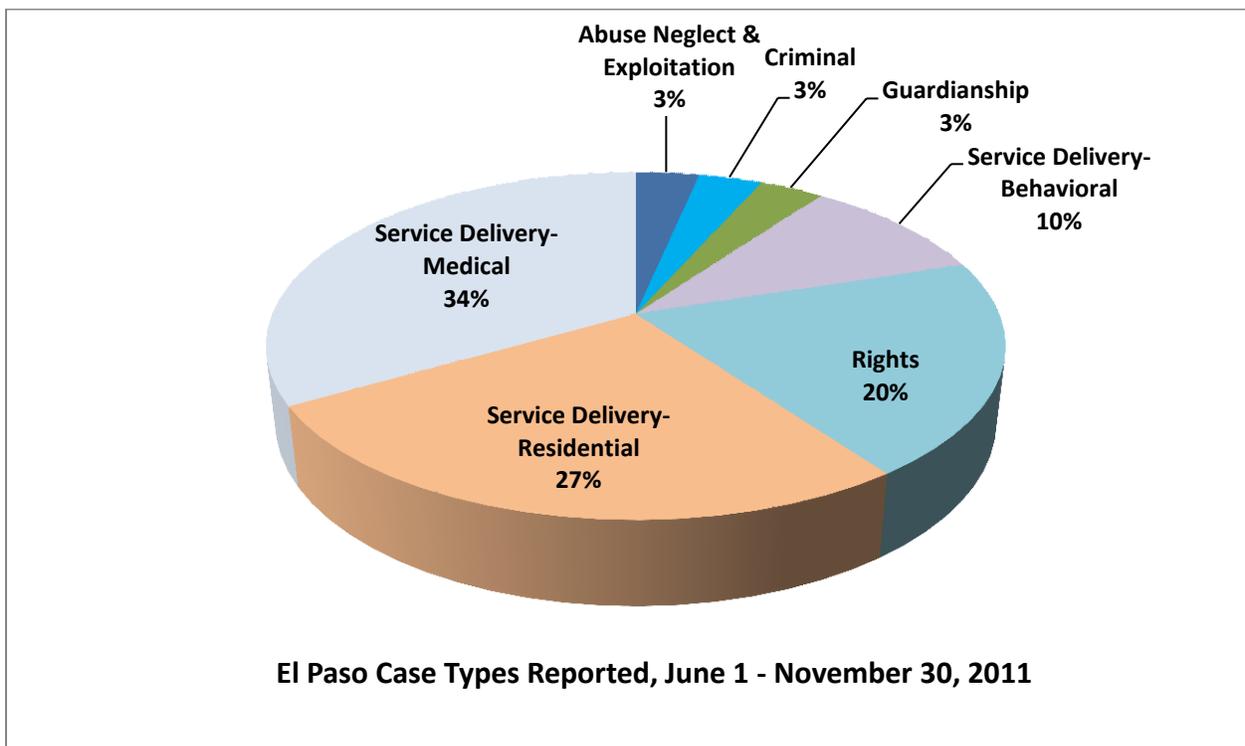
of their labor as they gain positive reinforcement while earning wages.

Demographics	
Year Established	1974
Population	129
Male	56.59%
Female	43.41%
Ages <21	3
Ages 22-54	95
Ages 55+	31
Level of IDD Borderline	0%
Level of IDD Mild	3.87%
Level of IDD Moderate	13.95%
Level of IDD Severe	20.93%
Level of IDD Profound	60.46%
Level of IDD Unspecified	0.77%
Autism/Pervasive Disorder	3.87%
Health Status Moderate	35
Health Status Severe	15
No Legal Guardian Assigned	57.36%
Alleged Offenders	0%

H.E.A.R.T. Data



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

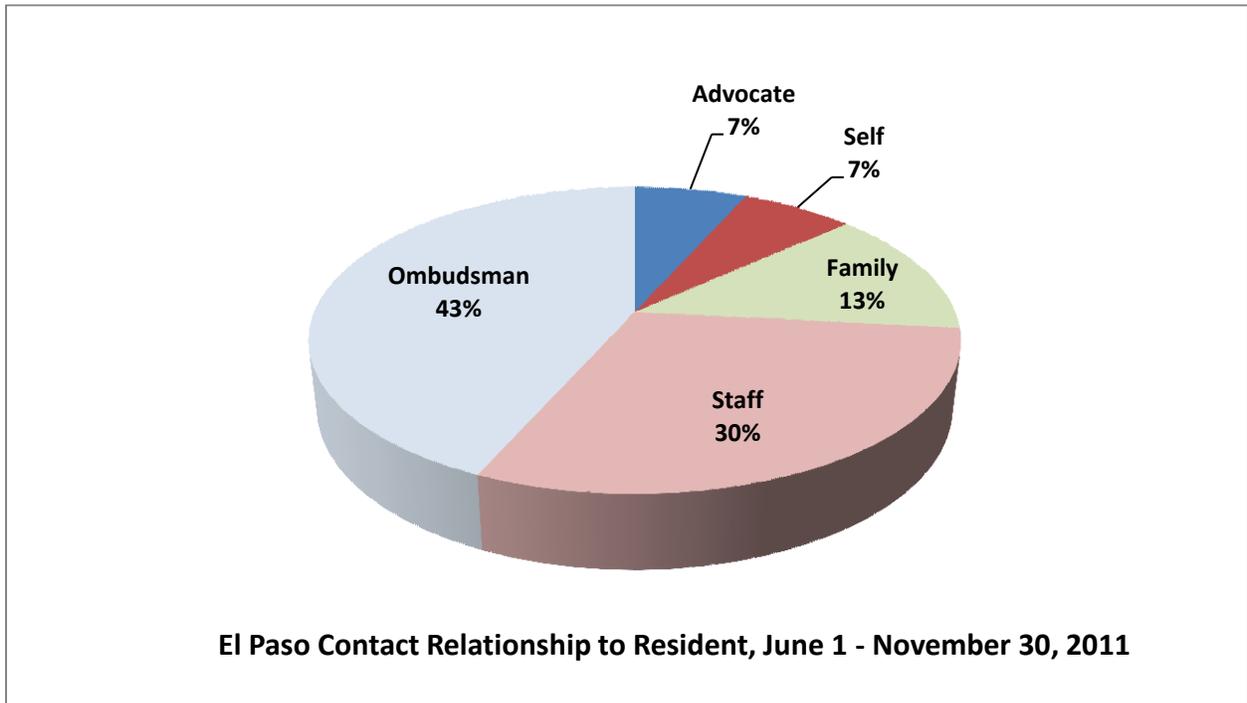


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Abuse Neglect & Exploitation	1
Criminal	1
Guardianship	1
Service Delivery-Behavioral	3

Rights	6
Service Delivery-Residential	8
Service Delivery-Medical	10
TOTAL CONTACTS	30



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

June 1 – November 30, 2011:

Advocate	2
Self	2
Family	4

Staff	9
Ombudsman	13
TOTAL CONTACTS	30

Lubbock State Supported Living Center

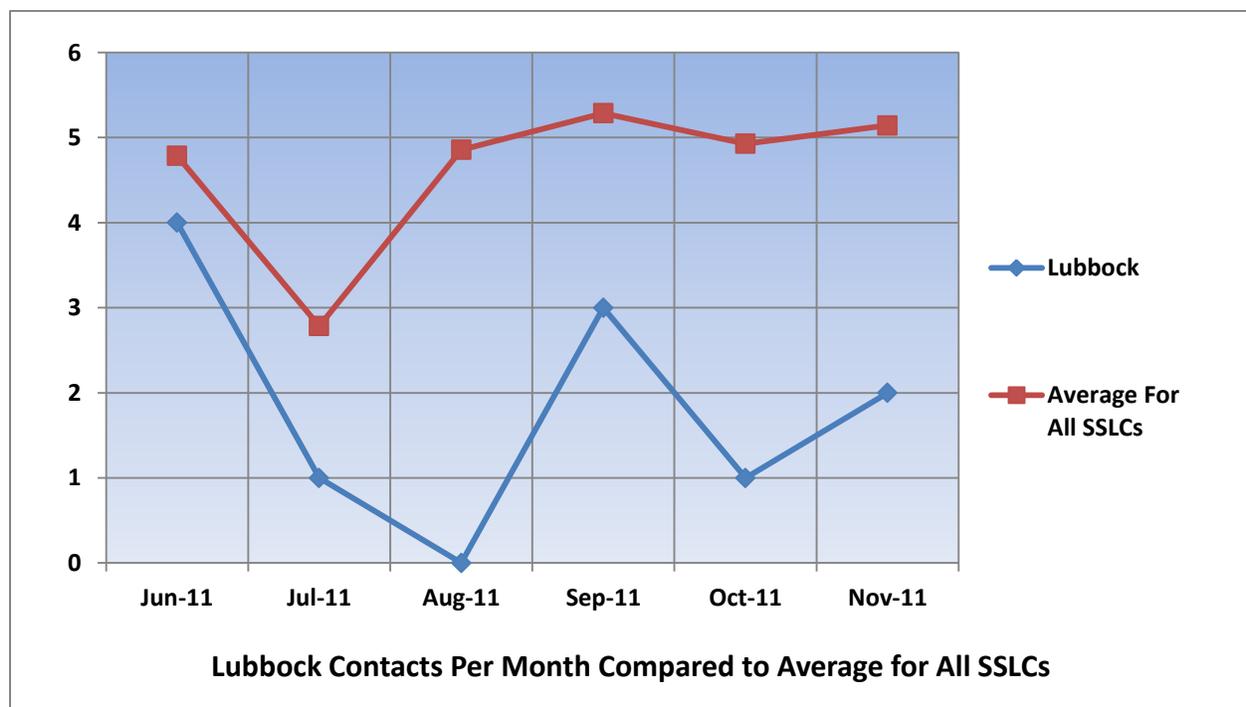
Ramona Rocha-Hughes, Assistant Independent Ombudsman

During this reporting period, many residents from Lubbock SSLC participated in various Special Olympic events. They also attended the annual South Plains Fair which is an important event to the Lubbock community. The Family Association and Volunteer Services hosted the turkey leg and hot dog booth at the annual South Plains Fair and successfully raised funds for the residents.

