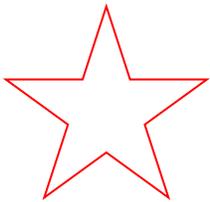




**Office of the Independent Ombudsman  
for State Supported Living Centers**



**Biannual Report**  
**June 2013 through November 2013**

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## **Glossary of Acronyms**

AIO	Assistant Independent Ombudsman
ADOP	Assistant Director of Programs
BCBA	Board Certified Behavior Analyst
CAP	Corrective Action Plan
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
PBSP	Positive Behavior Support Plan
PDP	Person Directed Plan
POC	Plan of Correction
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QIDP	Qualified Intellectual Disability Professional
QMRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident
UIR	Unusual Incident Review

## Executive Summary

The Office of the Independent Ombudsman for State Supported Living Centers (OIO), established by the 81<sup>st</sup> Legislature, is required to issue a biannual report on the scope and activities of the Office. This report reflects that charge from June 1 to November 30, 2013. The Office was created to be an independent advocate and protection for the residents of the 12 State Supported Living Centers (SSLCs) and the ICF component of the Rio Grande Center. The legislation mandates that this report provide data and analysis in an aggregate and disaggregate format. Included in each section is a profile of the current demographics, data, and analysis of each center, as well as of the system as a whole. Also, a brief narrative is included summarizing the activities at each center during this reporting period. The following general observations must be highlighted:

- The Austin SSLC remains a center with issues. The recent appointment of a new director, Ms. Laura Cazabon-Braly, the former El Paso Director, is encouraging. We hope that this will initiate the beginning of stability for the Center, which is much needed.
- A trend evident in the data indicates that for the first time there has been a decrease of “Rights” Issues and that “Service Delivery – Residential” is the leading category of concerns across the system. This will bear watching and reflects a concentrated effort by DADS to minimize rights violations.
- Almost 50% of the total Unusual Incident Reports (UIRs) reviewed by our Office occurred at the two centers which serve significant forensic populations. The data from the Mexia and San Angelo SSLCs demonstrates this population requires specifically focused oversight and specialized staff development.
- During this reporting period, the Office spent significant time and effort conducting the mandated “Audit” (Program Review) of the centers. The protocol and findings will be presented in the February Annual Report.
- The Memorandum of Understanding (MOU) which further defines the interactions between this Office and the related HHSC components was updated and executed during this reporting period.
- The OIO is partnering with DADS to certify our staff as Person Centered Thinking trainers. This is a two-year program directed by the Texas Center for Disabilities (UT- Austin) and the Center for Disabilities and Development (TAMU). The Office will then serve as a resource to catalyze the paradigm shift in care at all the centers.

My thanks to the Governor and his staff, the leadership of HHSC and the DADS team for their continued support. Our office also thanks the Texas Legislature for the confidence placed in this Office as we fulfill our designated mission to be a protection and source of assistance for residents of the SSLCs, their families, guardians and staffs.

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

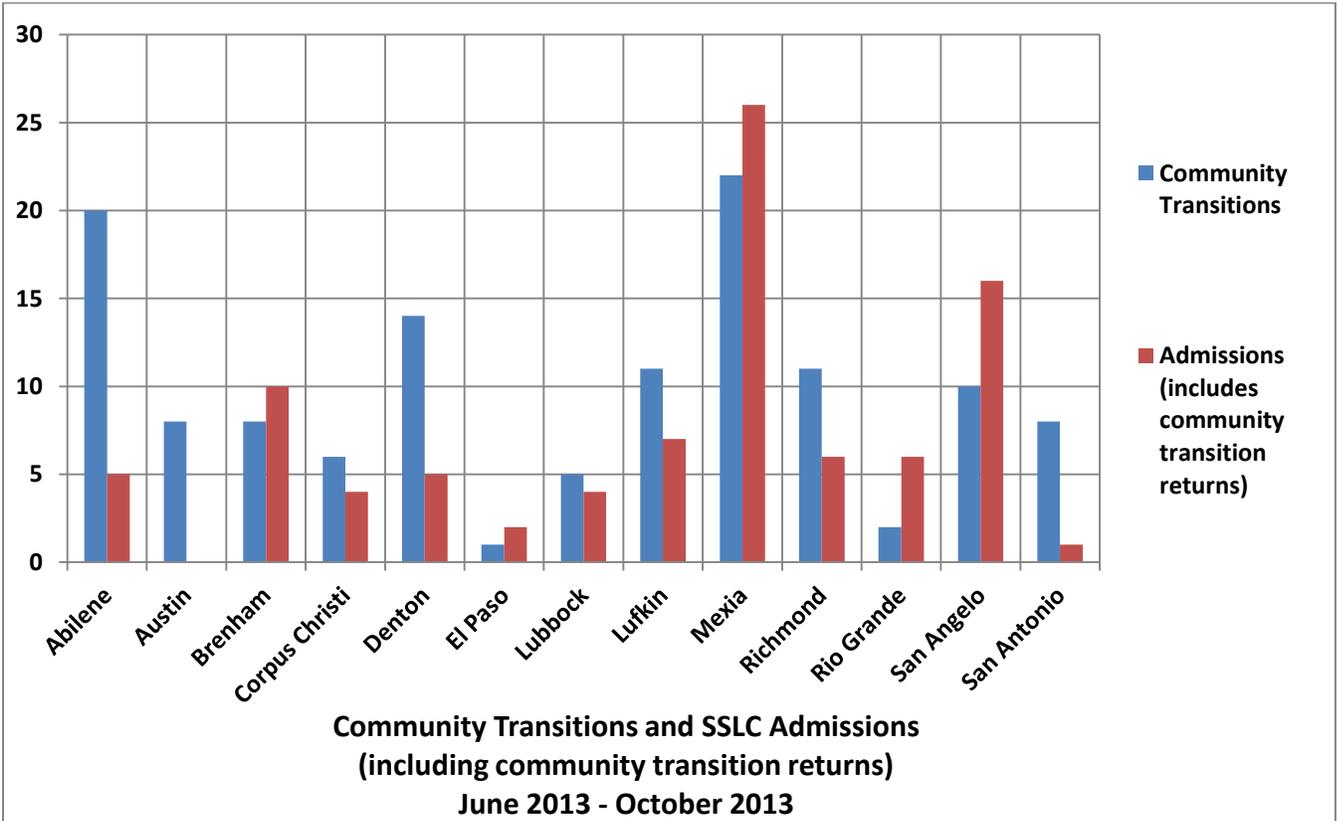
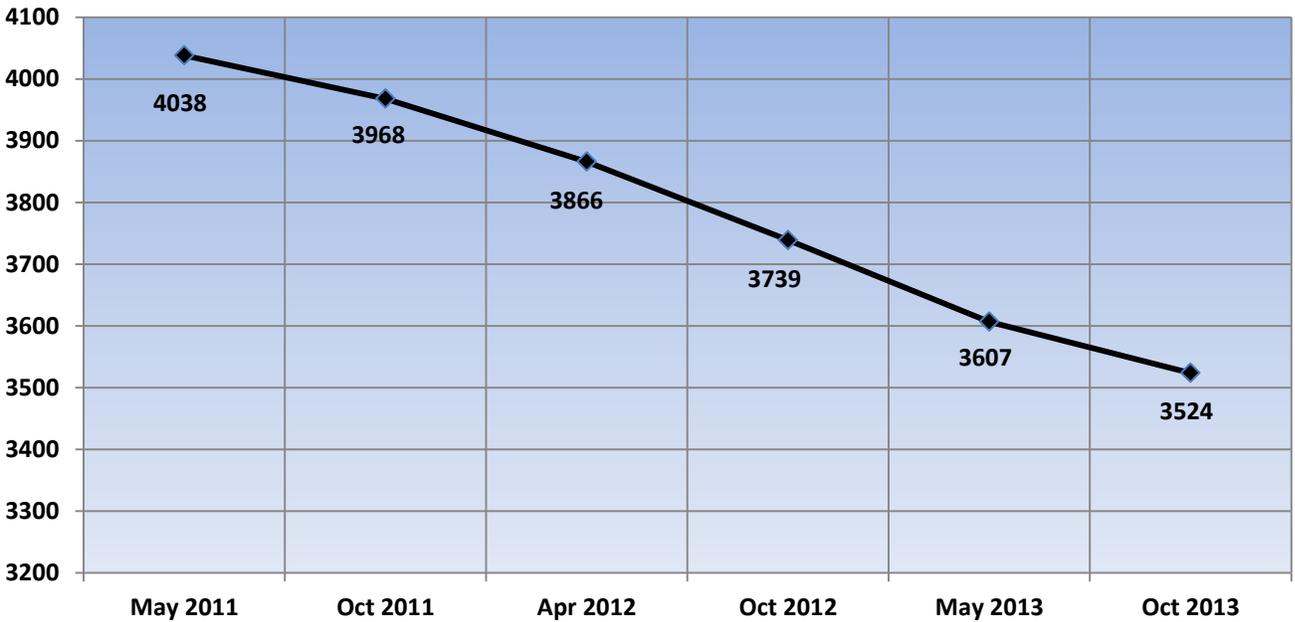
Criterion	As Of May 31, 2013	As Of October 31, 2013
Total Population	3607	3524
Male	61%	60.78%
Female	39%	39.22%
Ages ≤21	201 (5.57%)	206 (5.85%)
Ages 22-54	2126 (58.94%)	2037 (57.80%)
Ages 55+	1280 (35.48%)	1281 (36.35%)
Level of IDD Borderline	4 (0.11%)	5 (0.14%)
Level of IDD Mild	524 (14.53%)	527 (14.95%)
Level of IDD Moderate	516 (14.31%)	502 (14.25%)
Level of IDD Severe	595 (16.50%)	567 (16.09%)
Level of IDD Profound	1927 (53.42%)	1894 (53.75%)
Level of IDD Unspecified	41 (1.14%)	29 (0.82%)
Health Status Moderate	1246 (34.54%)	1173 (33.29%)
Health Status Severe	297 (8.23%)	339 (9.62%)
No Legal Guardian Assigned	1740 (48.23%)	1468 (41.66%)
Alleged Offenders	247 (6.85%)	257 (7.29%)

Demographics, which have been provided by DADS, indicate that from May 31, 2013 to October 31, 2013, the total population decreased by 83 residents, or 2.3%. The number of residents 54 and younger decreased by 84, while the number of residents 55 and older increased by 1. The number of residents under the age of 22 increased by 5 residents.

The following two charts emphasize two evident trends:

- Chart 1: Total census decline. The total number of residents at the centers system-wide continues to decrease. This population decrease has occurred from May 2011 through October 2013.
- Chart 2: Community Transitions vs. Admissions to SSLCs system-wide. This chart indicates the relative comparison between these changes in the census. Two points need to be highlighted. The large differentials at the Mexia and San Angelo SSLCs reflect the forensic character of the populations at these centers. The large number of admissions is a result of judicial commitments. Secondly, there have been no admissions to the Austin SSLC during this reporting period.

## Total Number of Residents at the SSLCs



## 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.

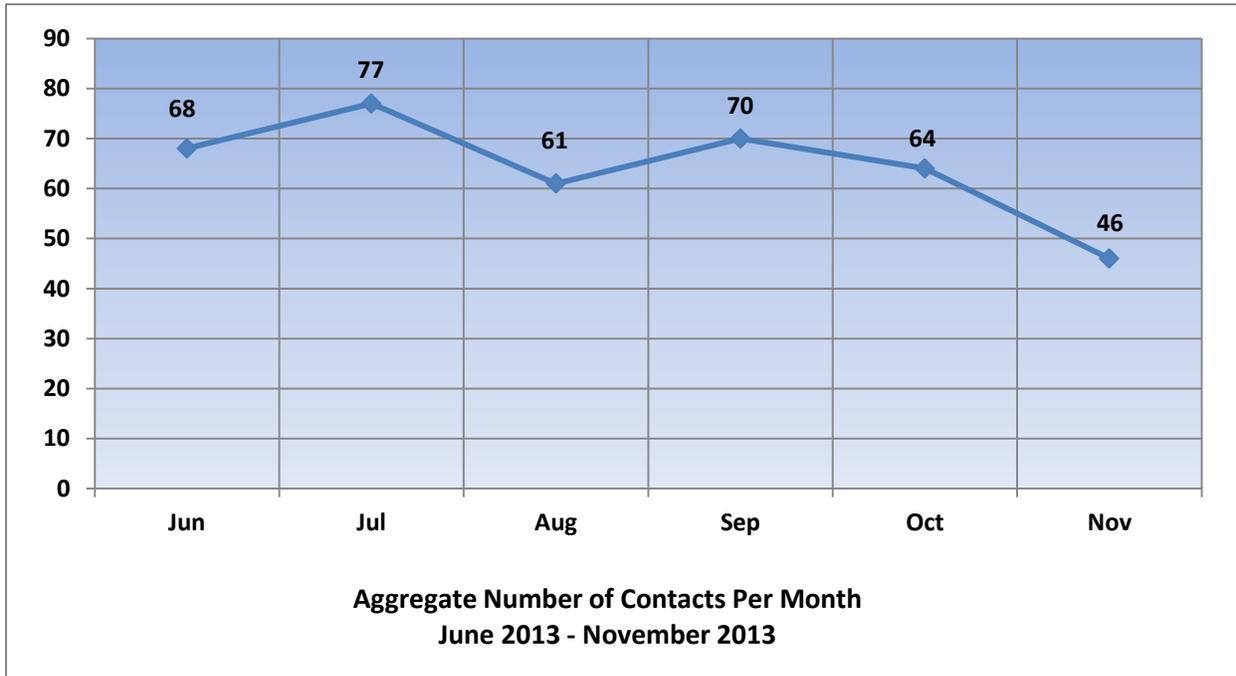
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from June 1, 2013 to November 30, 2013.

SSLC	Count	SSLC	Count
Abilene	104	Lufkin	103
Austin	142	Mexia	521
Brenham	89	Richmond	47
Corpus Christi	282	Rio Grande	5
Denton	74	San Angelo	417
El Paso	78	San Antonio	92
Lubbock	107	<b>Total</b>	<b>2061</b>

Incident Reviews, June 1, 2013 to November 30, 2013

## 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 contacts received by the OIO.



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

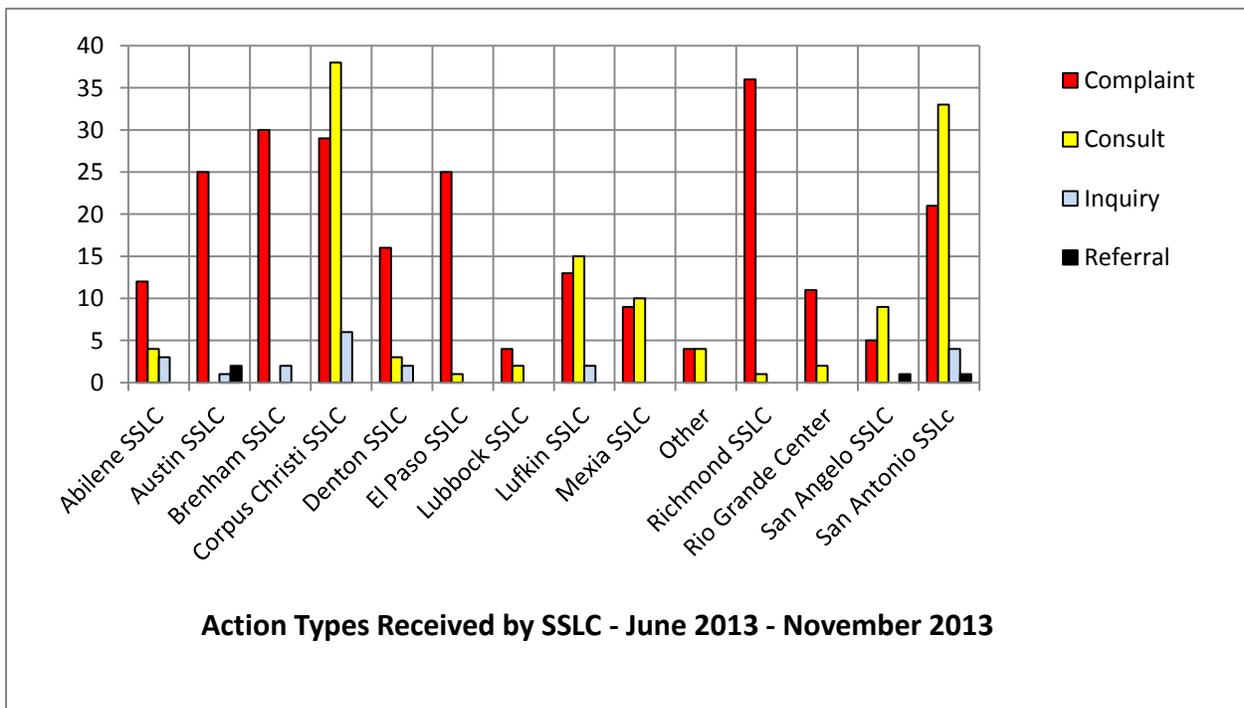
SSLC	No. of Contacts	Percentage of Total	SSLC	No. of Contacts	Percentage of Total
Abilene	19	5%	Mexia	19	5%
Austin	28	7%	Other*	8	2%
Brenham	32	8%	Richmond	37	10%
Corpus Christi	73	19%	Rio Grande Center	13	3%
Denton	21	5%	San Angelo	15	4%
El Paso	26	7%	San Antonio	59	15%
Lubbock	6	2%	TOTAL	386	100%
Lufkin	30	8%	**"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	Jun '13	Jul '13	Aug '13	Sep '13	Oct '13	Nov '13	Total
Abilene	5	1	4	2	4	3	19
Austin	7	8	0	5	4	4	28
Brenham	9	7	6	1	5	4	32
Corpus Christi	11	16	15	8	6	17	73
Denton	1	4	4	4	4	4	21
El Paso	5	7	5	4	4	1	26
Lubbock	1	1	0	1	3	0	6
Lufkin	6	4	6	1	5	8	30
Mexia	2	5	0	0	11	1	19
Richmond	0	4	0	28	5	0	37
Rio Grande Center	2	1	4	3	1	2	13
San Angelo	7	4	1	3	0	0	15
San Antonio	11	14	14	9	9	2	59
Other	1	1	2	1	3	0	8

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

Contacts made with the OIO are categorized in order to identify the type of action that was required by the office. The graph below shows the volume of each action type by SSLC. This chart shows that the highest number of complaints made which require an investigation in this reporting period were in Richmond with the fewest from Lubbock. By far the highest number of consults was in Corpus Christi. There were no consults documented in Austin or Brenham.



