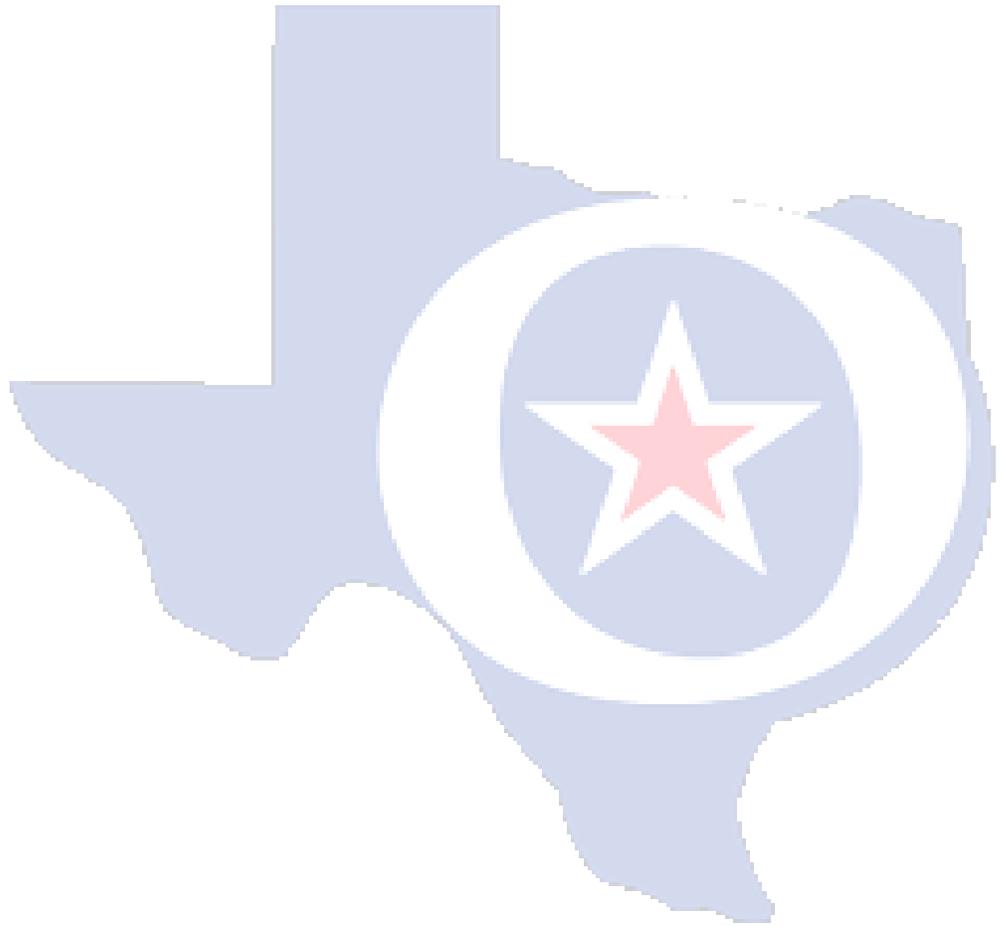


**Office of the Independent Ombudsman
for State Supported Living Centers**



Biannual Report
June 2014 through November 2014

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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
CMS	Centers for Medicare and Medicaid Services
DADS	Department of Aging and Disability Services
DCP	Direct Care Professional
DFPS	Department of Family Protective Services
DOJ	Department of Justice
DSP	Direct Support Professional
H.E.A.R.T.S.	Health & Human Services Enterprise Administrative Reporting & Tracking System
ICF	Intermediate Care Facility
IDD	Intellectual and Developmental Disabilities
IDT	Inter-Disciplinary Team
IJ	Immediate Jeopardy
ISP	Individual Support Plan
LAR	Legally Authorized Representative
MOU	Memorandum of Understanding
MRA	Mental Retardation Authority
OIG	Office of the Inspector General
OIO	Office of the Independent Ombudsman
PBSP	