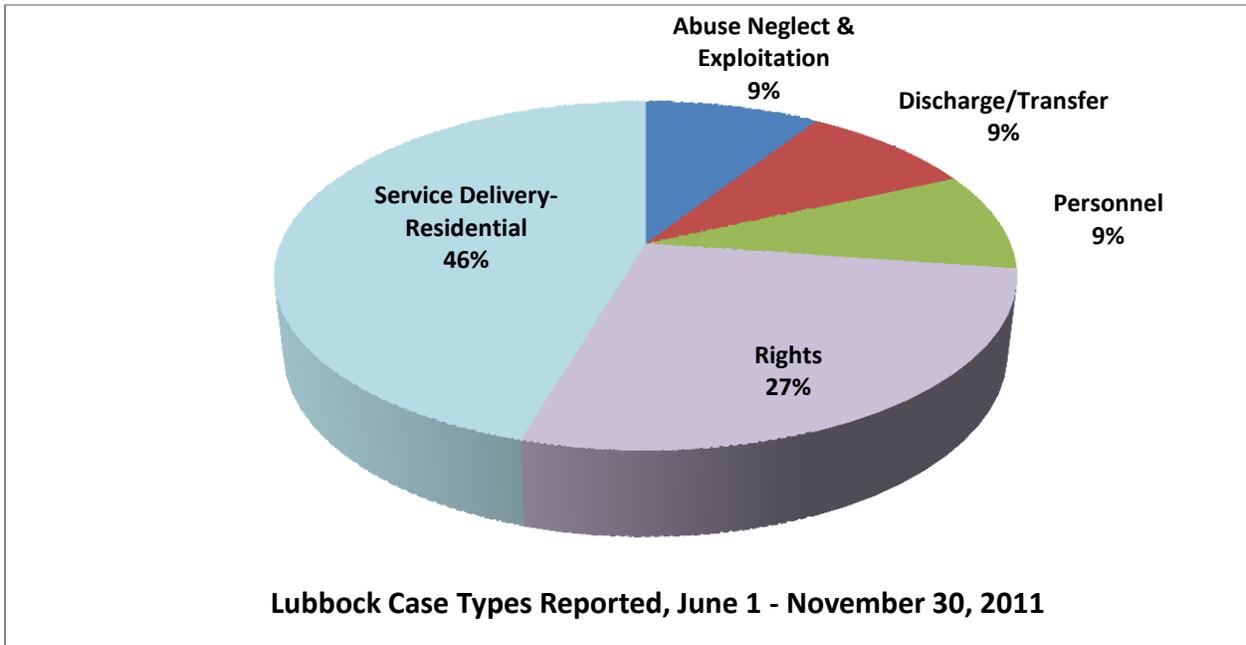
The facility has had visits from Regulatory Services and has remained free from deficiencies. Regarding staffing changes, the facility named Rodney McWilliams as the Incident Management Coordinator. He is a valuable addition to the center’s team. The Lubbock AIO has attended several conferences to further enhance skills and knowledge of the developmental disabilities field.

Demographics	
Year Established	1969
Population	225
Male	70.67%
Female	29.33%
Ages <21	8
Ages 22-54	159
Ages 55+	58
Level of IDD Borderline	0%
Level of IDD Mild	14.22%
Level of IDD Moderate	6.22%
Level of IDD Severe	15.55%
Level of IDD Profound	62.66%
Level of IDD Unspecified	1.33%
Autism/Pervasive Disorder	11.55%
Health Status Moderate	89
Health Status Severe	34
No Legal Guardian Assigned	44.44%
Alleged Offenders	1.77%

H.E.A.R.T. Data



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

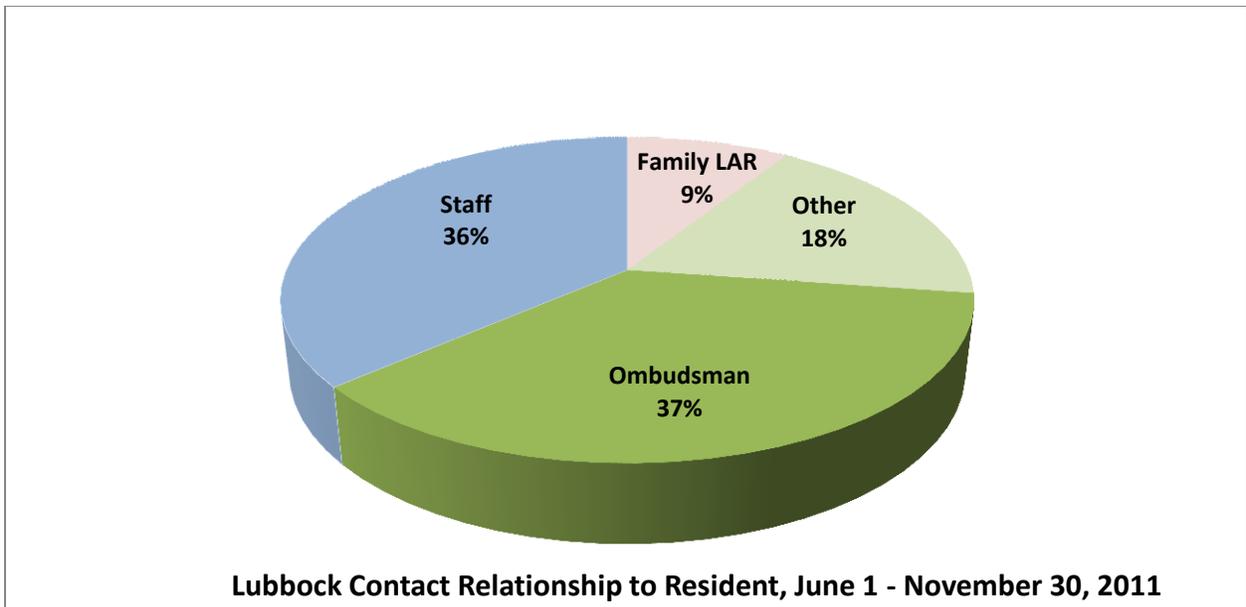


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Personnel	1

Rights	3
Service Delivery-Residential	5
TOTAL CONTACTS	11



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

June 1 – November 30, 2011:

Family LAR	1
Other	2
Ombudsman	4

Staff	4
TOTAL CONTACTS	11

Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

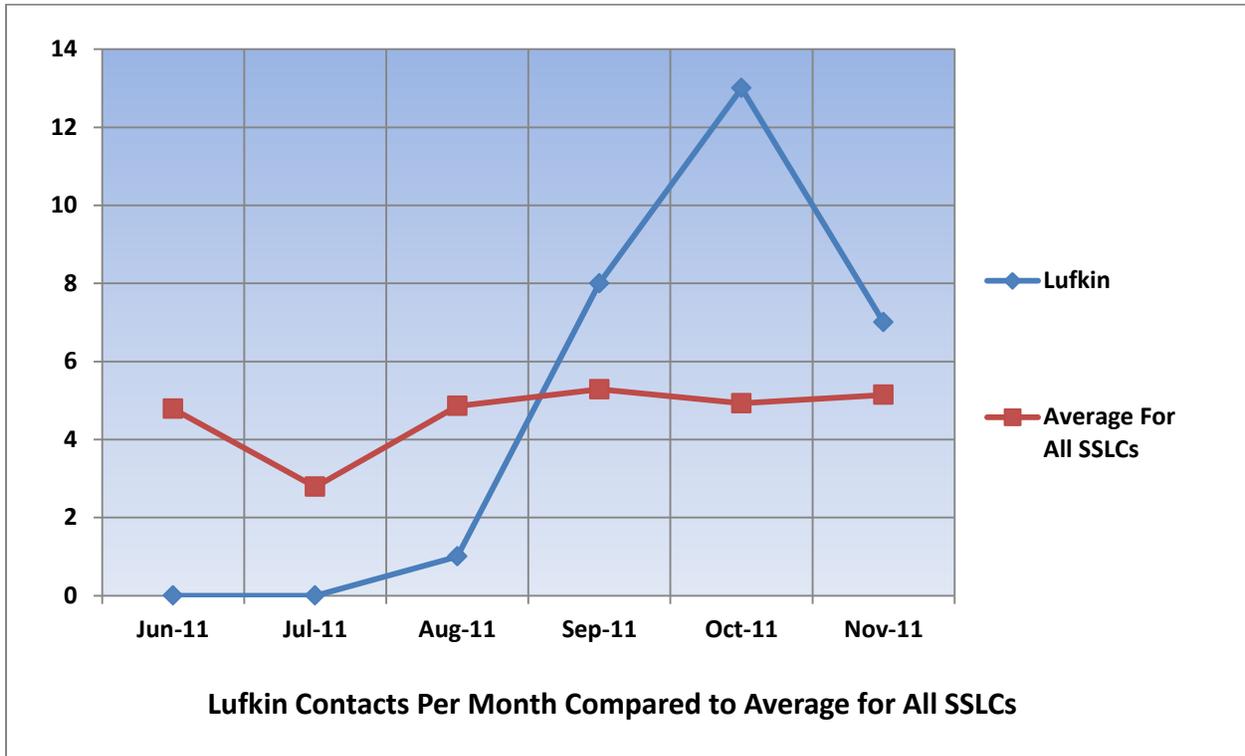
The Lufkin State Supported Living Center has traditionally received strong support from the local community where people who call the Center home recreate and work. Over the past six months people living at the Center have participated in the Annual Music Festival and Special Olympics bowling and softball tournaments. Several people are members of the Action Club. Club members participate in various community activities. One current activity consists of ringing bells for the Salvation Army. The Center has recently begun a volunteer work program where members learn work skills and create their own curriculum vitae while developing self-esteem by giving back to their community.