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

H.E.A.R.T.S. allows the office to document significant action made by the AIO. It is a challenge to identify and record every instance in which the centers utilize the office. The AIO at each center provides meaningful input, collaboration, and expertise on a routine basis in many ways. These types of ongoing activities are explained in the disaggregate section for each center.

Data is also tracked using several categories called case types. The table below shows the number of contacts for each of the case types by center. 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 resident's rights. The remaining case types make up a little less than half of the total number of contacts in this reporting period. The table following provides the definitions for case types that are used to categorize the subject matter of the contact.

Across the system, there have been 12 contacts made to the OIO for services not in our purview. In the case types table, the component of "Other" is listed to refer to an unknown program and the case type Non-SSLC Issue represents these contacts. All contacts not pertaining to the SSLC are referred to the appropriate program for assistance. Many of these types of inquiries or complaints are made to the central office via the internet accessible e-mail in an attempt to access the long-term care ombudsman program for nursing facilities. Others are inquiries, usually by phone, made to the Assistant Independent Ombudsmen at the centers regarding various services not involving the SSLC.

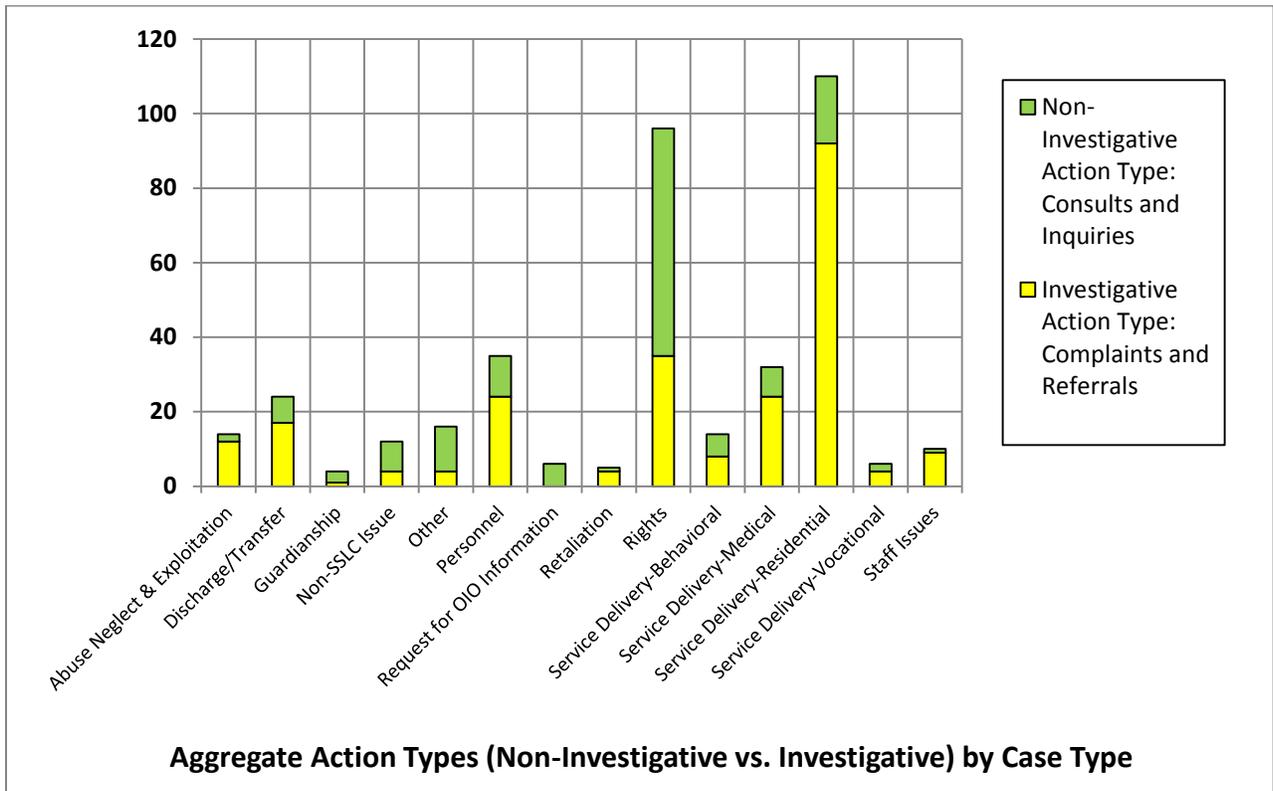
Case Type	Abilene SSLC	Austin SSLC	Corpus Christi SSLC	Denton SSLC	El Paso SSLC	Lubbock SSLC	Lufkin SSLC	Mexia SSLC	Rio Grande SSLC	Richmond SSLC	Other	San Angelo Center	San Antonio SSLC	Total	
Service Delivery-Residential	8	12	15	17	3	9	1	6	0	0	14	4	5	18	112
Rights	5	1	1	37	4	5	1	13	12	0	1	5	4	7	96
Personnel	0	1	6	2	7	1	3	3	1	0	9	0	0	2	35
Service Delivery-Medical	0	4	5	1	1	2	0	1	1	0	4	2	2	9	32
Discharge/Transfer	1	3	1	4	0	1	0	1	4	0	0	2	1	6	24
Other	0	1	0	1	3	0	0	1	0	0	0	0	0	10	16
Service Delivery-Behavioral	1	4	0	0	0	2	0	5	0	0	1	0	1	0	14
Abuse Neglect & Exploitation	0	0	3	2	0	4	0	0	0	0	1	0	1	3	14
Non-SSLC Issue	0	1	0	0	0	0	1	0	1	8	0	0	0	1	12
Staff Issues	1	0	0	1	1	0	0	0	0	0	6	0	0	1	10
Service Delivery-Vocational	0	0	0	4	0	1	0	0	0	0	0	0	1	0	6
Request for OIO Information	1	1	0	0	2	0	0	0	0	0	0	0	0	2	6
Retaliation	0	0	1	3	0	1	0	0	0	0	0	0	0	0	5
Guardianship	2	0	0	1	0	0	0	0	0	0	1	0	0	0	4
<b>Total</b>	<b>19</b>	<b>28</b>	<b>32</b>	<b>73</b>	<b>21</b>	<b>26</b>	<b>6</b>	<b>30</b>	<b>19</b>	<b>8</b>	<b>37</b>	<b>13</b>	<b>15</b>	<b>59</b>	<b>386</b>
<b>Case Types By Center - June 2013 through November 2013</b>															

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

Case Type	Description
Abuse, Neglect, Exploitation	Caller suspects ANE; referred to DFPS
Criminal	Criminal misconduct by non-resident (referred to Law Enforcement/OIG)
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; referred to appropriate entity
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, habilitation 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
Service Delivery – Vocational	Involving any aspect of vocational services, including on-campus day habilitation and community employment
Staff Issues	Issues involving staff training or behavior; not involving residents

The following chart represents a comparison of the non-investigative action types versus the investigative action types in the various case types. Investigative action types include complaints and referrals, which are complaints that are referred to our office. Complaints are investigated by the AIO unless they are referred to other entities such as the Department of Family and Protective Services for complaints involving abuse, neglect or exploitation. The OIO also refers all complaints that are non-SSLC or personnel issues to other entities. The highest number of complaints and referrals received within this reporting period was in the case type of Service Delivery – Residential. This subject refers to any aspect under the responsibility of residential services, such as meals, transportation, and program implementation.

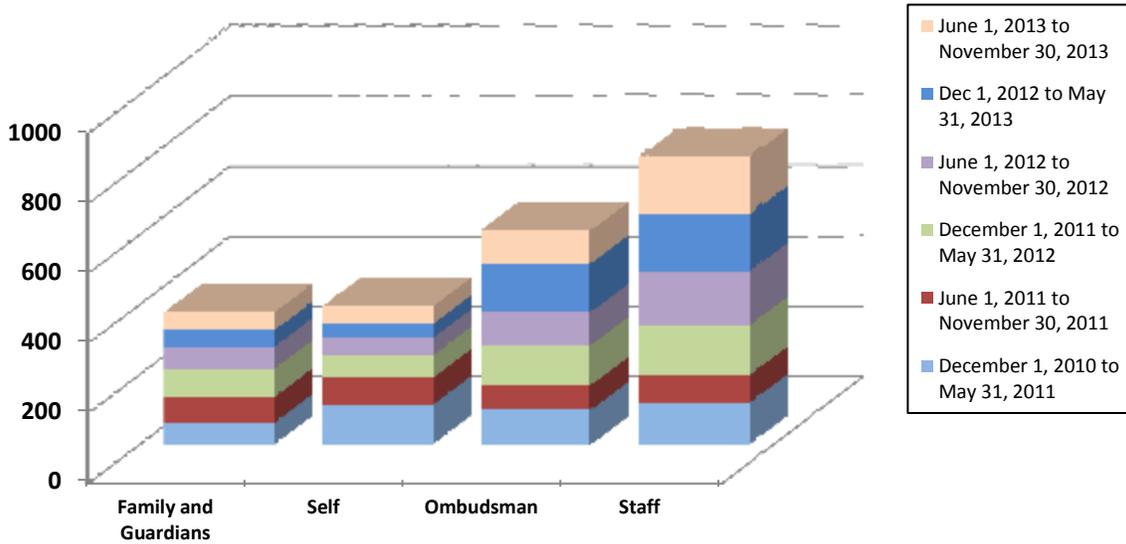
Non-investigative action types include consults and inquiries which do not require investigation but are worth tracking to show how the AIOs are utilized. The highest number of non-investigative action types was in the area of Rights. This is a broad category that refers to due process, consent, and the specific rights of residents. This data reflects the magnitude of involvement of our office in regards to the rights of the individuals and the expertise of our AIOs in this subject matter.



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 chart below provides a comparison of the callers’ relationships from the last five reporting periods to the current one. It highlights the four most prevalent contact relationships to resident over the past six-month reporting period in comparison to previous reporting periods. It is evident that staff, which is anyone employed by the center, is the largest source of the OIO’s cases.

The second largest source of contact is the Ombudsman. 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 394 cases from December 1, 2010 to November 30, 2013 (17.8% of total cases). Family members, guardians and legally authorized representatives of residents represent the fourth largest source of contacts to the OIO, initiating 17.1% of total cases since December 1, 2010.

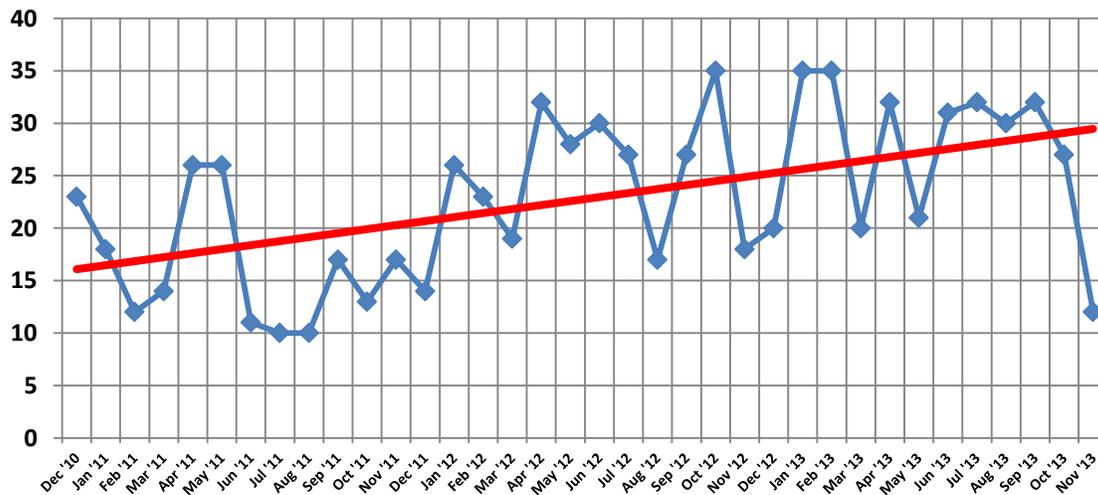
### Most Prevalent Contact Relationships to Resident Comparison of Last 6 Six-Month Periods



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.

### Number of Staff Contacts Per Month December 2010 - November 2013



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

## **Disaggregate Data**

### **Abilene State Supported Living Center**

Jill Antilley, Assistant Independent Ombudsman

The Abilene SSLC has a population of 379. All residents have some level of intellectual and developmental disability, and some also have physical disabilities. The number of residents at each home range from six to 25 with varying levels of communication methods, independence in daily activities, medical needs, and behavioral challenges. There are six units on campus and each unit is composed of from two to six homes.

Four houses serve people who require 24-hour nursing care. These individuals need significant assistance with physical needs or complete daily needs care. Many receive nutrition through gastrostomy tubes and many have had tracheotomies, which causes a significant need for medical monitoring. There is an infirmary that serves the entire population and provides a temporary environment for medical care and observation.

The Abilene SSLC has several workshops and other opportunities to work on and off campus. People can work at one of the three workshops on campus, the diner, the laundry, on the grounds crew, with maintenance or as a mail clerk. There are also contracts to work off campus in the evening cleaning different buildings. If residents choose not to work or are unable to work, several Activity Centers are available that provide recreational activities.

Abilene SSLC is making strides in implementing the meal time management process that is supported by the Settlement Agreement Monitors. While still early in the process, the future looks promising.

Abilene SSLC transferred all the resident minor males to either the Brenham SSLC or to the community in June 2013 and closed that home, but because several minor males have returned, the home has been re-opened. There are six minor males at the Abilene SSLC at this time. The boys are going to schools at three different campuses in town.

Abilene SSLC closed a home and merged two homes in the past six months. Several people were placed in the community. The community transition is going well and numerous people have been moved off-campus to group homes or community homes. The population of the facility has gone down to the 380's as of November 30, 2013.

Abilene SSLC will be going Smoke Free as of January 2014. The facility started this process in September 2013 by removing all but three smoking areas on campus. The facility is offering smoking cessation classes to the staff on campus who are smokers.

The Settlement Agreement Monitors have visited twice in the past six months. The facility has made reasonable progress according to the final report from the May visit. The report from the November visit will not be ready for some time.

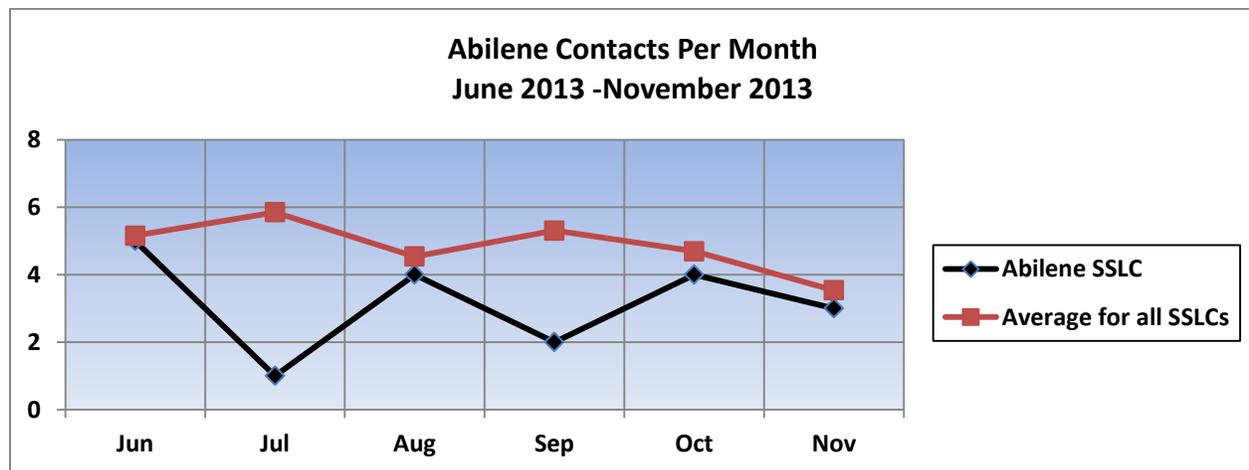
Newly hired positions at the Abilene SSLC include a Chief Nurse Executive, a Nurse Operator and a Quality Assurance Director.