Several recently vacated positions have been filled. In August 2011, Marvin Stewart took on the role of Assistant Independent Ombudsman of the SSLC. In August and September 2011 the Quality Assurance Director and Incident Management Coordinator positions were filled. The Center has been visited by DADS Regulatory on several occasions. The Court Monitors for the DOJ Settlement Agreement came for their fall 2011 visit. The Mock Survey process was completed in November 2011 with several professional staff participating. Center employees have

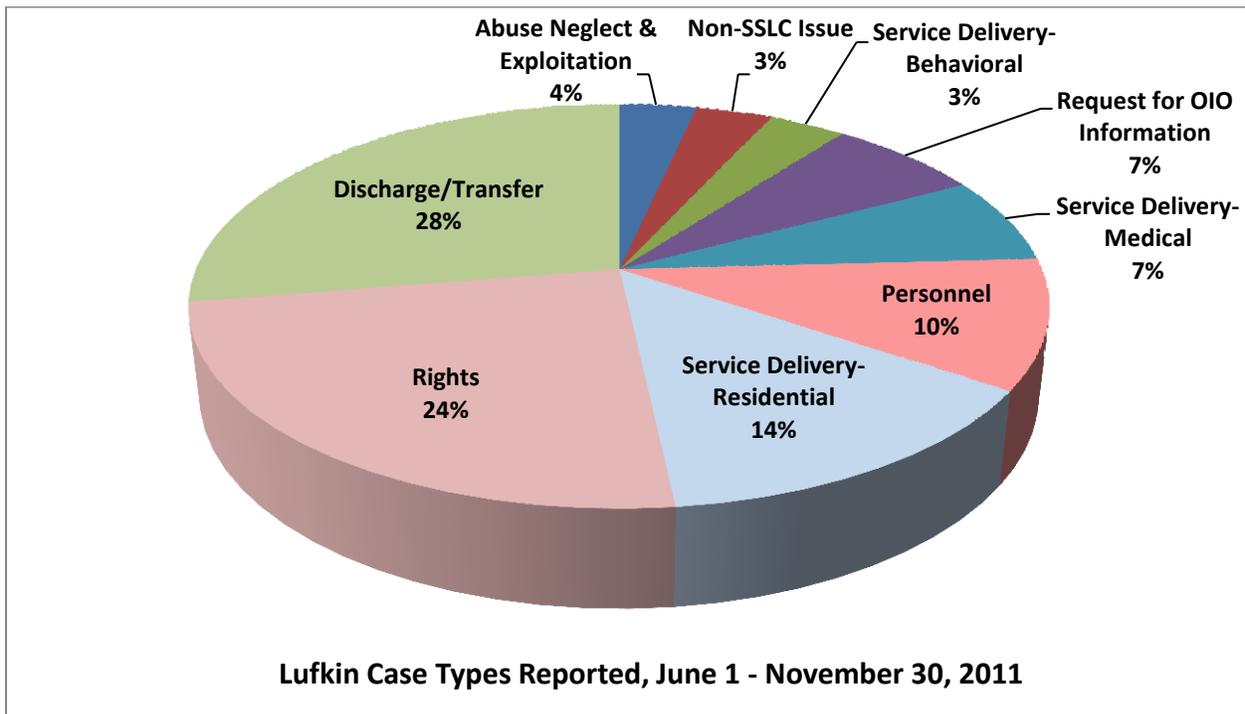
proven to be eager and willing to make necessary changes to positively impact the quality of life for people living at the Center, but much hard work continues to be needed. In order to continue to educate staff and residents about community placement opportunities, the Center promoted the 2011 Lufkin State Supported Living Center's Annual Local Authority In-Service in October 2011.

Demographics	
Year Established	1969
Population	372
Male	57.52%
Female	42.47%
Ages <21	29
Ages 22-54	228
Ages 55+	115
Level of IDD Borderline	0%
Level of IDD Mild	7.52%
Level of IDD Moderate	11.55%
Level of IDD Severe	19.62%
Level of IDD Profound	61.29%
Level of IDD Unspecified	0%
Autism/Pervasive Disorder	9.94%
Health Status Moderate	126
Health Status Severe	21
No Legal Guardian Assigned	50.27%
Alleged Offenders	0.53%

H.E.A.R.T. Data



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

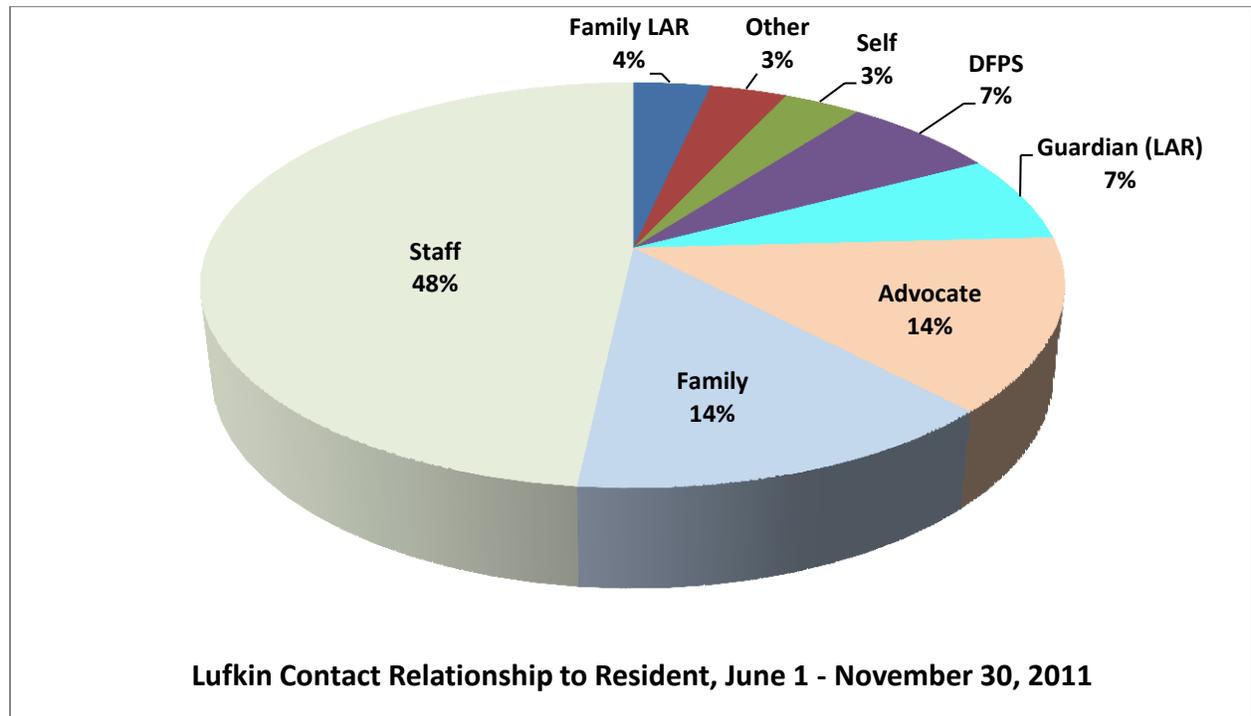


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Abuse Neglect & Exploitation	1
Non-SSLC Issue	1
Service Delivery-Behavioral	1
Request for OIO Information	2
Service Delivery-Medical	2

Personnel	3
Service Delivery-Residential	4
Rights	7
Discharge/Transfer	8
TOTAL CONTACTS	29



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

June 1 – November 30, 2011:

Family LAR	1
Other	1
Self	1
DFPS	2
Guardian (LAR)	2

Advocate	4
Family	4
Staff	14
TOTAL CONTACTS	29

Mexia State Supported Living Center (Designated Forensic Unit)

Lynda Mitchell, Assistant Independent Ombudsman

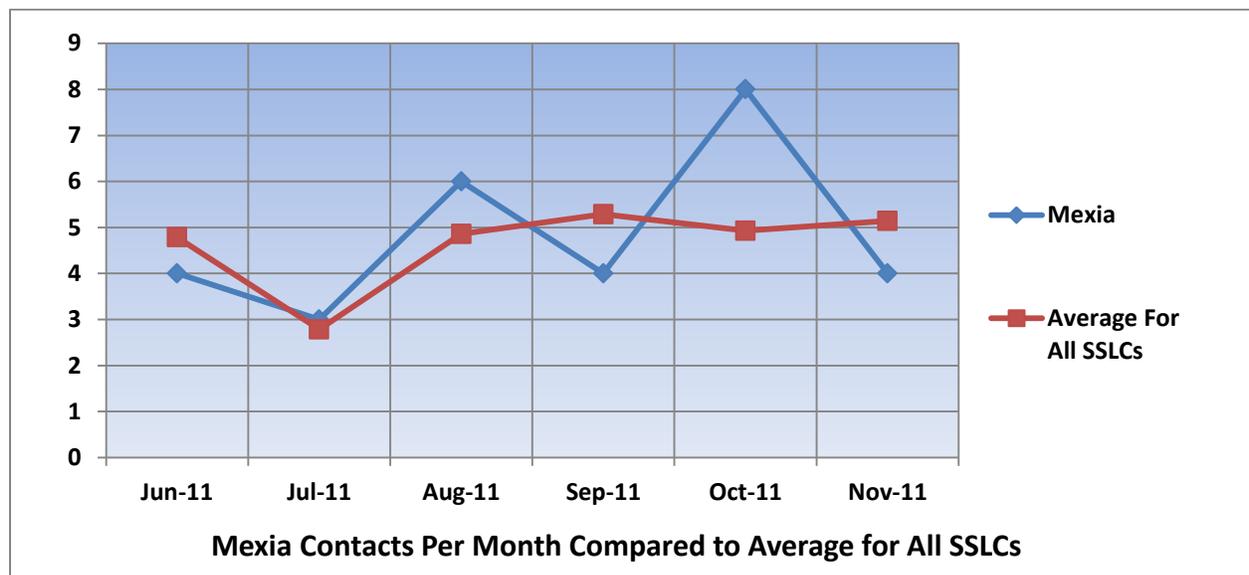
Mexia SSLC continues to have a strong community presence through their recycling program and greenhouse operations. The greenhouse sells Christmas poinsettias, as well as other plants all year round. After hours social activities have been expanded due to upgrades at the Rockin' Robin Café (Canteen). A big screen TV has been installed and electronic games are available for residents' use.

Forensic training has been completed for all employees and is ongoing. The facility is receiving five or more forensic admissions per month, and assistance with transfers is being offered to individuals who are not on forensic commitment and wish to move to another living environment. Top administrative positions are being filled due to retirement of the tenured personnel. The newly hired Assistant Director of Programs comes to Mexia SSLC from the

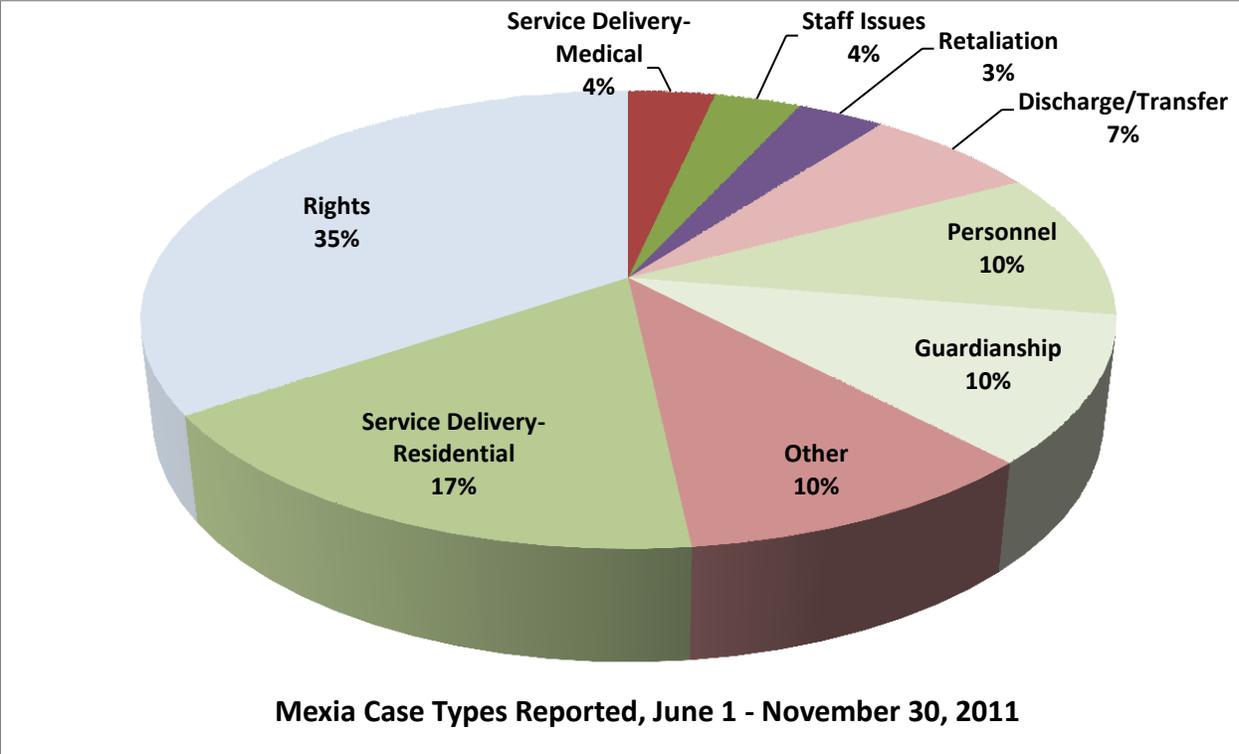
Texas Youth Commission (TYC) with many years of forensics experience.

Demographics	
Year Established	1946
Population	392
Male	79.59%
Female	20.41%
Ages <21	113
Ages 22-54	187
Ages 55+	92
Level of IDD Borderline	0%
Level of IDD Mild	36.47%
Level of IDD Moderate	25.25%
Level of IDD Severe	6.37%
Level of IDD Profound	28.31%
Level of IDD Unspecified	3.57%
Autism/Pervasive Disorder	2.55%
Health Status Moderate	83
Health Status Severe	1
No Legal Guardian Assigned	61.99%
Alleged Offenders	45.66%

H.E.A.R.T. Data



Source: H.E.A.R.T

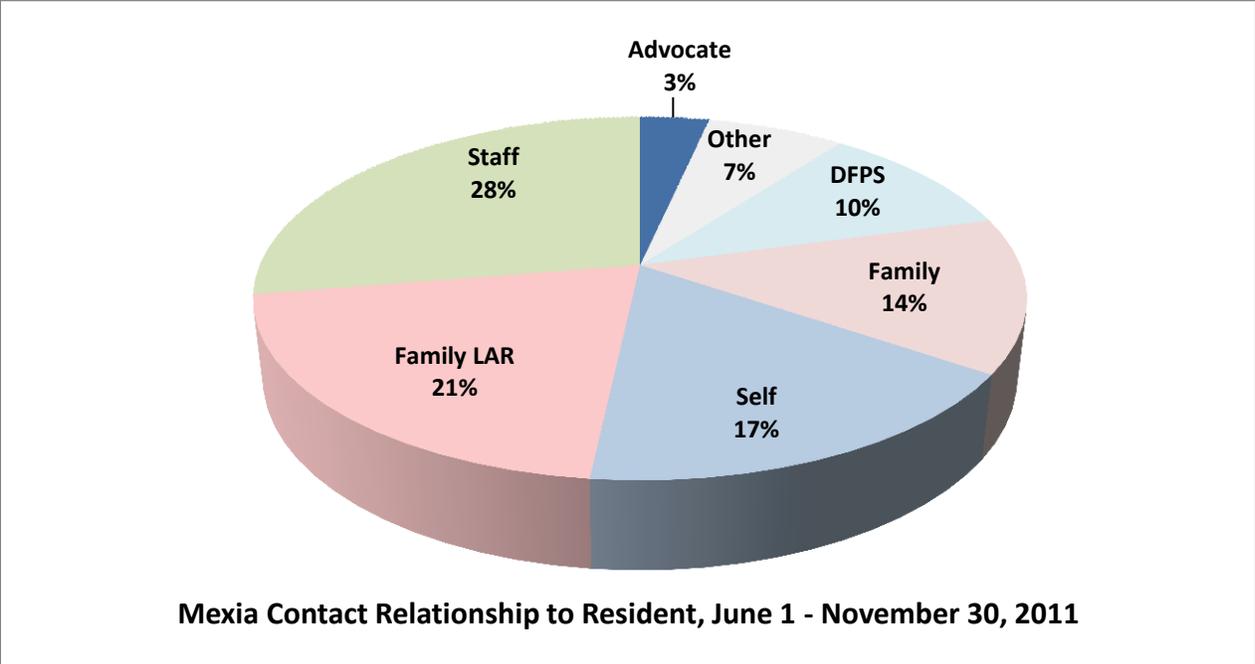


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Service Delivery-Medical	1
Staff Issues	1
Retaliation	1
Discharge/Transfer	2
Personnel	3

Guardianship	3
Service Delivery-Residential	5
Rights	10
TOTAL CONTACTS	29



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

June 1 – November 30, 2011:

Advocate	1
Other	2
DFPS	3
Family	4

Self	5
Family LAR	6
Staff	8
TOTAL CONTACTS	29

Richmond State Supported Living Center

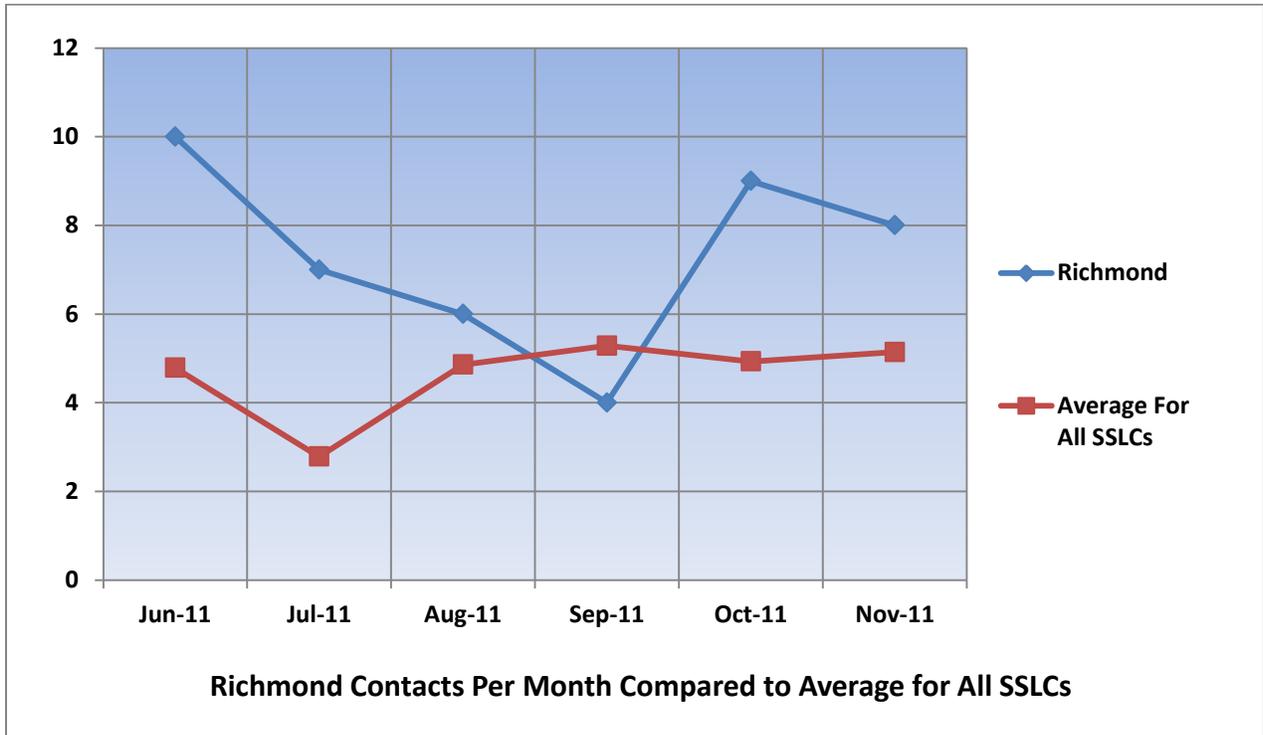
Stacey Burdue, Assistant Independent Ombudsman

Richmond State Supported Living Center has undergone a lot of activity and positive improvements during June through November 2011. The facility has experienced repurposing and moving of homes, workshops, programs, and activities. During that time, the facility graciously hosted the OIO Program Review team in July 2011, the ICF-MR Mock Survey team in September 2011, and Department of Justice Settlement Agreement Monitors in October 2011. Each discipline provided the facility with positive feedback as well as pointing out areas needing improvement from their varying perspectives. Throughout this time period, the facility also continued to provide remarkable opportunities for individuals to participate in community events such as the Music Festival and Special Olympics. The facility continued to provide campus activities to celebrate holidays and festivities and memorable community outings. The

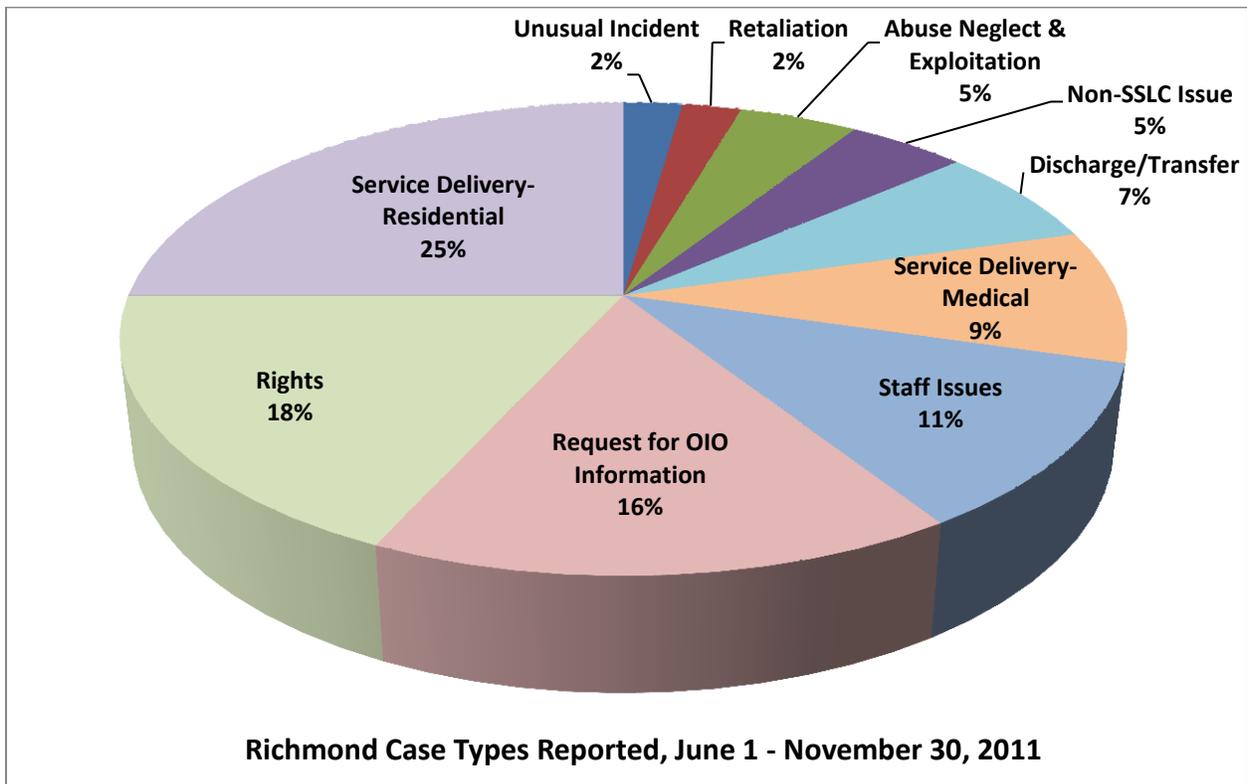
facility's efforts and progress towards continuous improvement are commendable.

Demographics	
Year Established	1968
Population	373
Male	59.79%
Female	40.21%
Ages <21	3
Ages 22-54	259
Ages 55+	111
Level of IDD Borderline	0%
Level of IDD Mild	9.11%
Level of IDD Moderate	8.04%
Level of IDD Severe	16.89%
Level of IDD Profound	65.41%
Level of IDD Unspecified	0.53%
Autism/Pervasive Disorder	12.86%
Health Status Moderate	155
Health Status Severe	10
No Legal Guardian Assigned	49.33%
Alleged Offenders	0%

H.E.A.R.T. Data



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

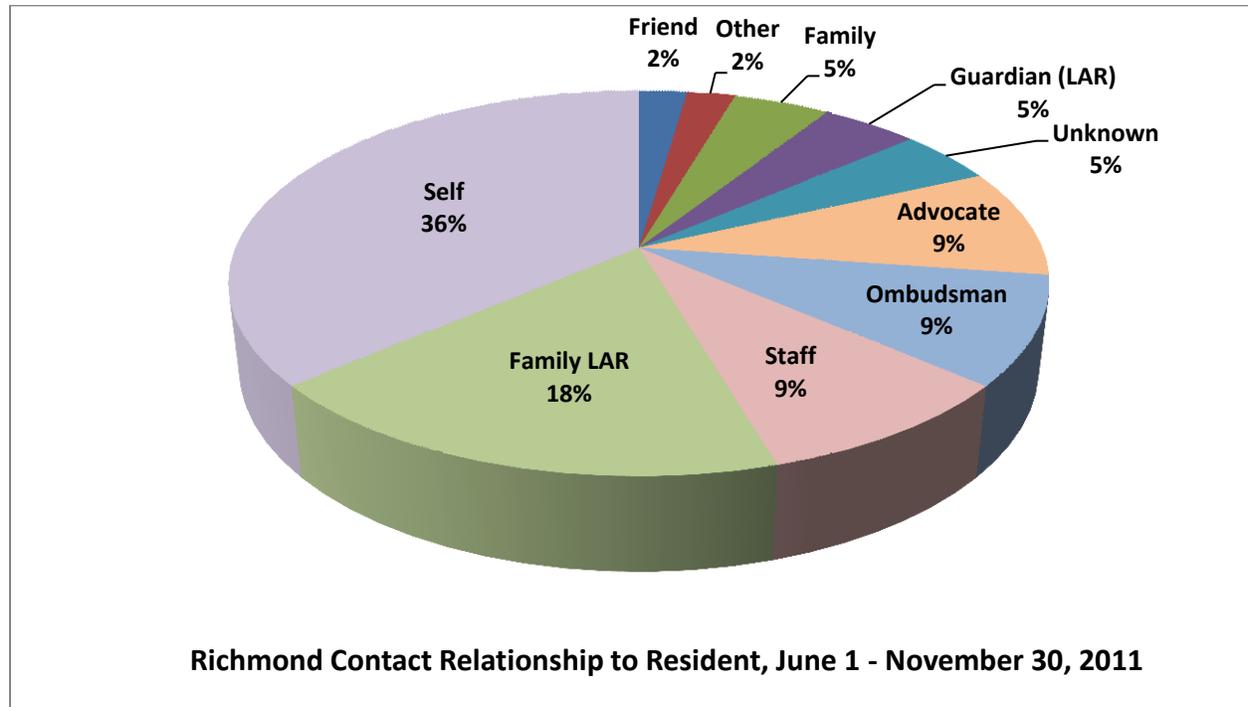


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Unusual Incident	1
Retaliation	1
Abuse Neglect & Exploitation	2
Non-SSLC Issue	2
Discharge/Transfer	3
Service Delivery-Medical	4