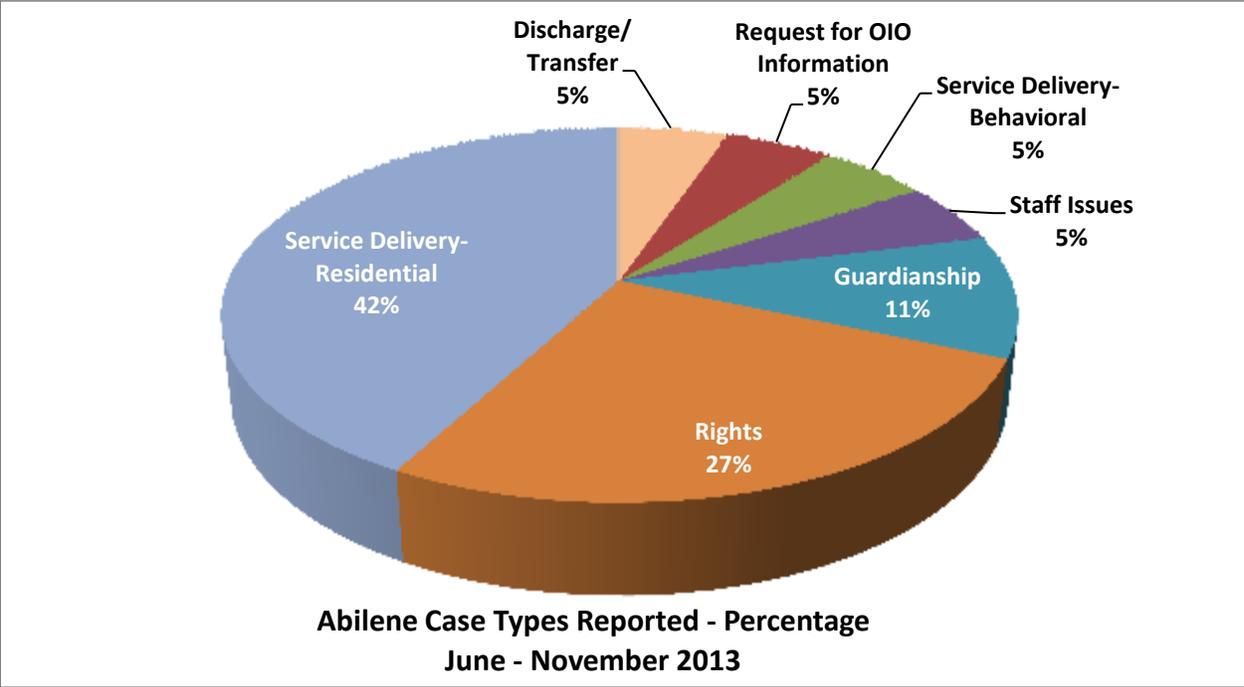
*Ms. Antilley has worked for the Abilene State Supported Living Center for 13 years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor’s Degree in Police Administration 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.*

<b>Abilene SSLC Demographics</b>			
<b>Year Established</b>	1957	<b>Level of IDD Moderate</b>	13.72%
<b>Population</b>	379	<b>Level of IDD Severe</b>	15.57%
<b>Male</b>	49.6%	<b>Level of IDD Profound</b>	61.48%
<b>Female</b>	50.4%	<b>Level of IDD Unspecified</b>	0.79%
<b>Ages ≤21</b>	10	<b>Health Status Moderate</b>	153
<b>Ages 22-54</b>	214	<b>Health Status Severe</b>	32
<b>Ages 55+</b>	155	<b>No Legal Guardian Assigned</b>	44.33%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0%
<b>Level of IDD Mild</b>	8.44%		

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



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

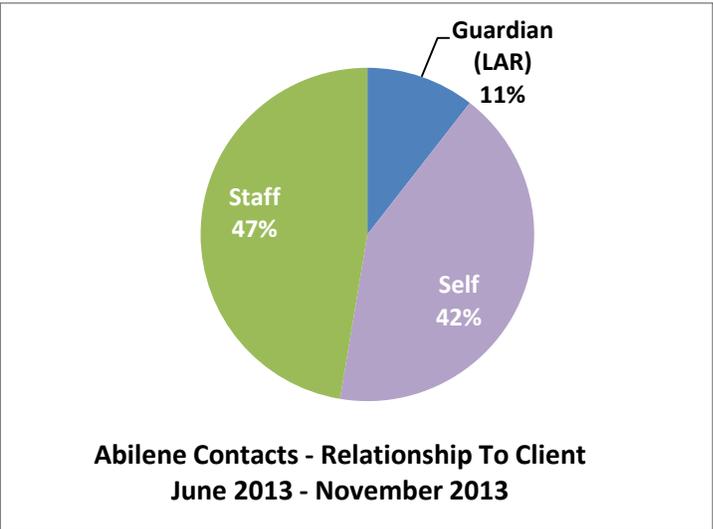


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Discharge/Transfer	1
Request for OIO Information	1
Service Delivery-Behavioral	1
Staff Issues	1
Guardianship	2
Rights	5
Service Delivery-Residential	8
<b>TOTAL</b>	<b>19</b>

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.S.

Jun 2013 through Nov 2013:

Guardian (LAR)	2
Self	8
Staff	9
<b>TOTAL CONTACTS</b>	<b>19</b>

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.

## Austin State Supported Living Center

Phyllis Matthews, Assistant Independent Ombudsman

Below are some of the significant events at the Austin SSLC over the last six months:

- The recently hired QIDP Educator, who transferred from Abilene, has been hired as the QIDP Director.
- The SSLC State Office is still in the process of hiring HROs.
- The Austin SSLC Administration continues to experience difficulties with staff allocations and staff retention.
- It was recently announced that Laura Cazabon-Braly, the Director of the El Paso SSLC, will be the new Director of the Austin SSLC beginning January 2014.
- It was announced that a new ADOP was hired and is coming from Ohio, outside of the Texas SSLC system, beginning December 2013.
- To date, the ADOA position has not been filled.

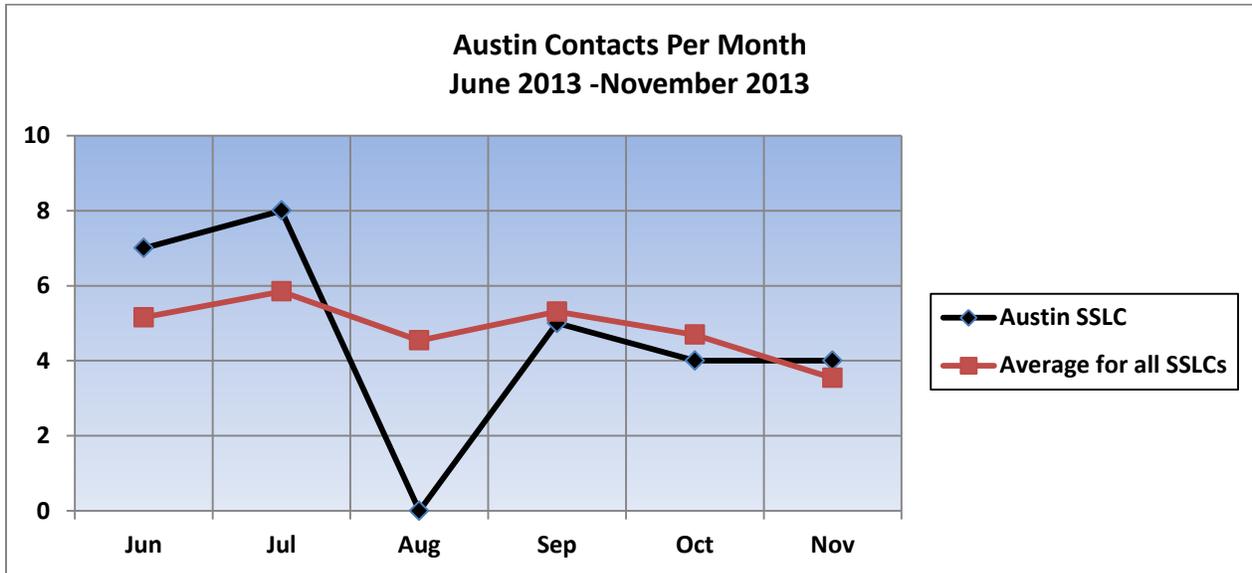


*Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has 12 years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for 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*

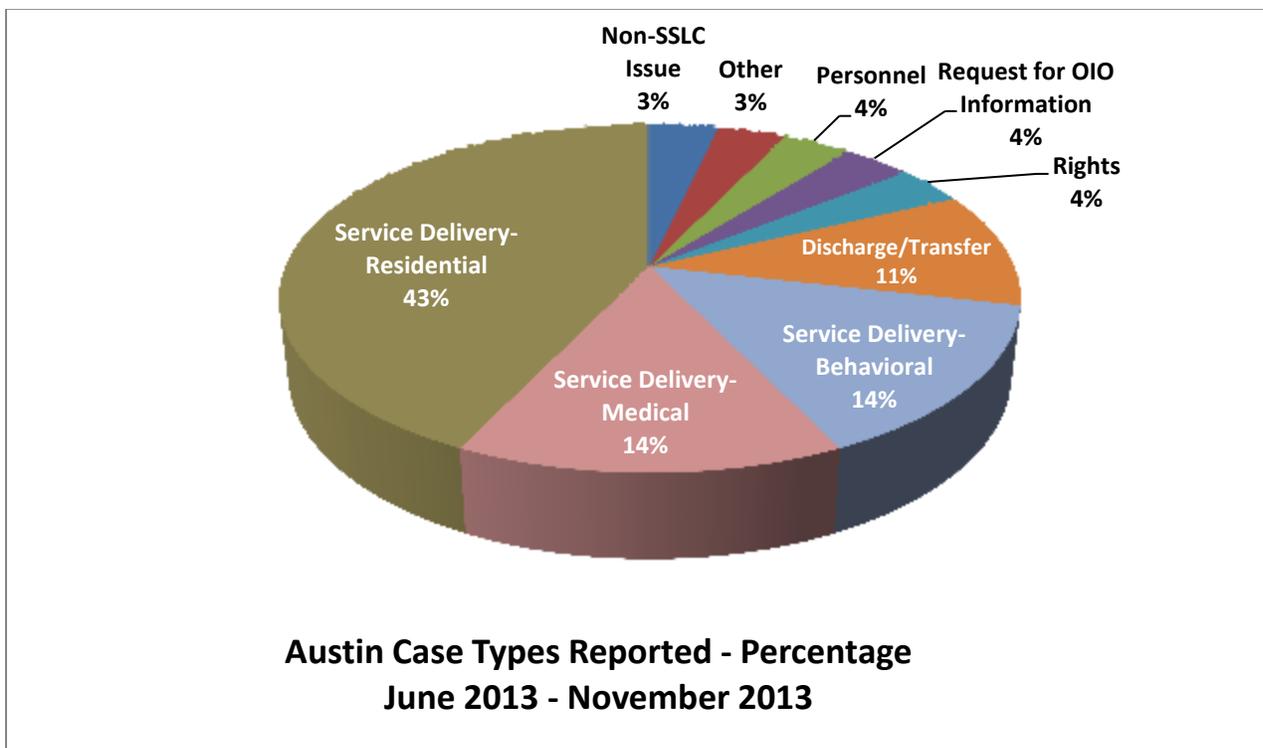
*Coordinator at the Texas Department of Aging and Disability Services (DADS), she engaged in improvement efforts for State facilities serving people with intellectual and developmental disabilities during the negotiations and finalization of the U.S. Department of Justice Settlement Agreement. She accepted the Assistant Independent Ombudsman position in May 2012.*

<b>Austin SSLC Demographics</b>			
<b>Year Established</b>	1917	<b>Level of IDD Moderate</b>	10.92%
<b>Population</b>	284	<b>Level of IDD Severe</b>	22.54%
<b>Male</b>	55%	<b>Level of IDD Profound</b>	58.10%
<b>Female</b>	45%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	4	<b>Health Status Moderate</b>	57
<b>Ages 22-54</b>	122	<b>Health Status Severe</b>	58
<b>Ages 55+</b>	158	<b>No Legal Guardian Assigned</b>	18.31%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0.70%
<b>Level of IDD Mild</b>	8.10%		

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



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



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

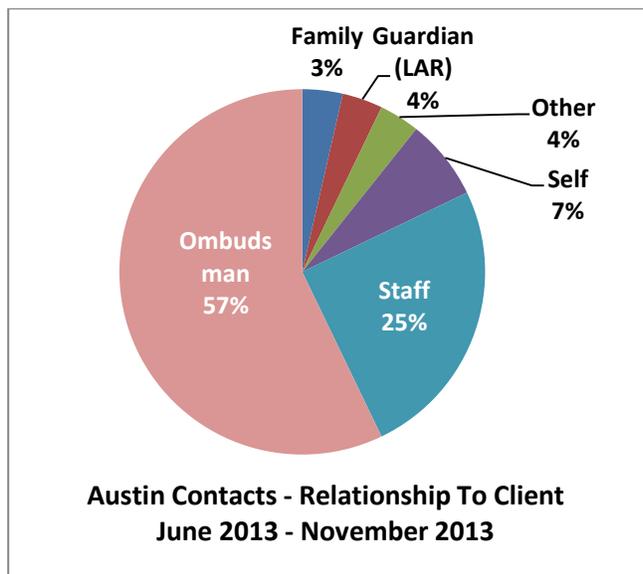
Jun 2013 through Nov 2013:

Non-SSLC Issue	1
Other	1
Personnel	1

Request for OIO Information	1
Rights	1
Discharge/Transfer	3

Service Delivery-Behavioral	4
Service Delivery-Medical	4

Service Delivery-Residential	12
TOTAL CONTACTS	28



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

Jun 2013 through Nov 2013:

Family	1
Guardian (LAR)	1
Other	1
Self	2
Staff	7
Ombudsman	16
TOTAL CONTACTS	28

## Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

The Brenham SSLC provides services to individuals with intellectual disabilities that range from mild to profound. Many of these residents require behavioral supports and several also require psychiatric services. Brenham SSLC is one of the centers that serves children and adolescents and they reside in cottages. Educational services are provided by Brenham Independent School District (BISD), at local schools, and this represents a change from previous years when BISD maintained a classroom at the facility.

The Center currently has a census of 289 individuals and is made up of three residential units. The first unit is comprised of two systems buildings, one of which serves individuals with significant medical and/or physical needs, and the other residential building serves older individuals who have health conditions and physical management needs associated with aging. The second unit is comprised of a systems building and three cottages that serve females. These individuals represent a wide range of ages and abilities, although most of the individuals who reside in the systems building require greater levels of assistance. The third unit serves males and is comprised of a systems building and four cottages. These individuals represent a wide range of ages and intellectual abilities, with most being ambulatory. The Center is in the

process of designing an environmentally safe home that can provide specialized supports to individuals who have a history of ingesting non-edible items or food foraging.

The Center provides a variety of on- and off-campus work opportunities. Off-campus work options consist of a large workshop, "Brenham Production Services" (BPS), two enclaves at local manufacturing plants, and two work crews that perform lawn maintenance and litter pick-up for the city and local businesses. BPS also provides employment for several group home residents. The Employment Procurement Officer interfaces with the local community, including through Chamber of Commerce activities, in a variety of ways in order to raise prospective community employers' awareness of the types of work skills that Brenham residents are capable of performing. An open house was held at BPS in October so that the community could tour BPS. One resident recently obtained employment as a housekeeper at one of the homes on campus. On-campus work opportunities include paper shredding, mail or paper recycling pick-up, and making crafts/artwork that are sold either on campus or in the community. Residents who aren't employed participate in day programming offered by the Education and Training Department.

Brenham SSLC leadership continues to be responsive toward concerns conveyed by the AIO during Unusual Incident Review (UIR) meetings, and has made recommendations that are reflective of this. During the most recent Settlement Agreement Monitoring visit, a member of the monitoring team did observe a UIR meeting and remarked on the quality of the discussion at the meeting and also noted improvement in conducting facility investigations.

Brenham SSLC leadership, including department heads, has continued to be stable and this has enabled the administration to develop and refine policy and practices in an effort to move the Center towards achieving provisions of the Settlement Agreement. There has been a high rate of turnover with QIDP positions, although these positions are being filled as quickly as possible. Turnover in QIDPs was a contributory factor to the outcome of the Center's annual ICF recertification process. The Center received condition level citations in Active Treatment, Client Protections, Facility Staffing and Governing Body as well as some standard level citations. The Facility did clear all of these deficiencies during the follow-up visit.

During this reporting period a new Dental Director was hired. The Center will be expanding TIVA (Total Intravenous Anesthesia) services starting in January 2014. This will allow for more individuals that require TIVA to be served each month as there has been a lengthy waiting list for TIVA. Limited availability of TIVA at this Center has continued to be a noted concern of the Settlement Agreement Monitors and has also come to the attention of the AIO as a result of investigating concerns related to dental care.

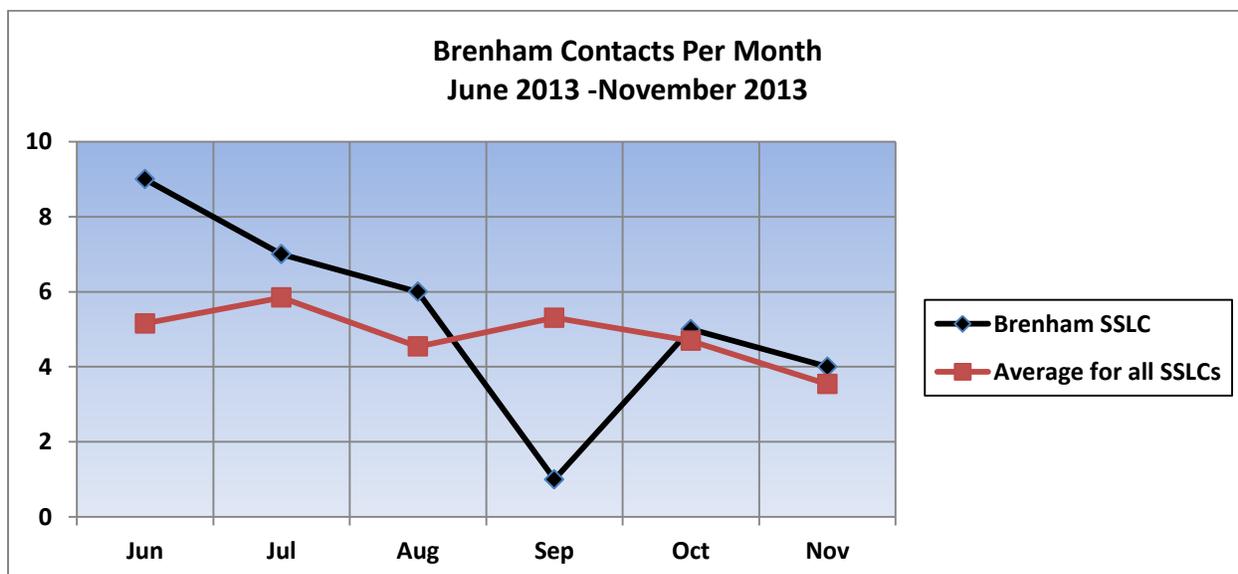
Other concerns brought to the attention of the AIO during this reporting period from guardians and residents were in the areas of safety, challenging behavior, and the need for meaningful programming. The majority of persons contacting the AIO expressed some level of dissatisfaction with timeliness and/or the way that the Center responded to their concerns. Once individuals/guardians felt that the administration/teams were responsive to their needs, they began to express some level of satisfaction. Even when actions are initially taken to address concerns, lack of adequate supports or follow-up has resulted in recurring problems over a period of time.