Staff Issues	5
Request for OIO Information	7
Rights	8
Service Delivery-Residential	11
TOTAL CONTACTS	44



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

June 1 – November 30, 2011:

Friend	1
Other	1
Family	2
Guardian (LAR)	2
Unknown	2
Advocate	4

Ombudsman	4
Staff	4
Family LAR	8
Self	16
TOTAL CONTACTS	44

Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

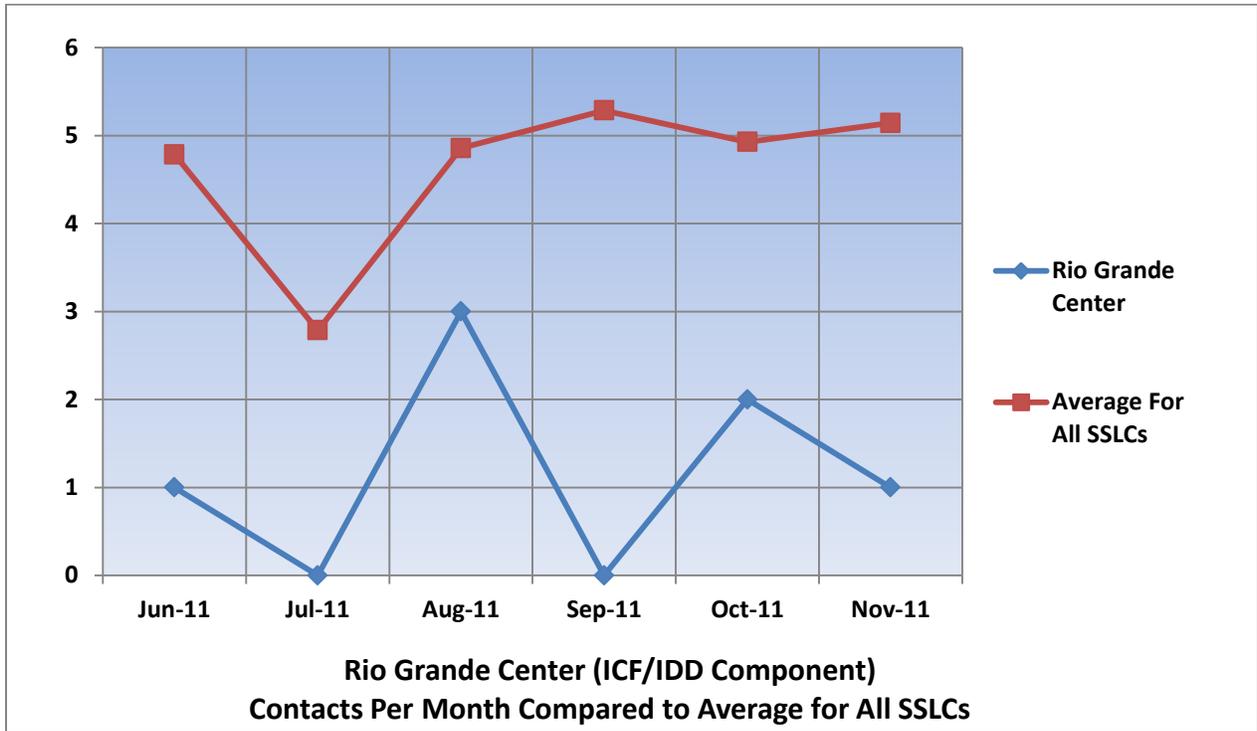
The Rio Grande State Center (RGSC) Parents' Organization is fortunate to have a dedicated president. Norma Delgado has spent many years as an advocate and supporter of the center's mission. Mr. Andres Villarreal, the Acting Coordinator for Volunteer Services, coordinated a holiday decorating project in the residents' homes. The Harlingen Lions Clubs and the Harlingen South HS Leos Club helped with the decorations. The Harlingen Leos Club, a Lions Club for High School Students, has been involved for several years in projects at Rio Grande. The volunteers in this organization love the individuals that live at RGSC.

ICF Regulatory recently conducted the annual survey and the center showed improvements in many areas. The Director of ICF Programs, Lorraine Hinrichs, continues to work hard to improve services. Myrna Wolfe, formerly from Austin, and Hector Sanchez, the Assistant ICF Director, are the co-chairs of the Incident Management Committee. They are

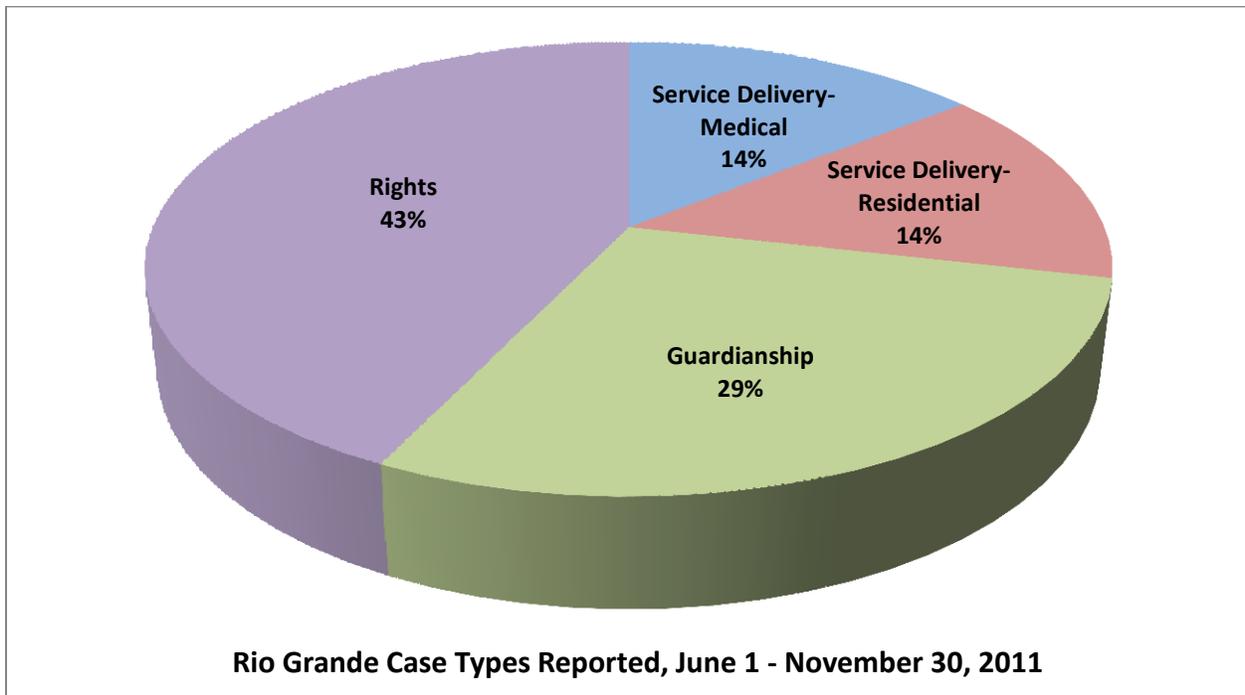
extremely thorough in seeking solutions to problems identified at the center. Dr. John Partin has in the last months become the new physician and has become a valuable addition to the RGSC team.

Demographics	
Year Established	1956
Population	72
Male	65.28%
Female	34.72%
Ages <21	1
Ages 22-54	54
Ages 55+	17
Level of IDD Borderline	0%
Level of IDD Mild	4.16%
Level of IDD Moderate	26.38%
Level of IDD Severe	27.77%
Level of IDD Profound	38.88%
Level of IDD Unspecified	2.77%
Autism/Pervasive Disorder	Unavailable
Health Status Moderate	5
Health Status Severe	0
No Legal Guardian Assigned	75.00%
Alleged Offenders	1.38%

H.E.A.R.T. Data



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

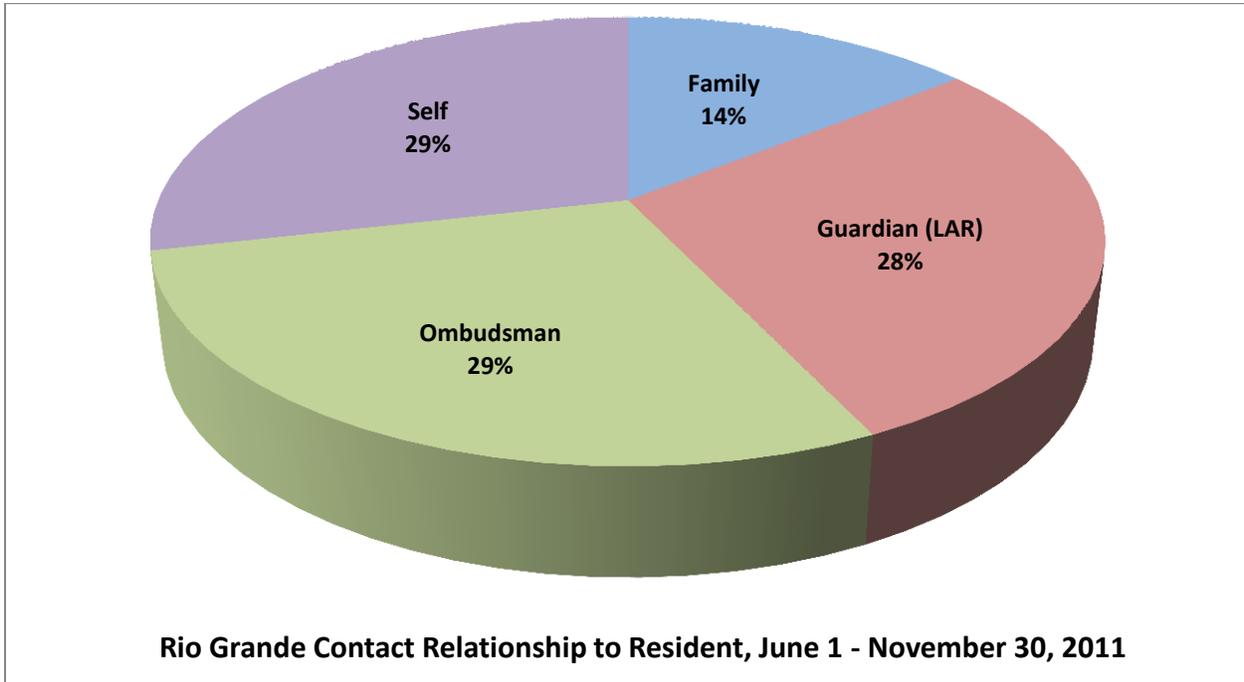


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Service Delivery-Medical	1
Service Delivery-Residential	1
Guardianship	2