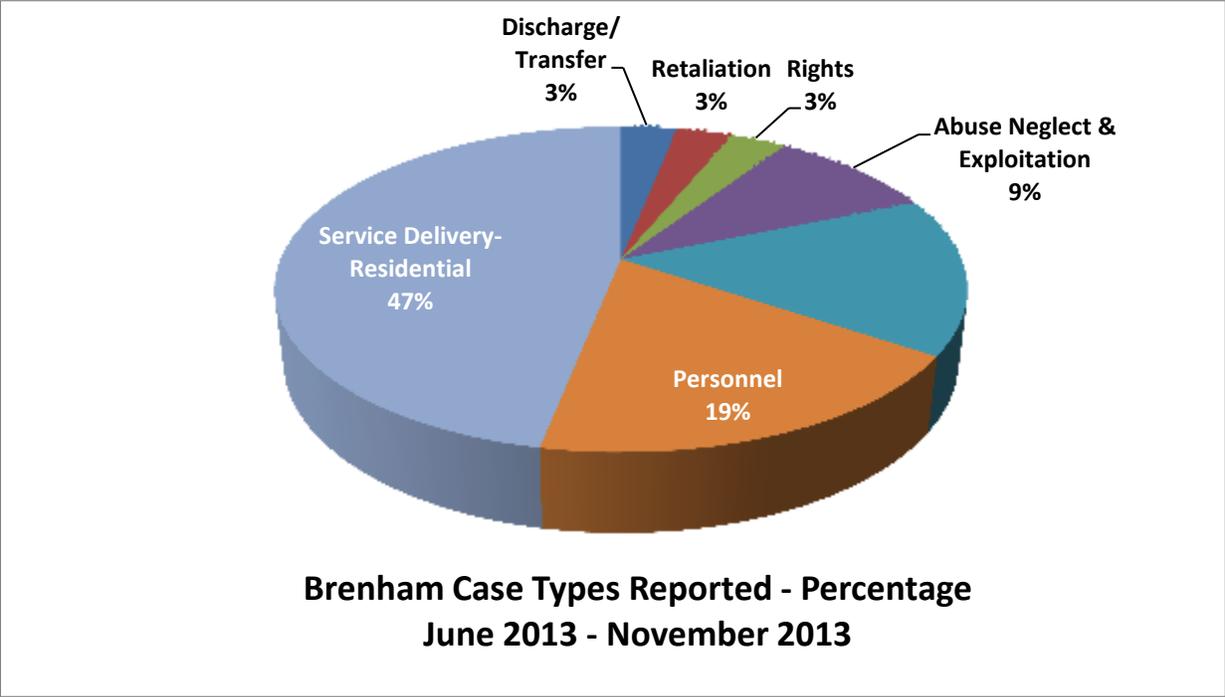
Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center 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.

<b>Brenham SSLC Demographics</b>			
<b>Year Established</b>	1974	<b>Level of IDD Moderate</b>	19.03%
<b>Population</b>	289	<b>Level of IDD Severe</b>	17.65%
<b>Male</b>	63%	<b>Level of IDD Profound</b>	61.59%
<b>Female</b>	37%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	24	<b>Health Status Moderate</b>	85
<b>Ages 22-54</b>	187	<b>Health Status Severe</b>	5
<b>Ages 55+</b>	78	<b>No Legal Guardian Assigned</b>	13.49%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0%
<b>Level of IDD Mild</b>	1.73%		

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



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

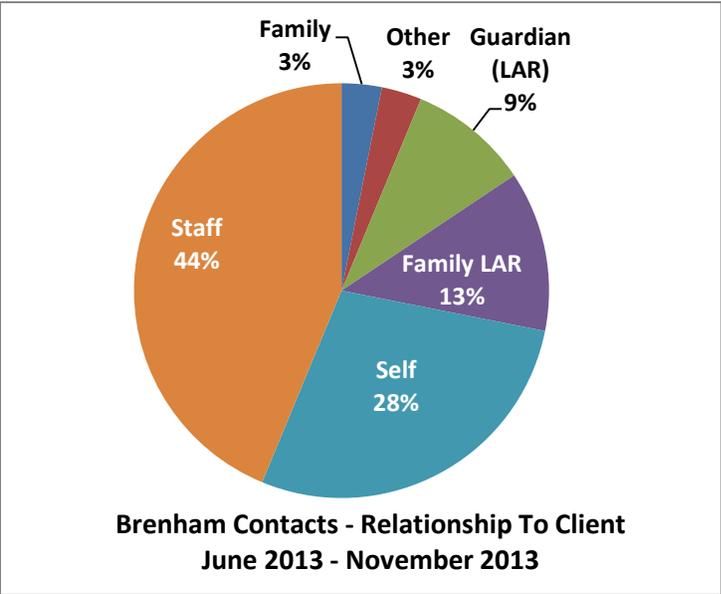


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Discharge/Transfer	1
Personnel	6
Service Delivery-Residential	15
Retaliation	1

Rights	1
Abuse Neglect & Exploitation	3
Service Delivery-Medical	5
TOTAL CONTACTS	32



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

Jun 2013 through Nov 2013::

Family	1
Other	1
Guardian (LAR)	3
Family LAR	4
Self	9
Staff	14
TOTAL CONTACTS	32

## Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman

The Corpus Christi State Supported Living Center (CCSSLC) has been in existence since 1970. The facility serves 241 residents at this time. The Corpus Christi SSLC is similar to other state facilities in that it serves individuals with cognitive disabilities ranging from mild to profound. However, the Corpus Christi facility is unique in several respects. Residents range in age from 18 to 85. 39% of the population is over the age of 55, a total of 59% are in the profound level of developmental disability, 38% are non-ambulatory and 64% of the total population has a profound adaptive behavior level. A total of 176 residents (approximately 74% of the current population) have been here for over 10 years and 66% of the residents continue to lack legal guardians. Since the last report, there have been a total of seven discharges into the community, one completed respite stay, five new admissions to the facility and one transfer from another facility.

The campus has three units and a total of 11 homes. Corpus Christi SSLC residents have access to a variety of classes, active treatment sites, various employment opportunities, an on-campus computer lab, gymnasium and swimming pool among other supports to promote independence and growth. A new shuttle bus service was recently added to assist individuals in getting around campus, including class and work. The individuals who live at CCSSLC can attend weekly dances or participate in numerous community outings. They are employed during the week, or take part in an array of recreational opportunities both on- and off-campus.

Some important activities at the Corpus Christi SSLC in the past six months include:

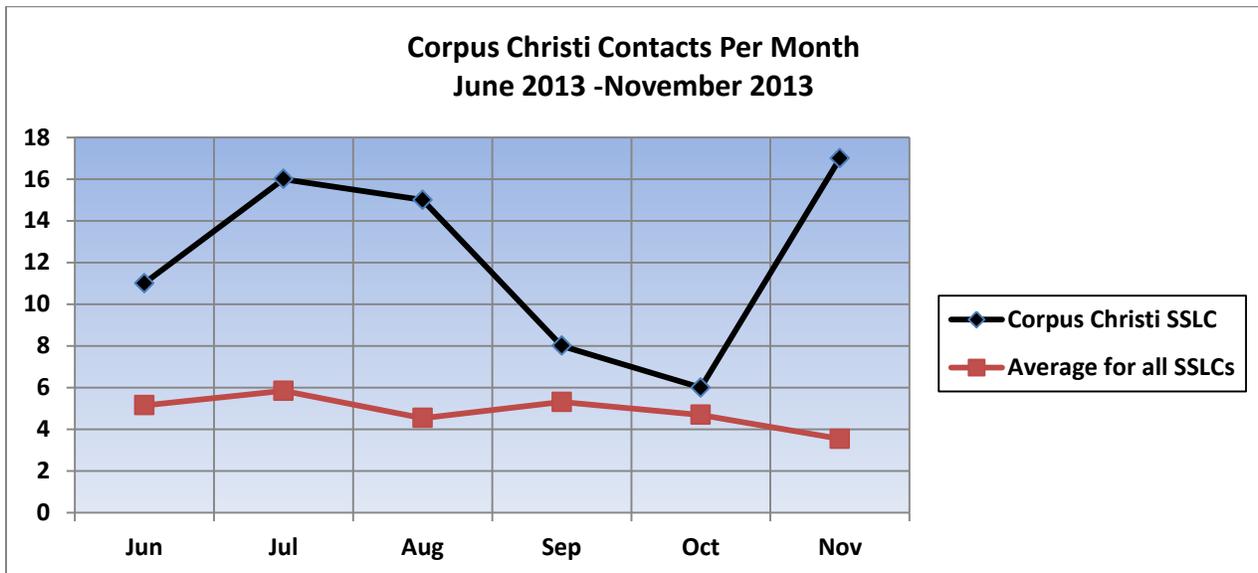
- Budget revisions in June 2013 called for cost saving measures. As a result, one unit was closed and the decision was made to discontinue the use of contracted therapists.
- Quarterly meetings were held with DFPS, OIG, and DADS Regulatory to enhance interagency relationships and discuss investigative issues.
- A Family Association Meeting was hosted in August 2013.
- A total of six DADS Regulatory visits were made for complaints and incidents. To date, Regulatory reviews have had successful outcomes.
- The Center Administration has filled the recently-vacated positions of Assistant Director of Programs and Chief Nurse Executive, and has created a new position, Assistant Unit Director.
- In early September 2013, DADS Regulatory conducted the facility's Annual Survey and Life Safety Code Inspection. Some deficiencies were identified and the facility has been working on a plan of correction.
- The Department of Justice Court Monitor's visit took place at the end of September 2013.
- Several individuals transitioned to group homes in the community. There are several other individuals currently awaiting a community placement.

*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*

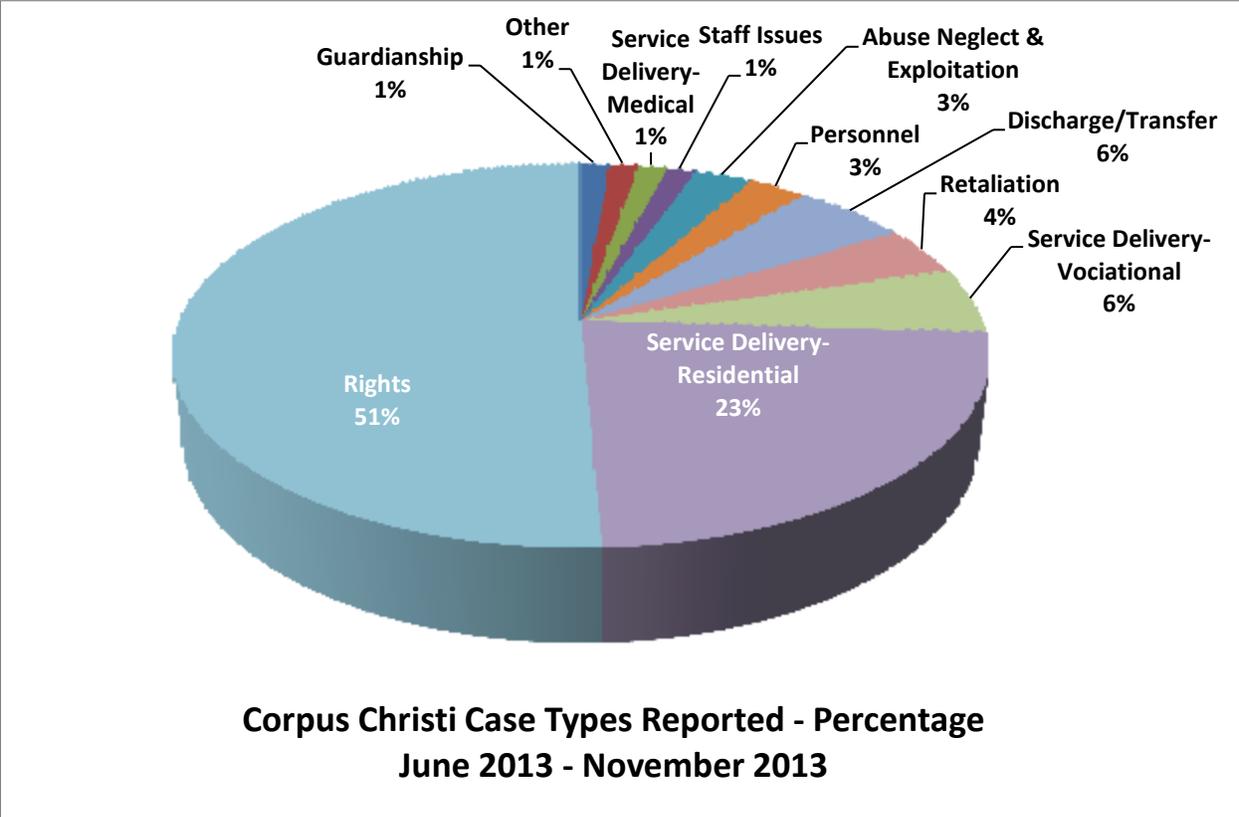
served diverse populations with issues including substance abuse, HIV, minority women, older adults, mental health, homeless males, individuals with various physical and cognitive disabilities, and children with special health care needs. Ms. Medina accepted the Assistant Independent Ombudsman position in 2010.

<b>Corpus Christi SSLC Demographics</b>			
<b>Year Established</b>	1970	<b>Level of IDD Moderate</b>	9.54%
<b>Population</b>	241	<b>Level of IDD Severe</b>	9.54%
<b>Male</b>	56%	<b>Level of IDD Profound</b>	60.17%
<b>Female</b>	44%	<b>Level of IDD Unspecified</b>	0.41%
<b>Ages ≤21</b>	4	<b>Health Status Moderate</b>	97
<b>Ages 22-54</b>	141	<b>Health Status Severe</b>	14
<b>Ages 55+</b>	96	<b>No Legal Guardian Assigned</b>	65.98%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	4.15%
<b>Level of IDD Mild</b>	20.33%		

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



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

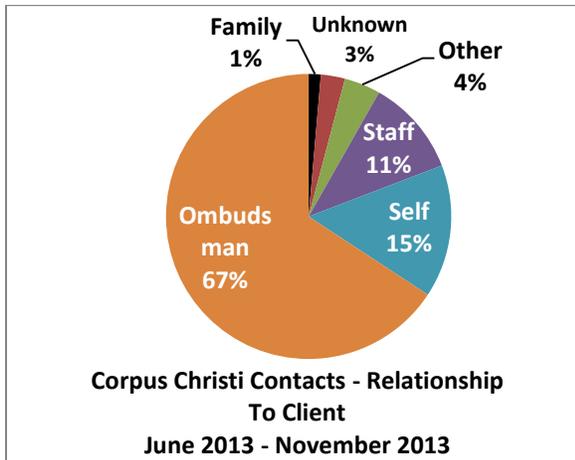


Source: H.E.A.R.T.

Jun 2013 through Nov 2013:

Guardianship	1
Other	1
Service Delivery-Medical	1
Personnel	2
Discharge/Transfer	4
Retaliation	3

Service Delivery-Vocational	4
Staff Issues	1
Abuse Neglect & Exploitation	2
Service Delivery-Residential	17
Rights	37
<b>TOTAL CONTACTS</b>	<b>73</b>



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

Jun 2013 through Nov 2013:

Family	1
Unknown	2
Other	3
Staff	8
Self	11
Ombudsman	48
<b>TOTAL CONTACTS</b>	<b>73</b>

## Denton State Supported Living Center

Jerome Young, Assistant Independent Ombudsman

The Denton SSLC currently provides services to 490 individual with cognitive and physical disabilities. The level of developmental disability ranges from mild to profound. The campus consists of six units. Two units serve individuals who are medically fragile and require 24-hour nursing care. Although the majority of these individuals have physical limitations, they are provided with resources to be as independent as possible. Some need assistance with propelling their wheelchairs, while others have been provided with motorized wheelchairs in order to move independently. The other units are home to individuals who are more ambulatory, but require behavioral intervention. Although most of the population consists of older individuals, there are two individuals who still attend public school.

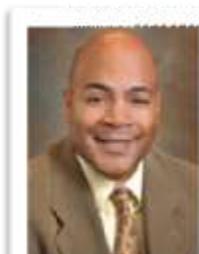
On October 3, 2013, an Abuse Neglect Awareness campaign was held. Participants were quizzed on their knowledge of reporting procedures. In exchange for participation everyone was provided with free food and a "I Know How And When To Report Incidents" bracelet. This campaign was very successful and a large number of people participated.

Sidewalks are being repaired in eight problem areas throughout the campus. Repairs will level the sidewalks and replace broken areas. Successful completion of this project will make the sidewalks safer for the residents and help to prevent injuries related to slips, trips and falls. It will also improve accessibility to buildings.

The annual ICF review by DADS Regulatory was successful. The Settlement Agreement Monitors visited in May.

Work continued on providing enhanced training to QIDPs. This will include the QIDP Skills Fair. Work also continued on a system to improve the residents' mealtime experience, which focuses on safety and normalization.

Music students from Texas Women's University will be performing concerts for residents at a few of the homes. The Foster Grandparents' annual Cookie Day provides cookies to employees to show appreciation for hard work and selflessness that staff provide to the residents.

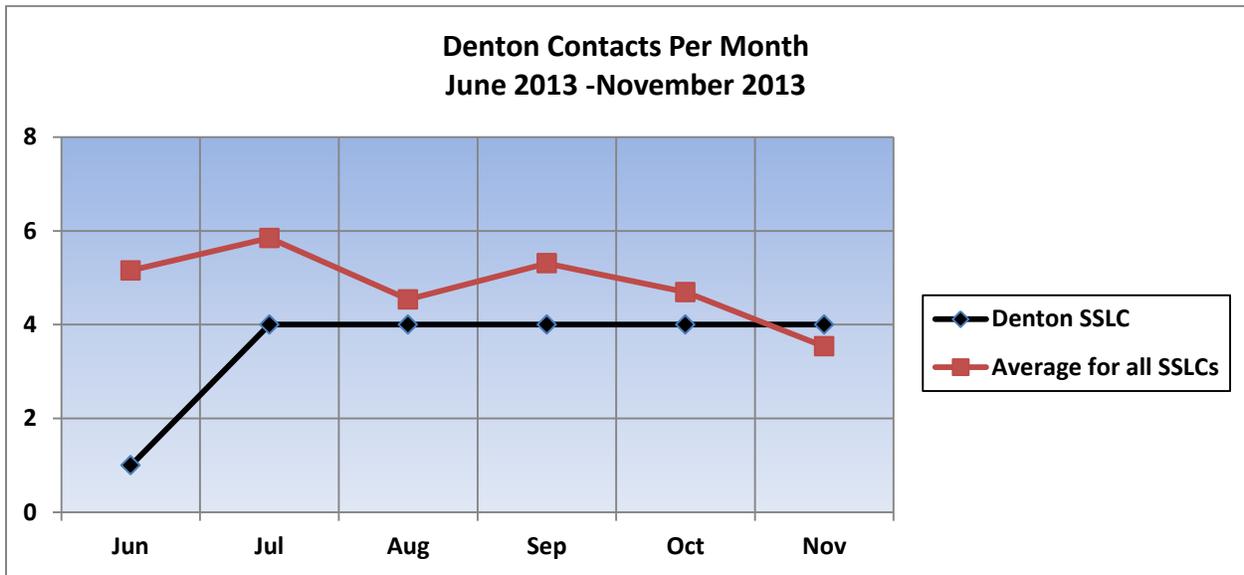


*Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton SSLC, holding the positions of Direct Support Professional, Building Coordinator, Residential Supervisor and Job Requisition Coordinator. His reputation for client advocacy, fairness and compassion attested that he would be a valuable member of the Office of the Independent Ombudsman.*

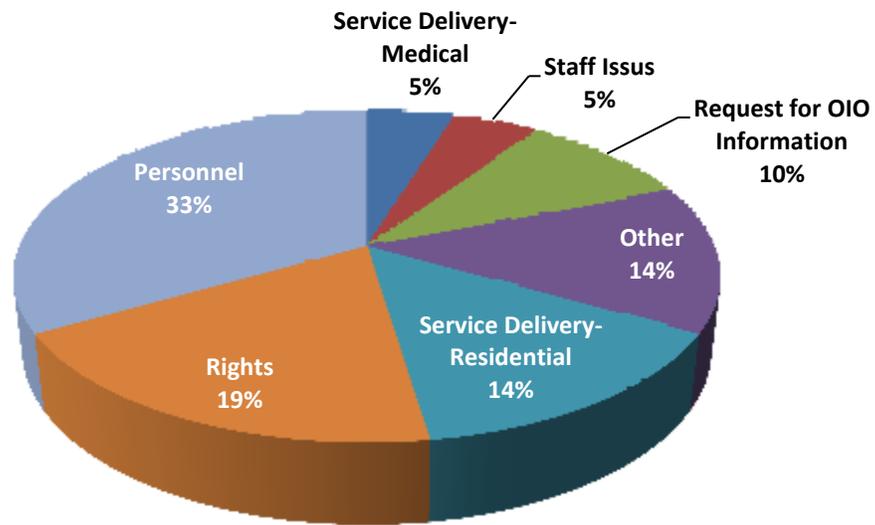
*He joined the OIO as the Assistant Independent Ombudsman for the Denton SSLC in February 2013.*

<b>Denton SSLC Demographics</b>			
<b>Year Established</b>	1960	<b>Level of IDD Moderate</b>	12.04%
<b>Population</b>	490	<b>Level of IDD Severe</b>	18.37%
<b>Male</b>	57%	<b>Level of IDD Profound</b>	59.19%
<b>Female</b>	43%	<b>Level of IDD Unspecified</b>	1.43%
<b>Ages ≤21</b>	5	<b>Health Status Moderate</b>	189
<b>Ages 22-54</b>	260	<b>Health Status Severe</b>	108
<b>Ages 55+</b>	225	<b>No Legal Guardian Assigned</b>	33.27%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0.42%
<b>Level of IDD Mild</b>	8.98%		

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



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



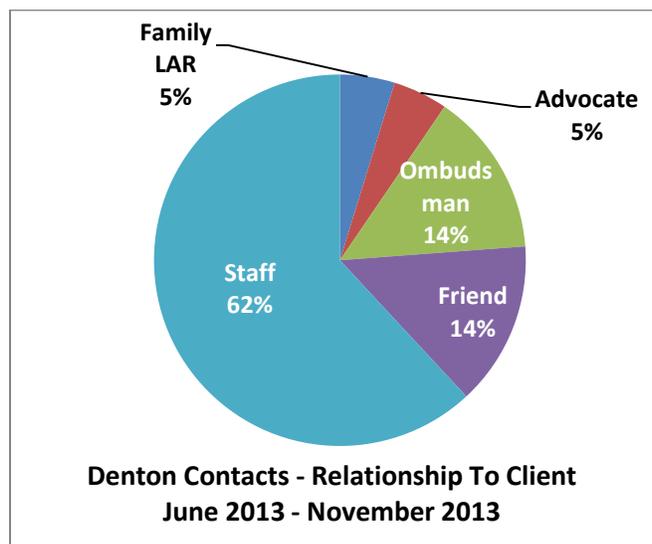
**Denton Case Types Reported - Percentage  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013:

Service Delivery-Medical	1
Staff Issues	1
Request for OIO Information	2
Other	3

Service Delivery-Residential	3
Rights	4
Personnel	7
<b>TOTAL CONTACTS</b>	<b>21</b>



**Denton Contacts - Relationship To Client  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013

Family LAR	1
Advocate	1
Ombudsman	3
Friend	3
Staff	13
<b>TOTAL CONTACTS</b>	<b>21</b>

## El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

The El Paso State Supported Living Center provides services for 116 individuals with a range of developmental disabilities. Some residents carry a dual diagnosis of either physical or mental impairment in addition to their primary intellectual disability. Because of the size of the facility it is considered only one unit even though a range of residential services specific to the individuals is provided. The Systems building, otherwise known as Dorms, is on the west side of the campus. This is where individuals live who are considered medically fragile. Some of the residents require additional nursing care due to high risk for aspiration, limited mobility or various other medical challenges. Other residents live in several homes, called cottages, on the east side of campus.

The El Paso SSLC continued to make progress in all areas of service. The last six months have seen steady movement toward community placement. The Admissions and Placement Department together with the Transition Specialists, placed two individuals in the community, both of whom have gone into group homes. A new admission was welcomed to the facility and there was one resident who returned to the El Paso SSLC after being placed in the community.

One of the cottages was remodeled. Improvements included new floors, new cabinetry and updates to the bathrooms and kitchens. Other cottages are in various stages of remodeling, and upon completion, the Dorms are slated for remodeling.

The facility's visit from DOJ has also shown improvement, with gains in the Psychiatric, Pharmacy, Medical Clinic, Psychology and QA departments.

Town Hall Meetings continue to be a great vehicle for training and information dissemination. They also provide an opportunity for staff to meet and greet one another and come together for a short while. The meetings are held monthly and at different times in order for all to make arrangements to attend.

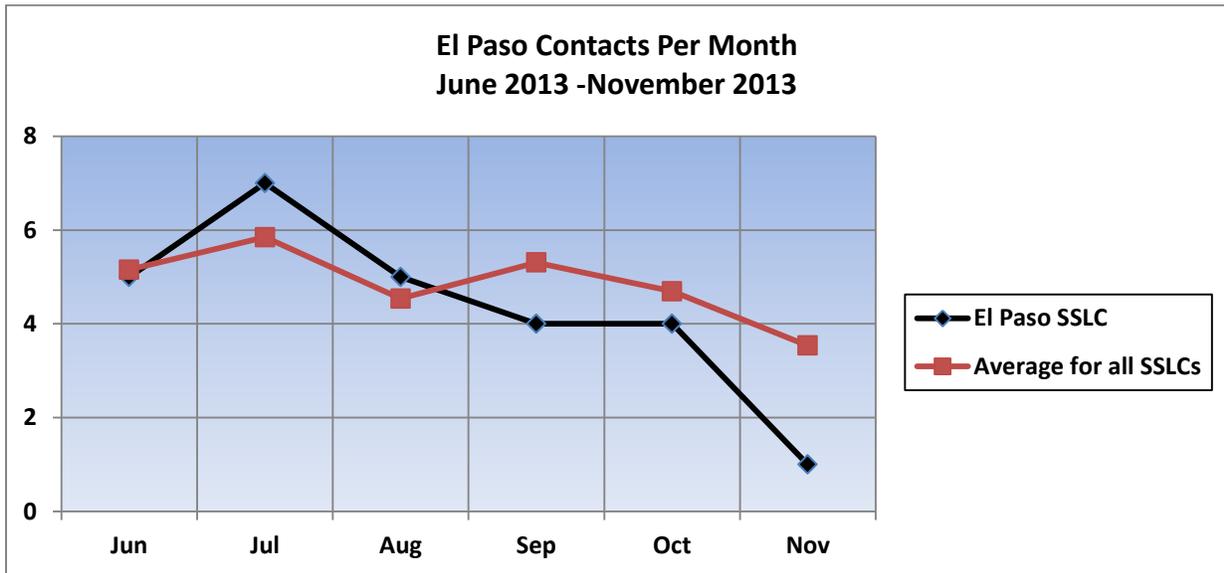
Community outings and active treatment have been steadily increasing. These in part are promoted in a monthly recreational calendar that is posted at different sites and sent via e-mail campus-wide.



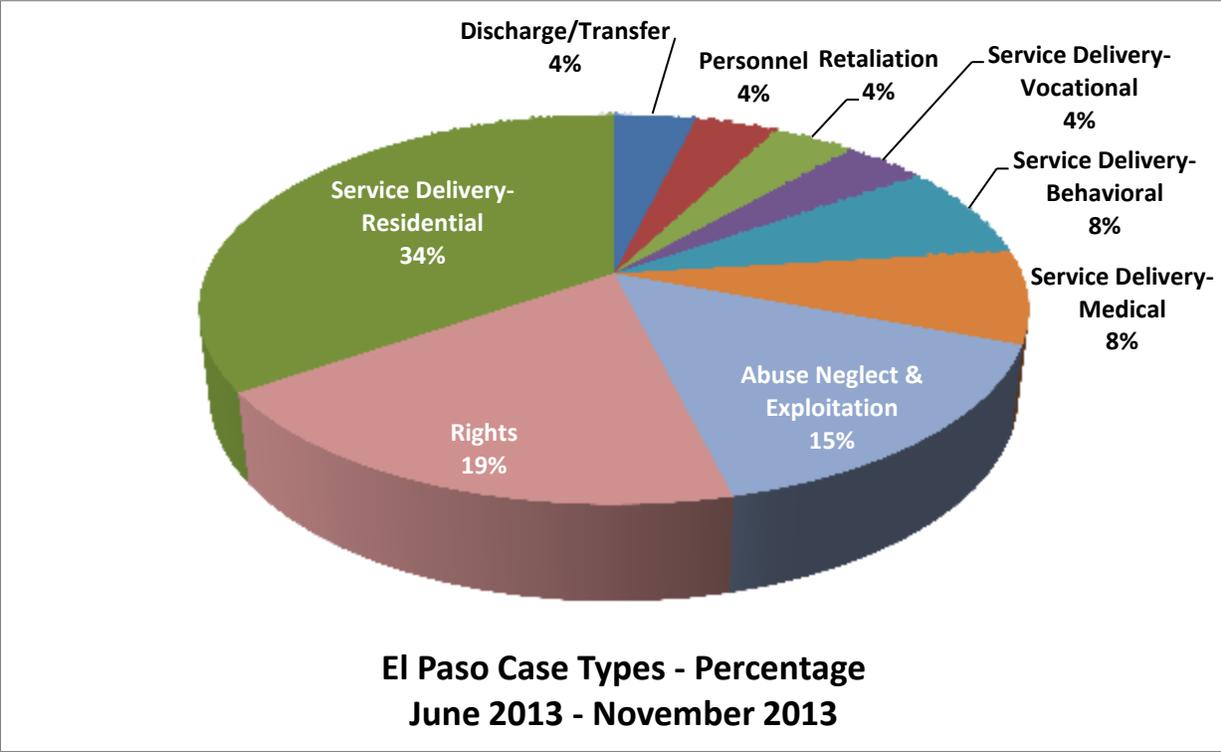
*Born and raised in the Sun City, Ms. Ponce went from serving the elderly population to working with children. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. She became a Certified Internal Investigator and began working as a Case Manager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

El Paso SSLC Demographics			
Year Established	1974	Level of IDD Moderate	14.66%
Population	116	Level of IDD Severe	21.55%
Male	58%	Level of IDD Profound	61.21%
Female	42%	Level of IDD Unspecified	0%
Ages ≤21	1	Health Status Moderate	31
Ages 22-54	81	Health Status Severe	10
Ages 55+	34	No Legal Guardian Assigned	49.14%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	2.59%		

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



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

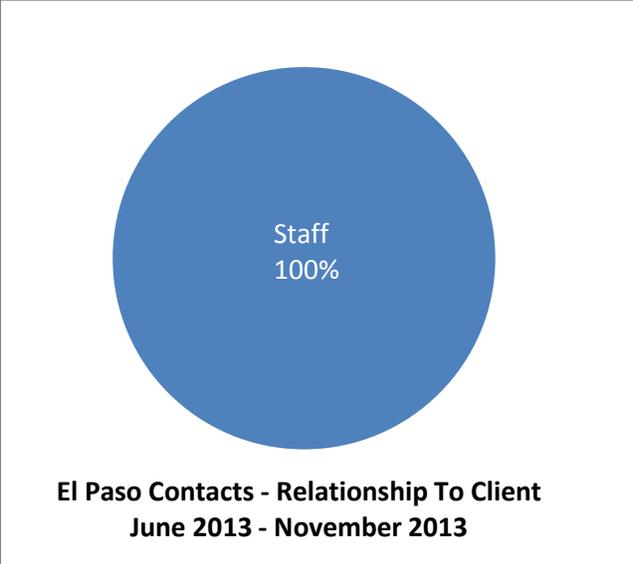


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Discharge/Transfer	1
Personnel	1
Retaliation	1
Service Delivery-Vocational	1
Service Delieri-Behavioral	2

Service Delivery-Medical	2
Abuse Neglect 7 Exploitation	4
Rights	5
Service Delivery-Residential	9
<b>TOTAL CONTACTS</b>	<b>26</b>



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

Jun 2013 through Nov 2013:

Staff	26
<b>TOTAL CONTACTS</b>	<b>26</b>

## Lubbock State Supported Living Center

Ramona Rocha-Hughes, Assistant Independent Ombudsman

Currently the Lubbock SSLC serves 206 people. There are three units on the campus. Unit 1 primarily provides services for individuals who need extensive care and attention. Residents in two of the homes require the use of wheelchairs for mobility and for the most part are not able to verbally communicate, but have assistance from communication devices or their own special way of communicating. The other homes that comprise Unit 1 are made up of individuals who can ambulate independently, need assistance or require the use of wheelchairs. All require varying degrees of assistance. Unit 2 and Unit 3 generally provide services for individuals who are more independent. These two units serve individuals who exhibit challenging behaviors.

The campus has two workshops, a small one for people who do better in a slower paced, quieter environment and a larger one for the rest of the individuals who work. The facility also provides a variety of programs for individuals who are not interested in work activities. Hearts and Hands is an on-campus store that sells ceramics, jewelry, homemade cards, and various other knickknacks made by the residents. At Hearts and Hands, the individuals who work there learn how to use a cash register and how to provide great customer service. The store is open to all employees and the Lubbock community.

Lubbock SSLC has been busy in the last six months. There have been 113 incidents investigated by the facility and DFPS. Regulatory Services have been out seven times to conduct investigations. The investigations yielded unsubstantiated cases and no citations from Regulatory Services.

The facility was visited by Regulatory Services for the annual follow-up in June 2013. The facility had been placed on a 90-day termination. The follow-up visit cleared most of the citations but continued the 90-day termination as health services remained out of compliance at the time. In July, Regulatory Services returned for another follow-up visit and were able to lift the 90-day termination and clear the outstanding citations. The DOJ Settlement Agreement Monitors were on campus to conduct their six-month visit in July. Progress was made by the facility.

Along with the hard work the facility has been doing there have been occasions for some fun activities. One was the South Plains Panhandle Fair. The individuals who attended represented their homes with their unique tee-shirt designs. An employee appreciation day was held in October and honored those who have been at the SSLC for five years all the way to over 40 years of service. The SSLC greatly appreciates everyone's hard work and dedication to the individuals who call the Lubbock SSLC home.

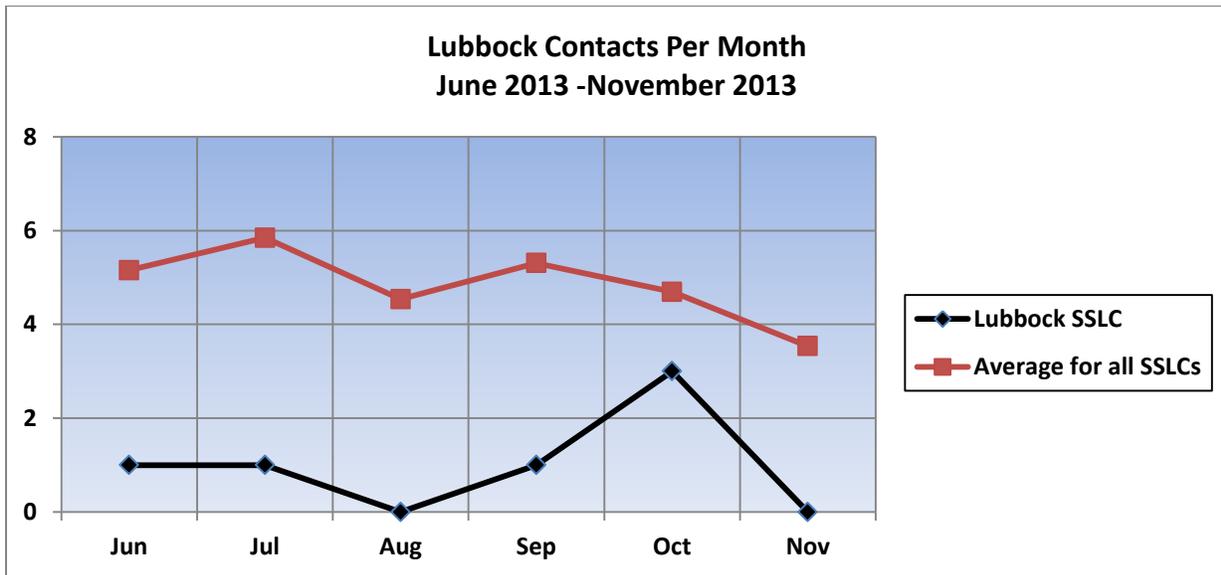


*Ms. Rocha-Hughes received a Bachelor of Science in Home Economics and a Bachelor of Arts in Social Work from Texas Tech University and is a Licensed Social Worker. Her 30 years of service for the state of Texas have centered on working with people who have developmental disabilities. She began as direct-care 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.*

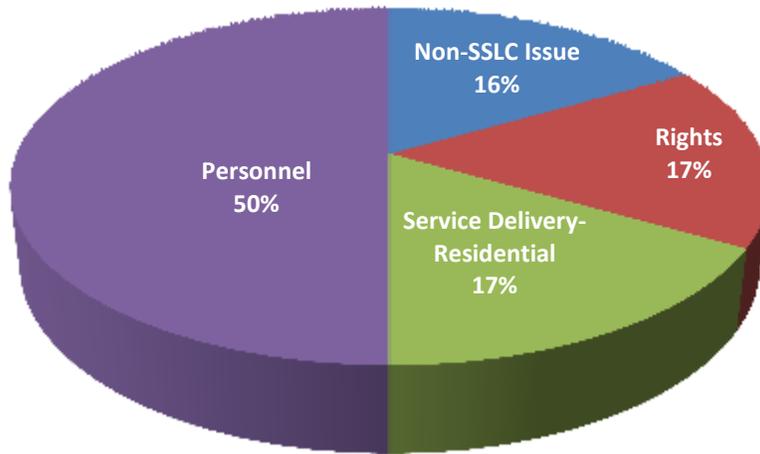
She served as Human Rights Officer prior to accepting the Assistant Independent Ombudsman position in 2010.