Rights	3
TOTAL CONTACTS	7



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

June 1 – November 30, 2011:

Family	1
Guardian (LAR)	2
Ombudsman	2

Self	2
TOTAL CONTACTS	7

San Angelo State Supported Living Center

Melissa Deere, Assistant Independent Ombudsman

The past six months have been an exciting time for the individuals who live at the San Angelo State Supported Living Center. In June a new class schedule began with new classes that were developed to fulfill the preferences of the individuals served. A graduation ceremony was held at the end of the semester with certificates given for participation and other awards for accomplishments achieved in their classes.

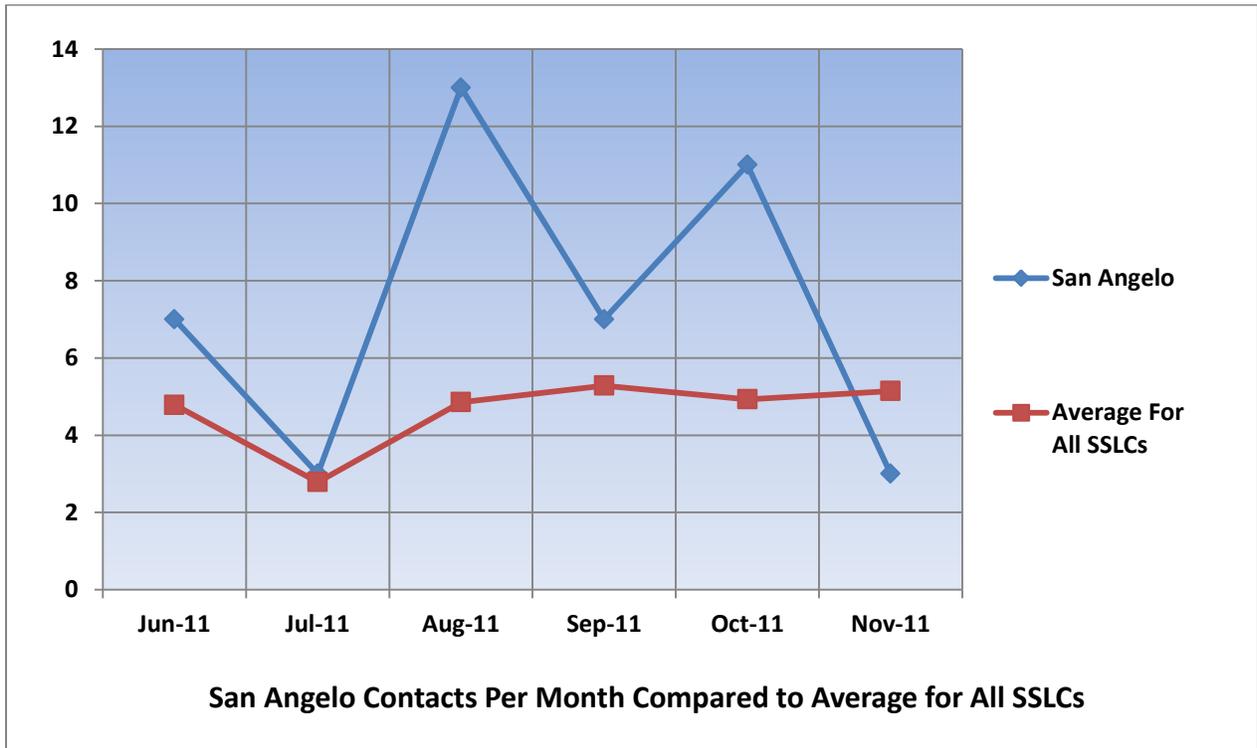
A group of individuals participated in and won awards at the annual Music Festival held in Abilene and another group attended the Texas Advocates Conference in San Antonio. The annual Family Day Picnic was held in September and gave many individuals and their families a fun day to spend together. The members of the Self-Advocacy group continue to be involved both on campus and off campus in making a

difference for their peers and members of the community by looking for ways to help themselves and others become more independent.

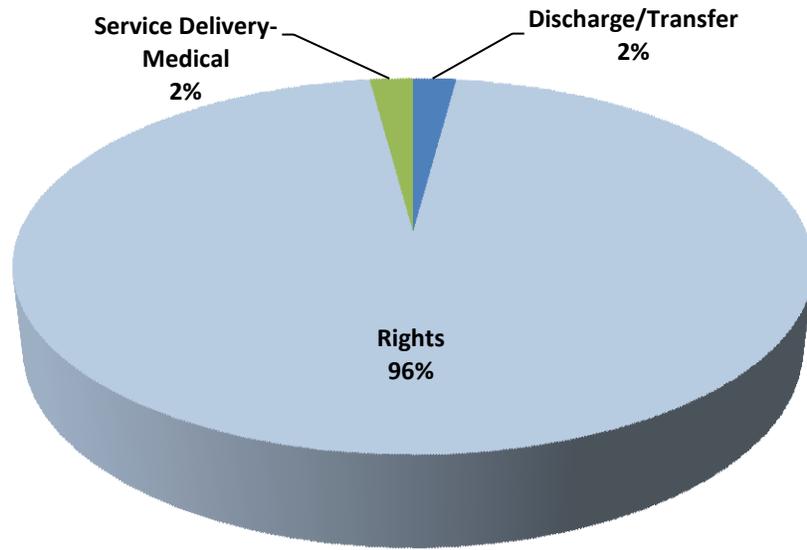
Demographics	
Year Established	1969
Population	241
Male	58.09%
Female	41.91%
Ages <21	20

Ages 22-54	153
Ages 55+	68
Level of IDD Borderline	0.41%
Level of IDD Mild	46.88%
Level of IDD Moderate	23.23%
Level of IDD Severe	13.69%
Level of IDD Profound	12.86%
Level of IDD Unspecified	2.90%
Autism/Pervasive Disorder	9.54%
Health Status Moderate	37
Health Status Severe	5
No Legal Guardian Assigned	67.63%
Alleged Offenders	16.59%

H.E.A.R.T. Data



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



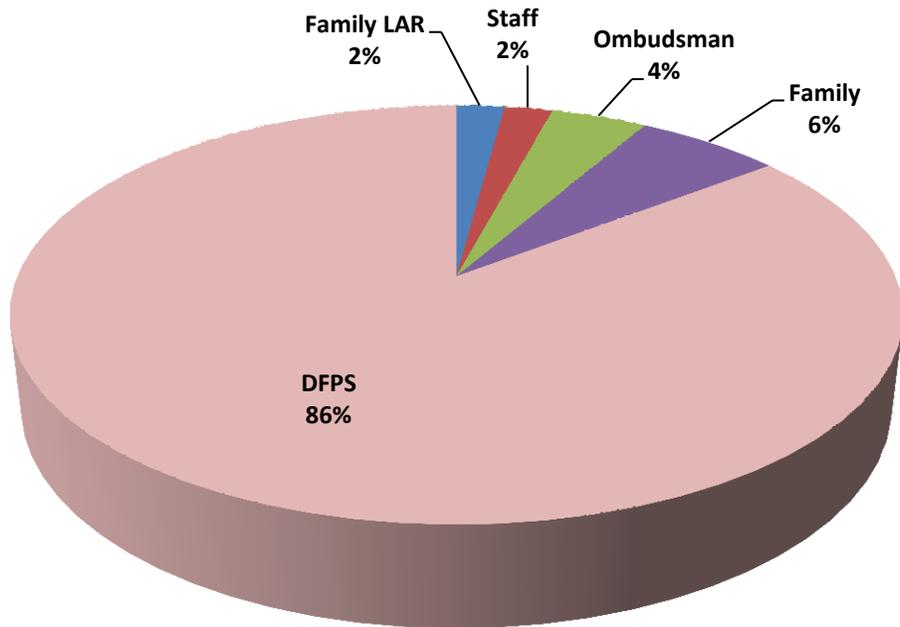
San Angelo Case Types Reported, June 1 - November 30, 2011

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

June 1 – November 30, 2011:

Discharge/Transfer	1
Service Delivery-Medical	1

Rights	42
TOTAL CONTACTS	44



San Angelo Contact Relationship to Resident, June 1 - November 30, 2011

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

June 1 – November 30, 2011:

Family LAR	1
Staff	1
Ombudsman	2

Family	3
DFPS	37
TOTAL CONTACTS	44

San Antonio State Supported Living Center

Jane Dahlke, Assistant Independent Ombudsman

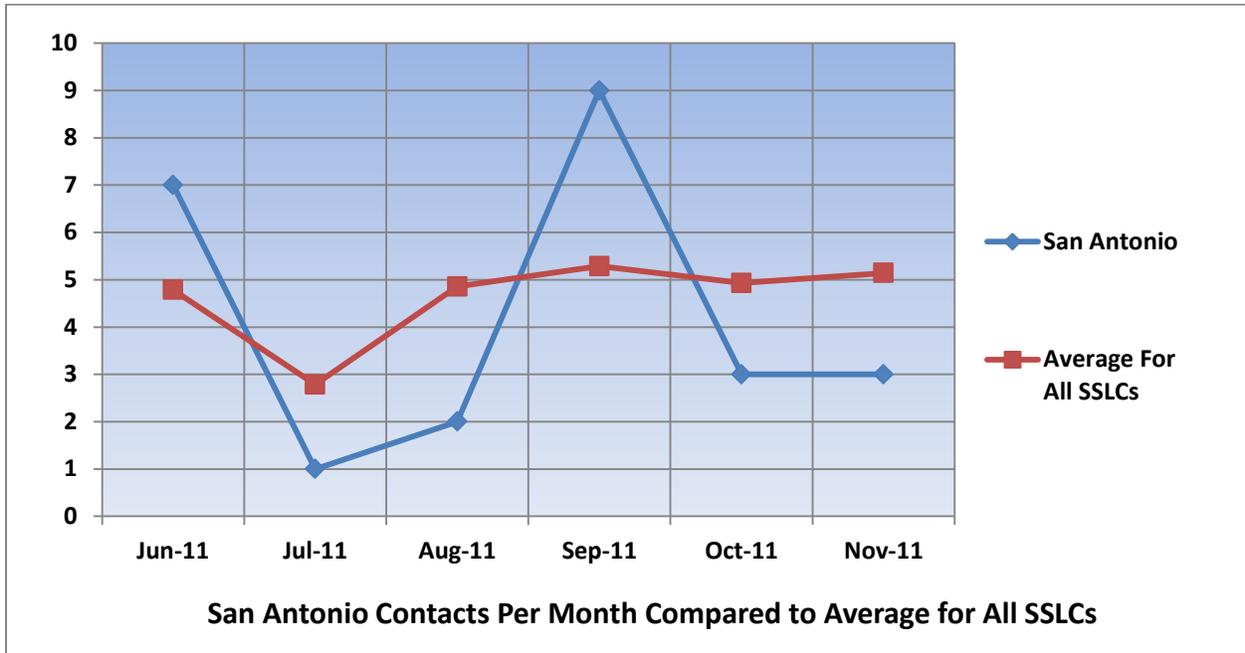
Many individuals residing at SASSLC, their families, and staff participated in the Run, Roll, and Ramble 5k held at the Center. This community event raises funds for residents and encourages physical activity. There was also the "Monty Mann" event where a Motorcycle Club visits the residents and provides a monetary donation to the Volunteer Services Council. Additionally, the center sponsored its annual Provider Fair at which the residents have the opportunity to visit with home and community-based service providers in the counties surrounding the center.

SASSLC maintains a remarkable record regarding Regulatory visits including their annual review, complaints, and reportable incidents. Deficient practices fell in the standard level range and prompt corrections were accepted which cleared the deficiencies. SASSLC is also making physical environment improvements

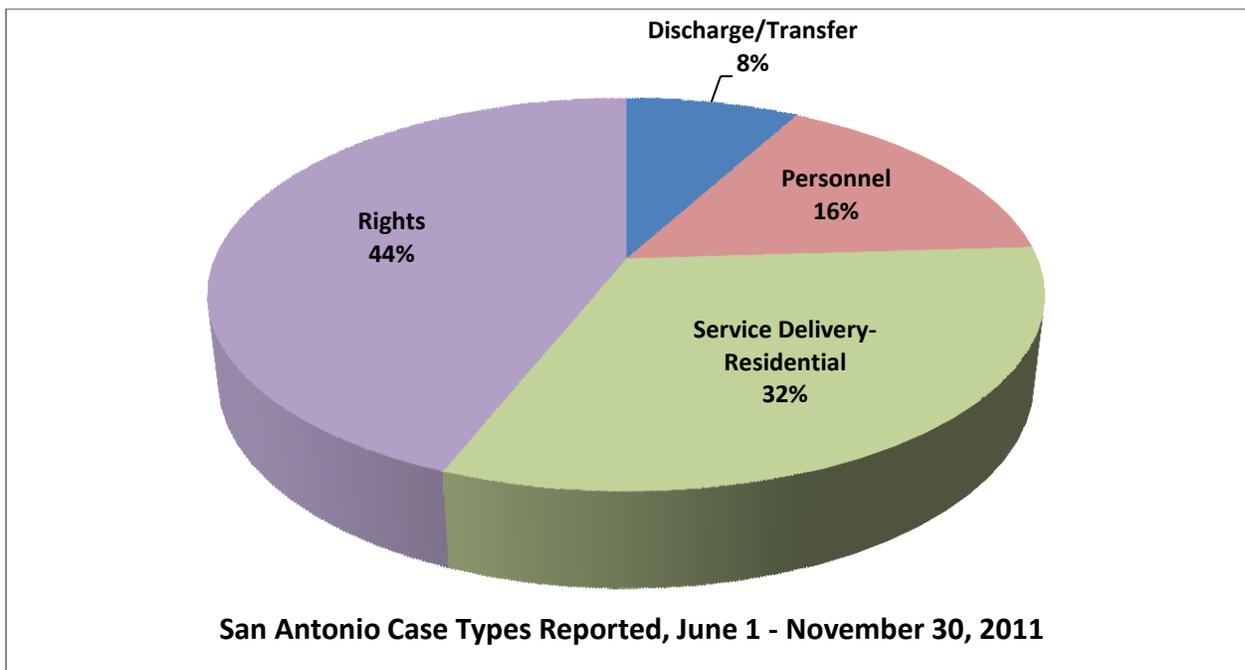
including the building of a modern dental clinic for the persons served.

Demographics	
Year Established	1978
Population	278
Male	62.23%
Female	37.77%
Ages <21	18
Ages 22-54	180
Ages 55+	80
Level of IDD Borderline	0%
Level of IDD Mild	8.63%
Level of IDD Moderate	17.26%
Level of IDD Severe	17.62%
Level of IDD Profound	55.03%
Level of IDD Unspecified	1.43%
Autism/Pervasive Disorder	16.90%
Health Status Moderate	85
Health Status Severe	28
No Legal Guardian Assigned	67.99%
Alleged Offenders	1.43%

H.E.A.R.T. Data



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

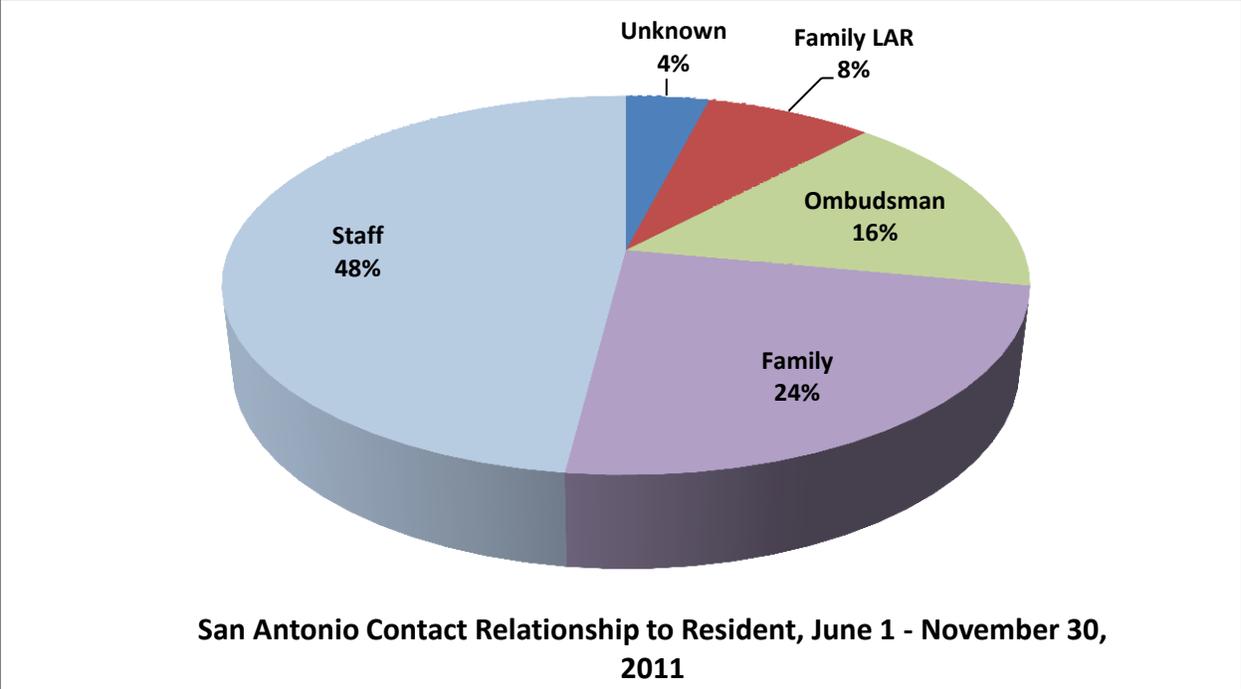


Source: H.E.A.R.T.

June 1 – November 30, 2011:

Discharge/Transfer	2
Personnel	4
Service Delivery-Residential	8

Rights	11
TOTAL CONTACTS	25



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

June 1 – November 30, 2011:

Unknown	1
Family LAR	2
Ombudsman	4

Family	6
Staff	12
TOTAL CONTACTS	25



Organizational Chart

Office of the Independent Ombudsman for the State Supported Living Centers