<b>Lubbock SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	10.19%
<b>Population</b>	206	<b>Level of IDD Severe</b>	16.50%
<b>Male</b>	73%	<b>Level of IDD Profound</b>	60.68%
<b>Female</b>	27%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	1	<b>Health Status Moderate</b>	88
<b>Ages 22-54</b>	144	<b>Health Status Severe</b>	29
<b>Ages 55+</b>	57	<b>No Legal Guardian Assigned</b>	31.55%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	1.94%
<b>Level of IDD Mild</b>	12.62%		

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



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



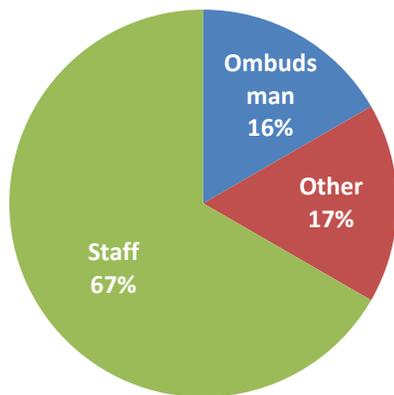
**Lubbock Case Types Reported - Percentage  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013:

Non-SSLC Issue	1
Rights	1

Service Delivery-Residential	1
Personnel	3
<b>TOTAL CONTACTS</b>	<b>6</b>



**Lubbock Contacts - Relationship To Client  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013:

Ombudsman	1
Other	1
Staff	4
<b>TOTAL CONTACTS</b>	<b>6</b>

## Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin SSLC provides services to 342 people with mild to profound cognitive and physical disabilities. The Center provides successful support services for people with a wide range of needs. There continues to be a focus on placement of people living at the facility into the community for services, as well as improvement of services for those living at the Center. Over the past six months the Center has placed 14 people in a community setting. The Center has welcomed new Directors for the Competency Training and Development Center, and for Behavioral Services, following retirement of previous Directors. The Center has also welcomed a new Assistant Director of Administration, formerly of the San Angelo SSLC. Currently the Center is in the process of filling the position of Residential Director following retirement of this Director as well. The Center had several visits from DADS Regulatory over the period to investigate complaints and incidents. Deficiencies in the areas of Client Protections, Nursing Services, and Physical Environment were noted. These areas of concern have been successfully addressed by the Center, and the Center currently has no outstanding deficiencies. The next scheduled visit of the Department of Justice Court Monitor is in January 2014.

The Lufkin SSLC continues to benefit from community entities in Lufkin and employees of the Center giving their personal time to support events for people living at the Center. Events include the Bream Busters Challenge, a day of fishing and fun, and the Annual Statewide Music Festival held in Austin, Texas this year. Several Texas A&M students also volunteered their time for a workday in October to complete center improvement projects. A fire alarm replacement project will be undertaken by the Center. One major improvement at the Center is the renovation of its X-ray Department. The Center now has a new digital X-ray machine and technician.

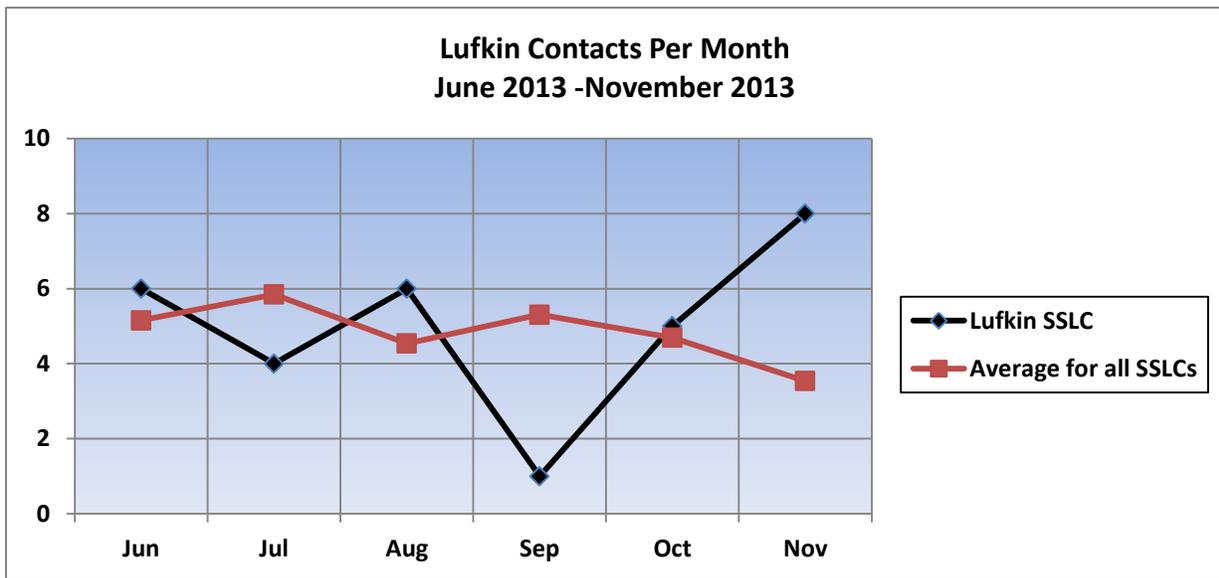
Cooperation from the staff of the Lufkin SSLC has been excellent. Consultations with the Human Rights Officer have helped to ensure that the rights of people living at the Lufkin SSLC are upheld and exercised. IDT teams have consulted as well concerning issues where an outside opinion or ideas about less intrusive strategies were needed.



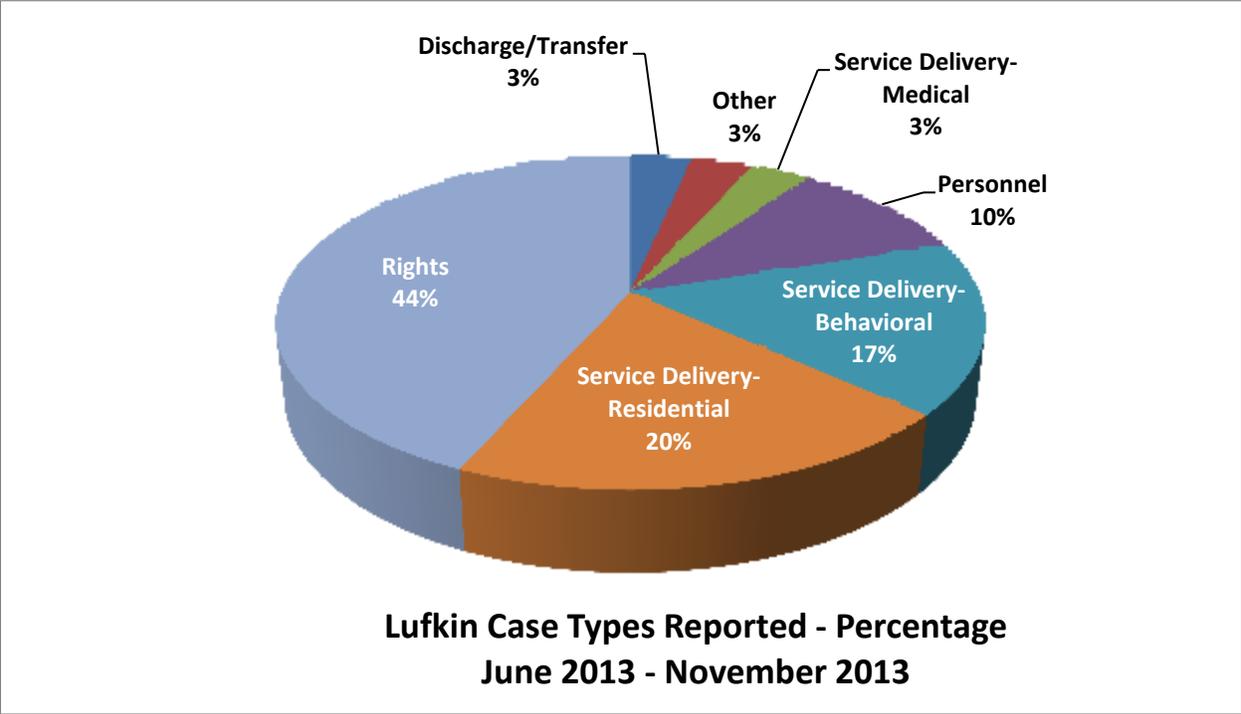
*Mr. Stewart received his Bachelor's Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for 20 years, serving in various capacities such as Unit Psychologist 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 of 2011.*

Lufkin SSLC Demographics			
Year Established	1969	Level of IDD Moderate	9.65%
Population	342	Level of IDD Severe	17.84%
Male	59%	Level of IDD Profound	66.96%
Female	41%	Level of IDD Unspecified	1.17%
Ages ≤21	22	Health Status Moderate	128
Ages 22-54	182	Health Status Severe	23
Ages 55+	138	No Legal Guardian Assigned	47.66%
Level of IDD Borderline	0.29%	Alleged Offenders	0.58%
Level of IDD Mild	4.09%		

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



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

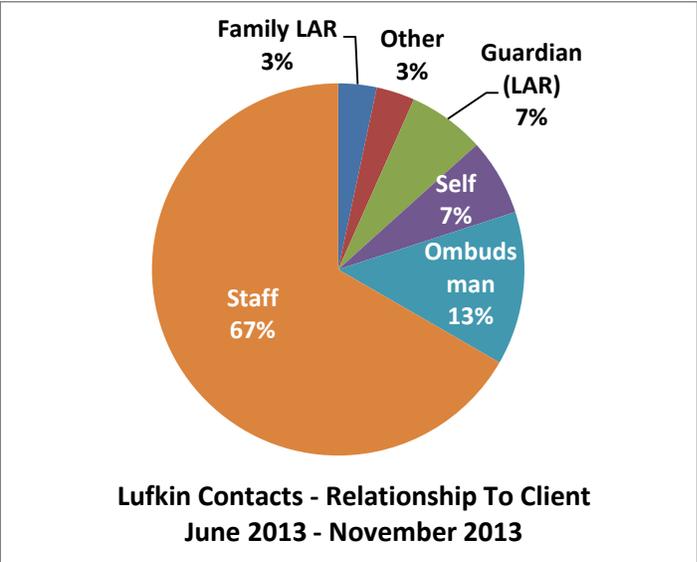


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Discharge/Transfer	1
Other	1
Service Delivery-Medical	1
Personnel	3

Service Delivery-Behavioral	5
Service Delivery-Residential	6
Rights	13
<b>TOTAL CONTACTS</b>	<b>30</b>



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

Jun 2013 through Nov 2013:

Family LAR	1
Other	1
Guardian (LAR)	2
Self	2
Ombudsman	4
Staff	20
<b>TOTAL CONTACTS</b>	<b>30</b>

## **Mexia State Supported Living Center (Designated Forensic Unit)**

Lynda Mitchell, Assistant Independent Ombudsman

Mexia SSLC provides services to individuals who function in the mild to profound range of intellectual disabilities, of which 48% of the individuals function within the mild range. Senate Bill 643 designated Mexia SSLC as the forensic facility, and all new admissions come through the court system. Of the total population of 325, there are 196 alleged offenders, which accounts for 60% of the facility population. Eighty-six percent of the total population is male. Mexia SSLC is working to facilitate transfers of individuals (who are non-forensic) to community settings or to other SSLCs.

There are five units on campus, and three of those units are designated as forensic. Longhorn Unit houses up to 72 juvenile male alleged offenders. One of the six homes, Longhorn 4, is locked. Whiterock Unit houses up to 102 adult alleged offenders in eight homes, with Whiterock 7 and 8 being locked homes. Shamrock Unit houses up to 96 adult male alleged offenders in five homes. Individuals living in Longhorn, Shamrock and Whiterock Units who are not forensic admissions are being placed in the community, transferring to other SSLCs and transferring to the two non-forensic units on campus.

All school-aged individuals attend classes off campus in Mexia. There are 60 students who have been enrolled in public school this year, of which 14 are expected to be graduating seniors.

Vocational training is provided in several areas on campus, as well as in the community. The large workshop does contract work, there is a greenhouse, and two other smaller workshops. There is also a recycling crew that collects paper and cardboard from Mexia and neighboring cities, as well as a mowing crew. The greenhouse sells plants to the public all year round, with a high volume of poinsettia sales during the holiday season. The facility woodshop repairs furniture in the facility, and it also builds and sells wood outdoor furniture to the public.

Mexia SSLC provides specialized forensics training for employees in order to better serve the individuals who are currently being admitted into the facility. Mexia SSLC is also working to facilitate transfers of individuals (who are non-forensic) to community settings or to other SSLCs. Mexia SSLC is recognized as a leader with staff maintaining 100% compliance with required training.

During the past six months, Mexia has continued to move forward in establishing its forensics facility designation as mandated in Senate Bill 643. High risk determinations are being completed for the alleged offenders.

Training has been provided in the ISP process. New employee orientation and ongoing training curriculums have been revised to meet the needs of the changing population, as well as to provide the highest level of service to all who reside in the Mexia SSLC. Staff are also being given training in Person Centered Thinking.

Human Rights Officers and HRC members have received training provided by H&W and by state office personnel. There are two HRC teams that meet two to three times each week to ensure due process for rights restrictions.

The facility administration building has been made more secure by the installation of a more secure door, and access only through the main entrance of the building.

Facility policies are being revised and developed to specifically address the forensic population. Facility admissions and discharges average eight or more each month.

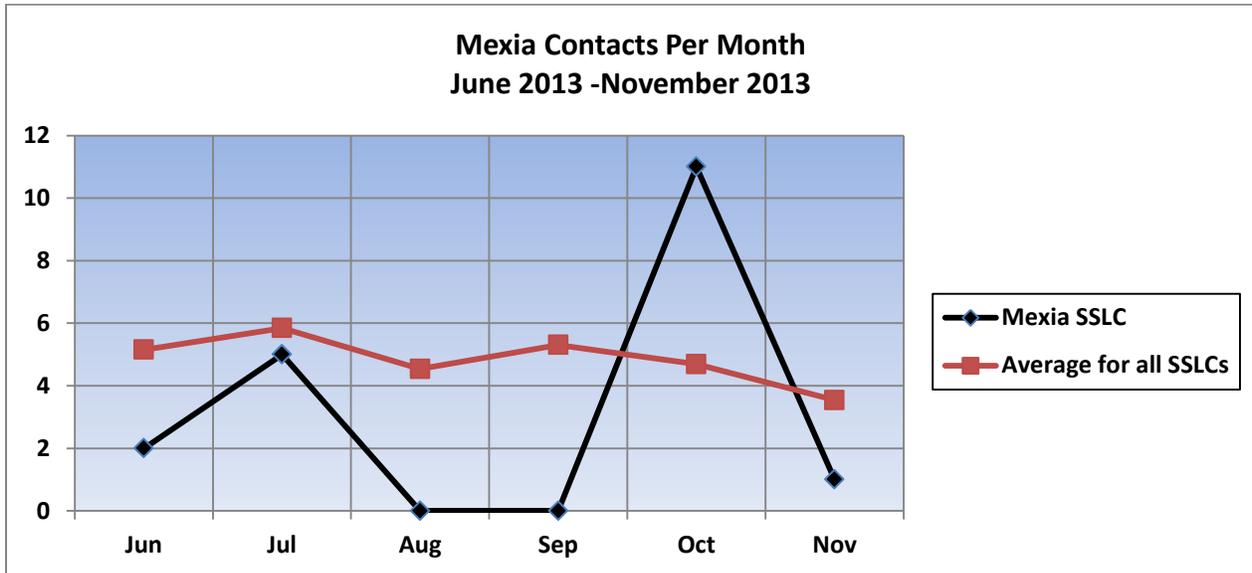
DADS Regulatory has been on campus at least monthly to investigate incidents and complaints. Mexia currently is working to clear three standard level deficiencies. The Settlement Agreement Monitor visit is expected the week of December 9, 2013. Three previously uncertified homes are expected to be recertified by DADS Regulatory.



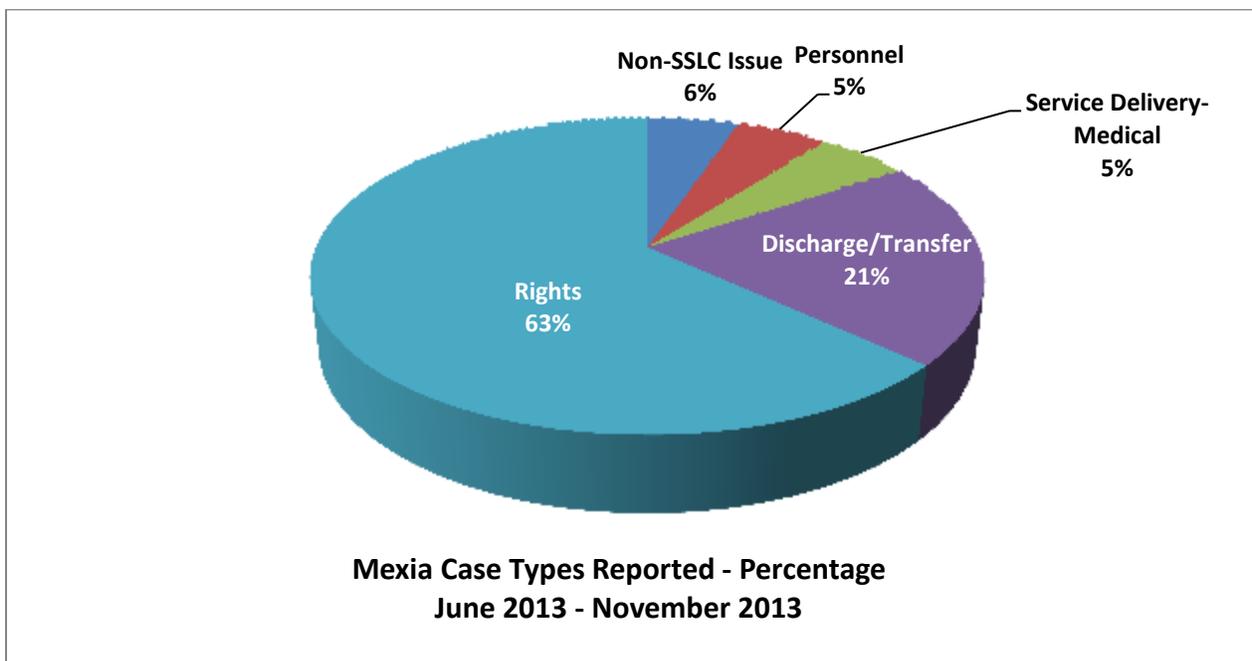
*Ms. Mitchell is a Licensed Social Worker. She earned her BSW from the University of Mary Hardin-Baylor and her M.Ed from Stephen F. Austin State University. Ms. Mitchell has more than 30 years' experience working with and advocating for individuals with intellectual and developmental disabilities and 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.*

<b>Mexia SSLC Demographics</b>			
<b>Year Established</b>	1946	<b>Level of IDD Moderate</b>	25.23%
<b>Population</b>	325	<b>Level of IDD Severe</b>	4.92%
<b>Male</b>	86%	<b>Level of IDD Profound</b>	21.23%
<b>Female</b>	14%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	96	<b>Health Status Moderate</b>	49
<b>Ages 22-54</b>	166	<b>Health Status Severe</b>	3
<b>Ages 55+</b>	63	<b>No Legal Guardian Assigned</b>	60.00%
<b>Level of IDD Borderline</b>	0.62%	<b>Alleged Offenders</b>	60.31%
<b>Level of IDD Mild</b>	48.00%		

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



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

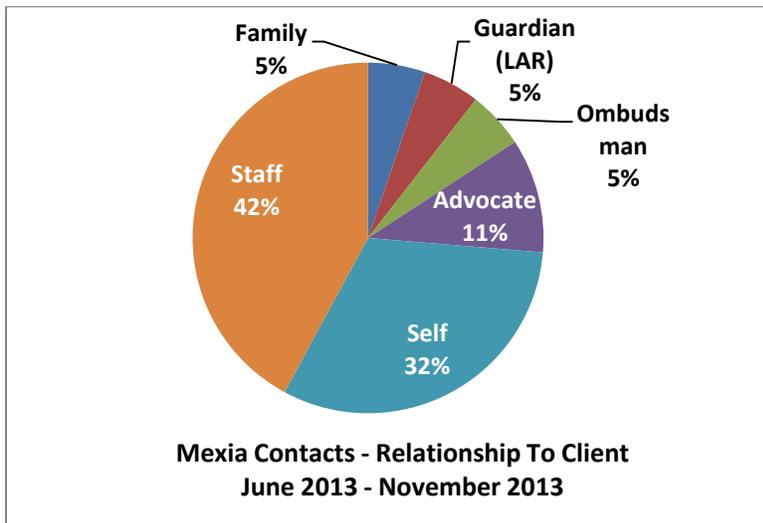


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Non-SSLC Issue	1
Personnel	1
Service Delivery-Medical	1

Discharge/Transfer	4
Rights	12
<b>TOTAL CONTACTS</b>	<b>19</b>



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

Jun 2013 through Nov 2013:

Family	1
Guardian (LAR)	1
Ombudsman	1
Advocate	2
Self	6
Staff	8
<b>TOTAL CONTACTS</b>	<b>19</b>

## Richmond State Supported Living Center

Deatrice Potlow, Assistant Independent Ombudsman

The Richmond State Supported Living Center (RSSLC) opened in 1968. The facility provides residential treatment and training services to people with intellectual and developmental disabilities. The 241-acre state supported living center is home to 336 individuals, and employs approximately 1317 people. RSSLC has a total of 24 homes which make up five units.

There are three workshops on campus to serve residents on weekdays from 8:30-4:00pm. The main workshop has a program designed for individuals who perform job skills and receive pay on a production rate. The Angelina Workshop offers one area that serves as a satellite for the main workshop and another area as a calm place for individuals with autism. The Colorado Workshop has a program designed for individuals that exhibit pica behavior. The materials used at this workshop are approved for a safe environment for these individuals. Workshop staff assigned to this area conduct environmental sweeps before, during, and after to ensure safety. There is also a vocational area on campus for geriatrics. The program includes areas for arts, crafts, music, nature, sensory enhancement, gaming and entertainment.

The individuals who live at RSSLC attend family picnics, dances, and participate in a variety of worship services. They are employed during the week, or participate in an array of recreational opportunities both on- and off-campus.

Over the past six months, the Richmond SSLC has aggressively worked to enhance the Quality Assurance/Quality Improvement Council. The process is streamlined for data representation. The process allows the council to have checks and balances in place when addressing issues and gives focus to the problematic areas. The process offers a visual for tracking and trending data to remedy or effectively address the problems.

During the past six months, the Office of the Independent Ombudsman promoted awareness by giving presentations for New Employee Orientation months, attending quarterly DADS

Regulatory, DFPS and OIG meetings, participating in the Self Advocacy Meetings, and attending the Incident Management and Administrative Review Team meetings. Bimonthly meetings are held with the Director to share information relevant to updates and policies.

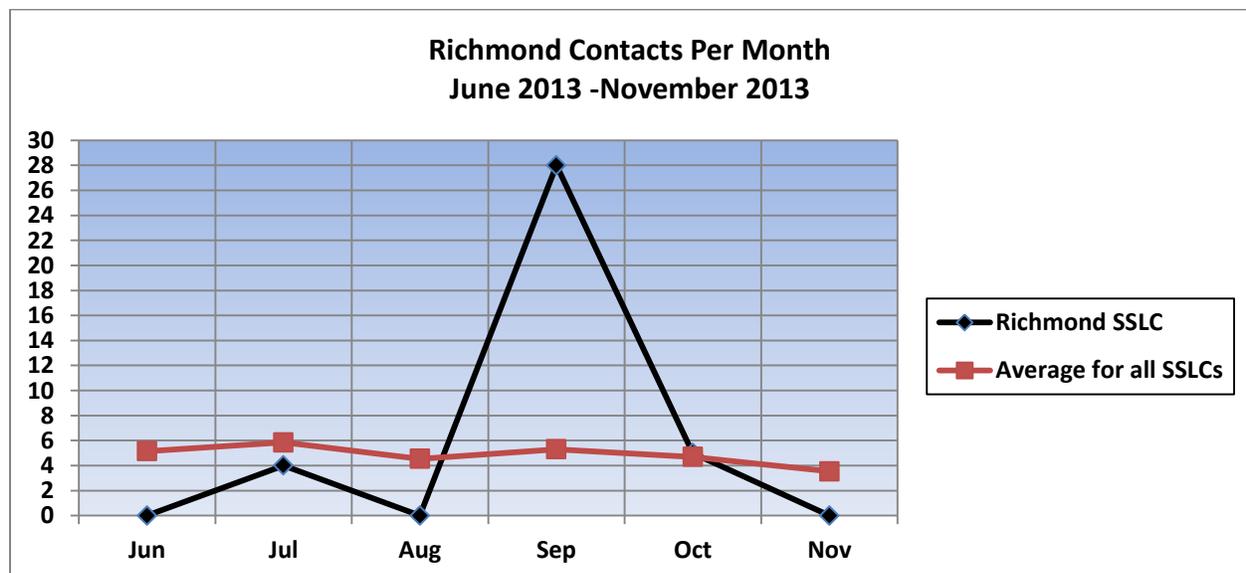


*Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement, and began a career with the State of Texas. During her tenure of employment, she served as an Investigator for children, adults and persons with disabilities. Prior to being hired as an Assistant Independent Ombudsman, she worked as a Facility*

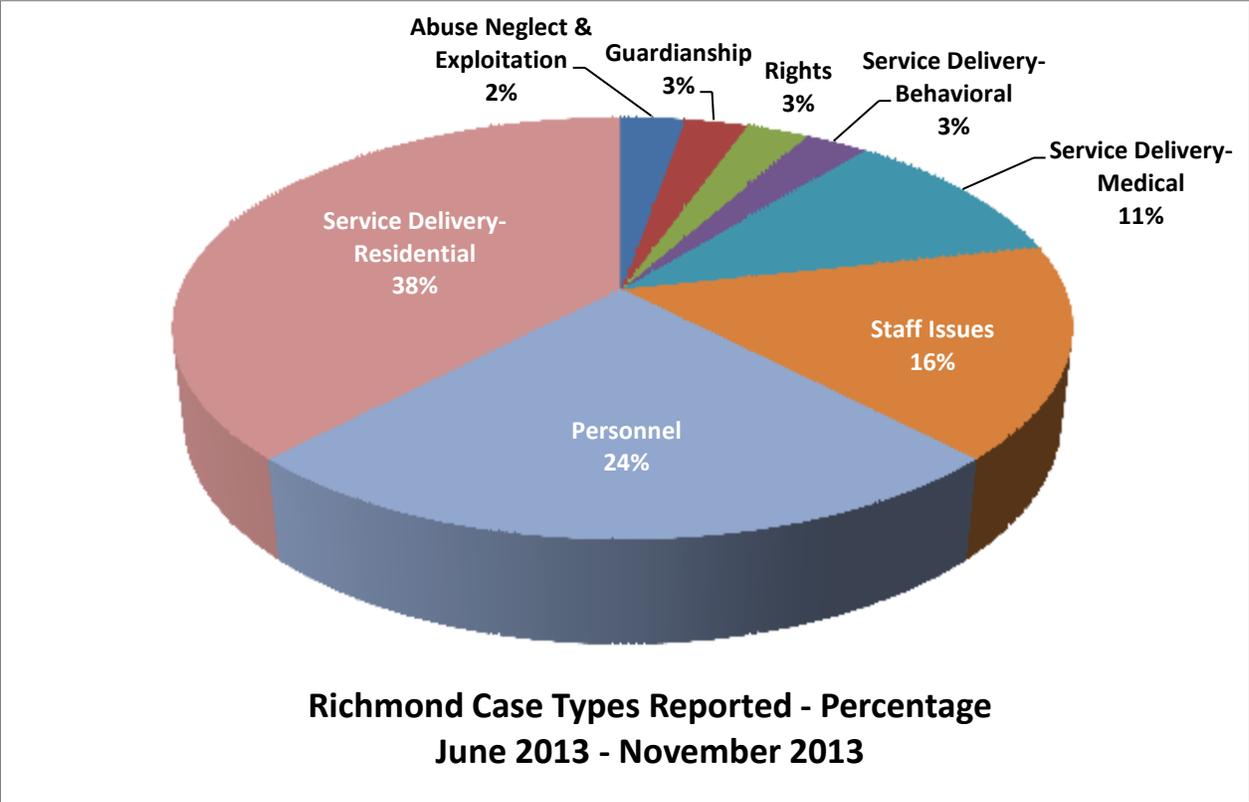
*Investigator who was responsible for investigating allegations of abuse, neglect and exploitation at the Richmond SSLC.*

Richmond SSLC Demographics			
Year Established	1968	Level of IDD Moderate	7.14%
Population	336	Level of IDD Severe	19.05%
Male	57%	Level of IDD Profound	62.20%
Female	43%	Level of IDD Unspecified	0.30%
Ages ≤21	6	Health Status Moderate	164
Ages 22-54	215	Health Status Severe	15
Ages 55+	115	No Legal Guardian Assigned	31.85%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	11.31%		

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



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

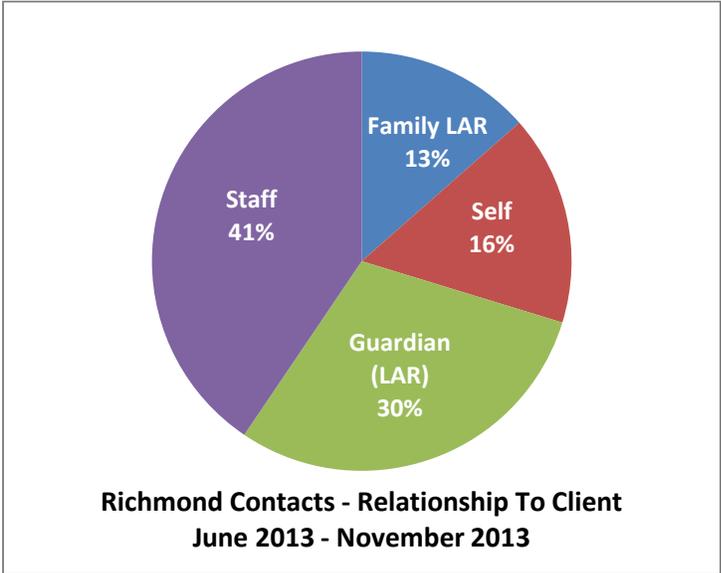


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Abuse Neglect & Exploitation	1
Guardianship	1
Rights	1
Service Delivery-Behavioral	1

Service Delivery-Medical	4
Staff Issues	6
Personnel	9
Service Delivery-Residential	14
<b>TOTAL CONTACTS</b>	<b>37</b>



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

Jun 2013 through Nov 2013:

Family LAR	5
Self	6
Guardian (LAR)	11
Staff	15
<b>TOTAL CONTACTS</b>	<b>37</b>

## Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Rio Grande Center is composed of an ICF component, a Mental Health Facility, and an Out Patient Clinic for the public. The facility serves 65 individuals with intellectual and developmental disabilities ranging from mild to profound

During June, the HRC Committee recommended that a discrepancy be corrected between the Administrative Manual and the Facilities' ICF Manual that set time limits on submission of ISPs to the HRC.

During July the facility continued to look at ways to improve safety. In August the facility started work on sidewalks whose underlying supports were shifting, and on those where there were gaps in between them, creating tripping hazards.

During the month of September the facility worked to attempt to bring Corrective Action Plans (CAPs) on ISPs up to date. There were some ISPs where QIDPs had resigned leaving work undone. Many ISPs were not current, and in some cases they were more than one year old. A concentrated effort was made to bring the CAPs up to date.

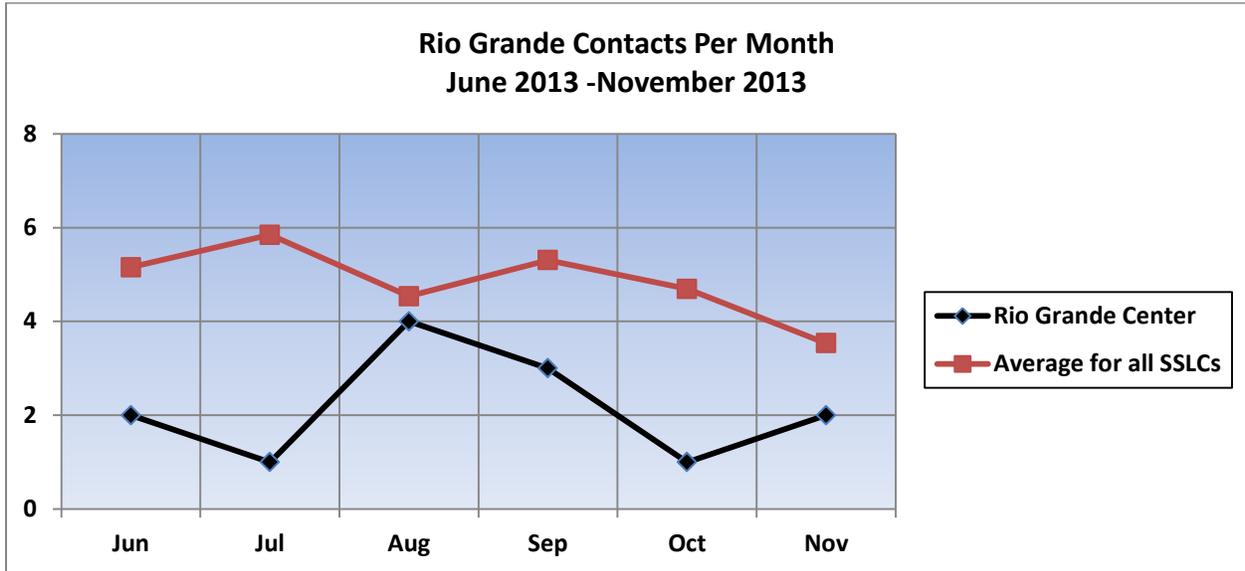
During November the Settlement Agreement Monitors visited the facility. The result was positive, partly because almost all of the CAPs from previous months had been closed.



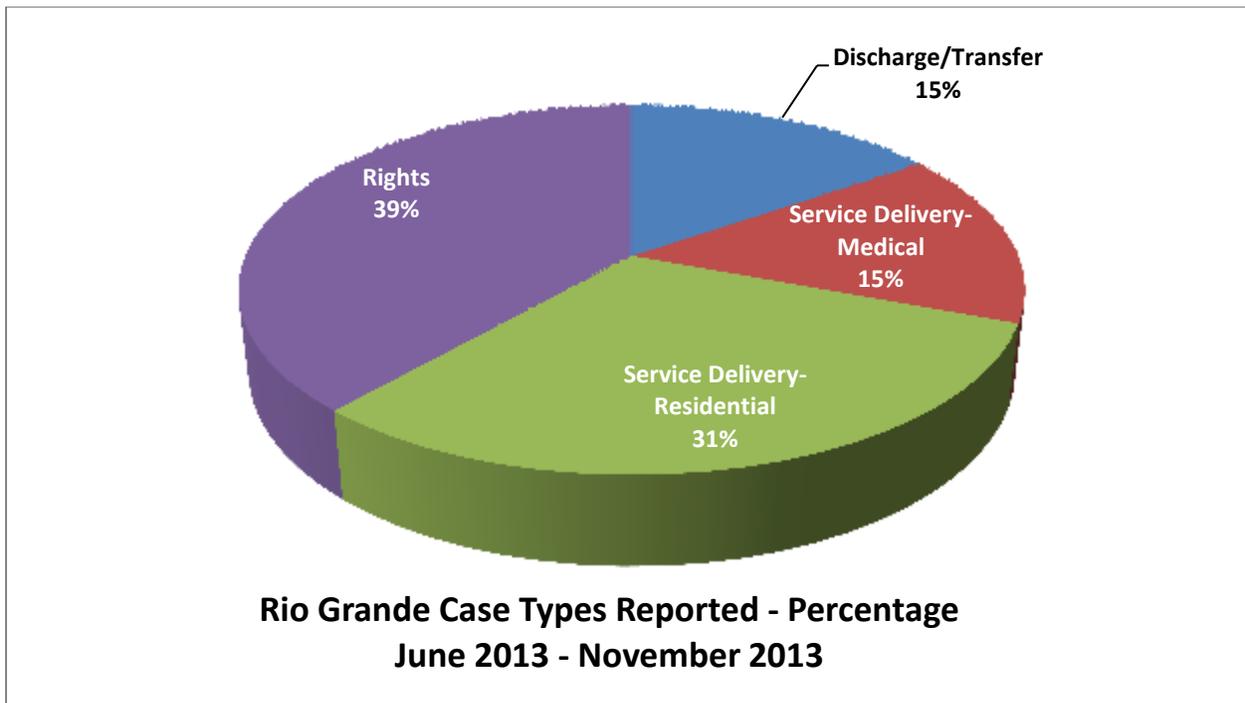
*Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed 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.*

<b>Rio Grande State Center Demographics</b>			
<b>Year Established</b>	1956	<b>Level of IDD Moderate</b>	27.690%
<b>Population</b>	65	<b>Level of IDD Severe</b>	26.15%
<b>Male</b>	66%	<b>Level of IDD Profound</b>	30.77%
<b>Female</b>	34%	<b>Level of IDD Unspecified</b>	10.77%
<b>Ages ≤21</b>	2	<b>Health Status Moderate</b>	20
<b>Ages 22-54</b>	48	<b>Health Status Severe</b>	0
<b>Ages 55+</b>	15	<b>No Legal Guardian Assigned</b>	70.77%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	3.08%
<b>Level of IDD Mild</b>	4.62%		

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



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

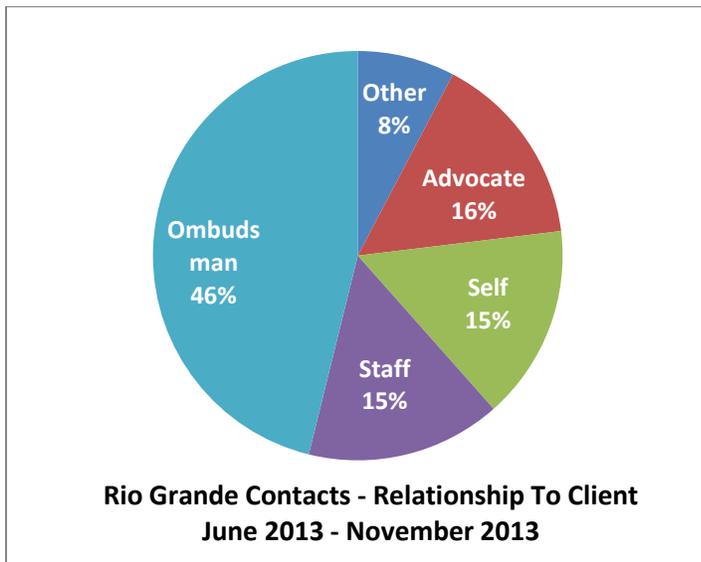


Source: H.E.A.R.T.S.

Jun 2013 through Nov 2013:

Discharge/Transfer	2
Service Delivery-Medical	2

Service Delivery-Residential	4
Rights	5
<b>TOTAL CONTACTS</b>	<b>13</b>



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

Jun 2013 through Nov 2013:

Other	1
Advocate	2
Self	2
Staff	2
Ombudsman	6
<b>TOTAL CONTACTS</b>	<b>13</b>

## San Angelo State Supported Living Center

Melissa Gest, Assistant Independent Ombudsman

The San Angelo State Supported Living Center is the home for 215 individuals with mild to profound developmental and physical disabilities. The majority of the individuals are independent in their daily living skills and ambulate without assistance. There are four homes that serve individuals who primarily use wheelchairs or need assistance when ambulating. One home serves juvenile females, many of whom were referred by the courts and were not competent to stand trial. There are two homes that are dedicated to serving males who have inappropriate sexual behavior, many of whom currently have or have had charges pending for sexual offenses. The facility employs a Licensed Sexual Offender Treatment Therapist who guides the treatment program for these men. San Angelo SSLC serves 37 residents who are alleged criminal offenders.

The Self-Advocacy group on campus is strong. Monthly meetings give residents the chance to express their concerns and suggestions to each other and brainstorm for solutions.

DADS Regulatory made multiple visits to the San Angelo SSLC from June to November 2013. Most complaints and incidents were unsubstantiated.

- An incident in June which was substantiated but not cited was regarding Nursing Services. Numerous corrective actions have been taken by the nursing department related to the lack of assessment.

- In July, a complaint was made with regard to Client Behavior and Facility Practices. Regulatory reviewed all evidence provided and made observations for the Plan of Correction (POC), which was cited during the annual survey follow-up.
- In August, the facility was placed on Immediate Jeopardy (IJ). Concerns were due to a recent incident where the individual was able to climb on top of the building and injure himself severely. The facility's Letter of Credible Allegation for Immediate Jeopardy was accepted and they recommended 90-day termination in the area of Client Protections.
- There were complaints regarding Resident Rights/Client Protections that were substantiated and cited.
- In October, there were five incidents, all of which were unsubstantiated with the exception of one. This incident was related to a sexual incident which was substantiated but not cited. The reason for not citing is because the center reported the incident and took immediate actions to protect the individual.



*Ms. Gest 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.*

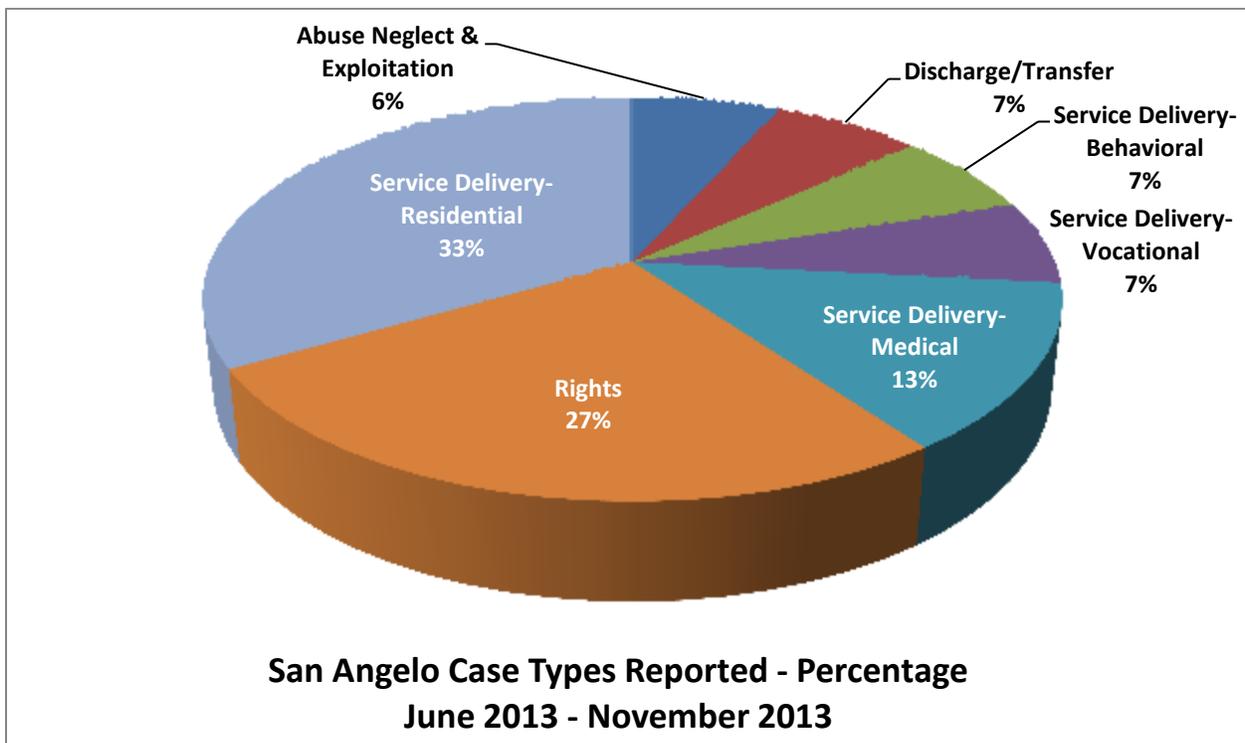
*Ms. Gest left the Office of the Independent Ombudsman in October 2013 to accept a position with the Department of Aging and Disability Services. The office was vacant until December 1, 2013 when Ms. Janet E. Smith, J.D., assumed the duties of the AIO in San Angelo.*

<b>San Angelo SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	22.33%
<b>Population</b>	215	<b>Level of IDD Severe</b>	11.63%
<b>Male</b>	58%	<b>Level of IDD Profound</b>	11.63%
<b>Female</b>	42%	<b>Level of IDD Unspecified</b>	2.79%
<b>Ages ≤21</b>	16	<b>Health Status Moderate</b>	41
<b>Ages 22-54</b>	135	<b>Health Status Severe</b>	6
<b>Ages 55+</b>	64	<b>No Legal Guardian Assigned</b>	61.40%
<b>Level of IDD Borderline</b>	0.47%	<b>Alleged Offenders</b>	17.21%
<b>Level of IDD Mild</b>	51.16%		

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



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

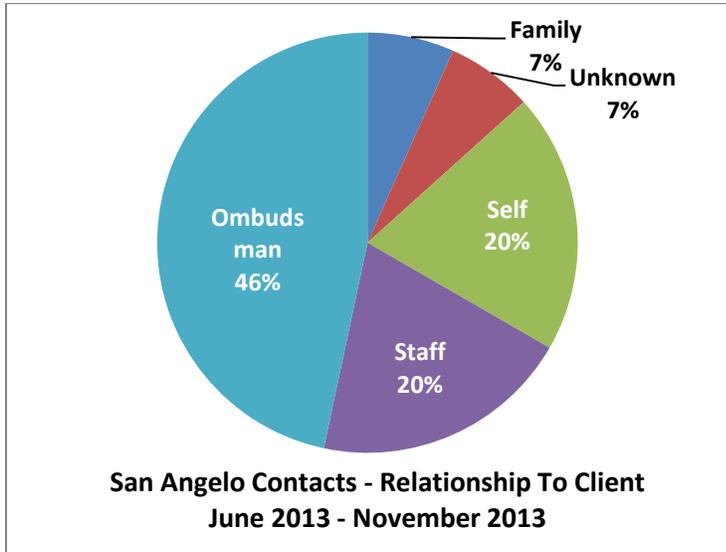


Source: H.E.A.R.T.

Jun 2013 through Nov 2013:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Service Delivery-Behavioral	1
Service Delivery -Vocational	1

Service Delivery-Medical	2
Rights	4
Service Delivery-Residential	5
<b>TOTAL CONTACTS</b>	<b>15</b>



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

Jun 2013 through Nov 2013:

Family	1
Unknown	1
Self	3
Staff	3
Ombudsman	7
<b>TOTAL CONTACTS</b>	<b>15</b>

## San Antonio State Supported Living Center

Jane Dahlke, Assistant Independent Ombudsman

The San Antonio SSLC currently has a census of 246 individuals. There are eight homes serving individuals with total care needs, medical needs, educational requirements, and challenging behavioral needs. One home was repurposed and some individuals moved to other designated homes.

The Center has an active workshop enabling individuals to earn money and gain vocational skills. There are approximately 140 individuals in attendance in this vocational area. Community employment continues to be on the rise with steady jobs at local restaurants. The Center excels in promoting its Self Advocacy group. This active voice of 20 individuals is continuing to attend training sessions and serve the Community. They now have their own T-shirts that are worn during weekly meetings or special activities in the community.

The past six months reflected community and Center activities. As always, the Center encourages family involvement as well as community involvement. Several residents belonging to the Aktion Club organized packages to send overseas to our service men and women. In addition, Volunteer Services held a successful 2K "Run, Roll and Ramble" fun run and presented individual participants with ribbons, medals and T-shirts. They also raised \$800 at the 2013 Rummage Sale used to meet resident needs. During Thanksgiving, 250 meals were presented to staff. Fiesta is always one of the highlights of the Center involving the entire City of San Antonio. There was a wrap-up meeting for this activity to assess and plan for the next huge event.

The Center has been successful in reducing the number of restraints over the past six months. The frequency of the restraints is low. There are now four Board Certified Behavior Analysts at the Center who write the behavior programs. The Psychology Department continues to

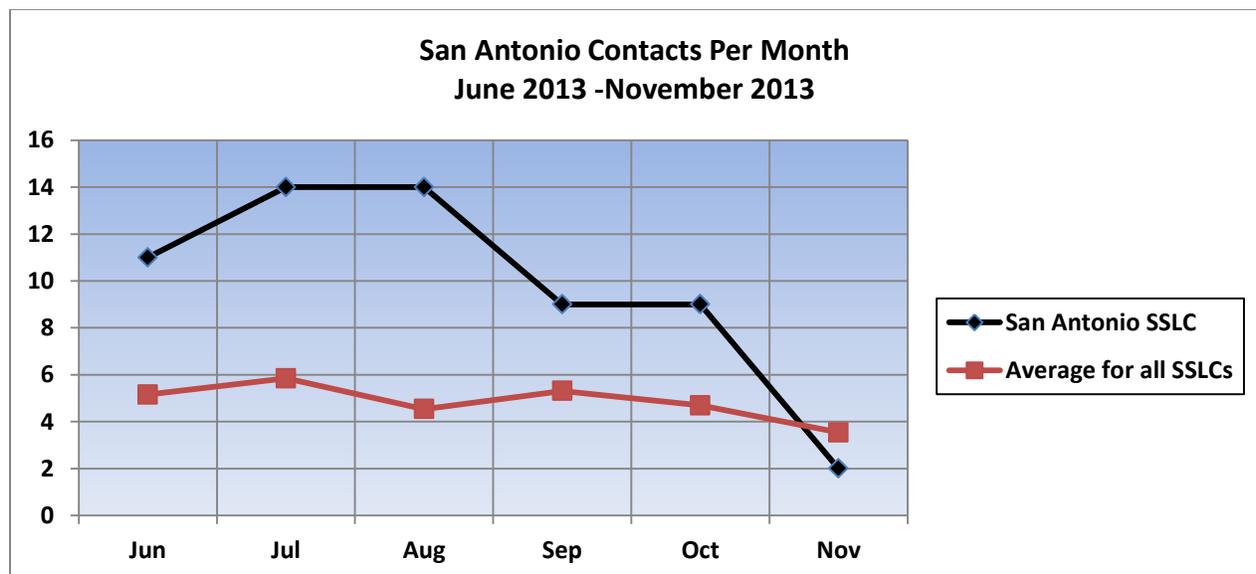
implement positive behavioral strategies. The Medical Department is fully staffed and the Nursing Department has hired a Chief Nurse Executive.



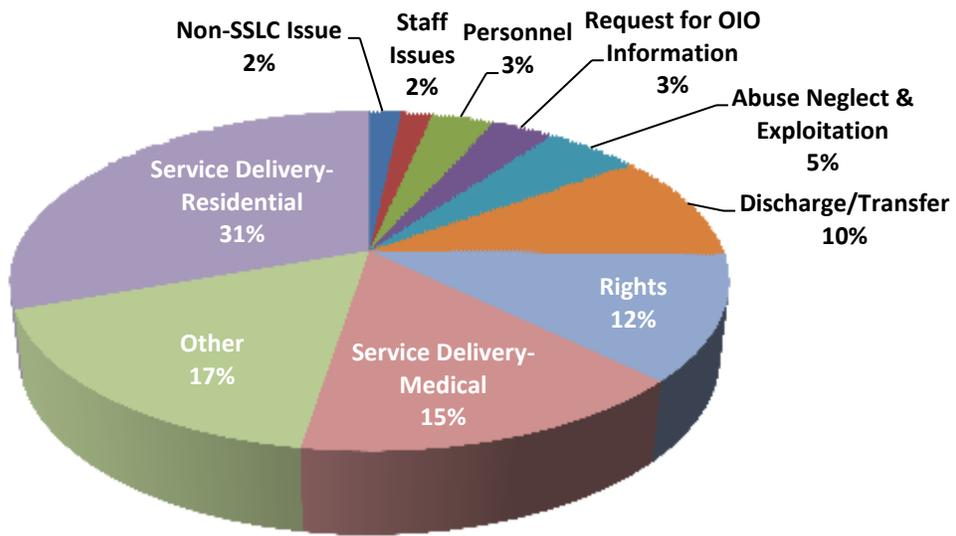
*Ms. Dahlke graduated from Texas State University San Marcos with a Bachelor of Science in Recreation Administration. She is a Qualified Developmental Disability Professional, Program Director and a Licensed Social Worker. She is SMQT-certified (Surveyor Minimum Qualifications Test) to conduct Medicaid 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.*

<b>San Antonio SSLC Demographics</b>			
<b>Year Established</b>	1978	<b>Level of IDD Moderate</b>	16.26%
<b>Population</b>	246	<b>Level of IDD Severe</b>	16.26%
<b>Male</b>	61%	<b>Level of IDD Profound</b>	57.72%
<b>Female</b>	39%	<b>Level of IDD Unspecified</b>	0.81%
<b>Ages ≤21</b>	10	<b>Health Status Moderate</b>	75
<b>Ages 22-54</b>	154	<b>Health Status Severe</b>	36
<b>Ages 55+</b>	82	<b>No Legal Guardian Assigned</b>	52.85%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0.81%
<b>Level of IDD Mild</b>	8.94%		

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



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



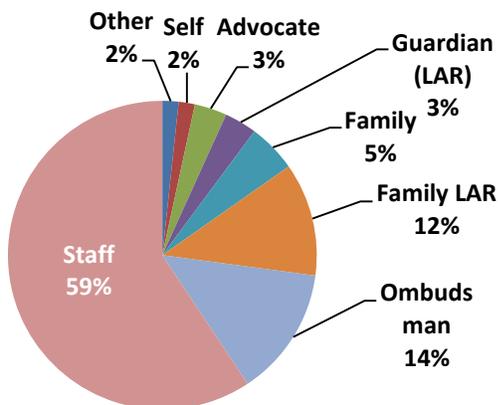
**San Antonio Case Types Reported - Percentage  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013:

Non-SSLC Issue	1
Staff Issues	1
Personnel	2
Request for OIO Information	2
Abuse Neglect & Exploitation	3

Discharge/Transfer	6
Rights	7
Service Delivery-Medical	9
Other	10
Service Delivery-Residential	18
<b>TOTAL CONTACTS</b>	<b>59</b>



**San Antonio Contacts - Relationship To Client  
June 2013 - November 2013**

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

Jun 2013 through Nov 2013:

Other	1
Self	1
Advocate	2
Guardian (LAR)	2
Family	3
Family LAR	7
Ombudsman	8
Staff	35
<b>TOTAL CONTACTS</b>	<b>59</b>



## Organizational Chart

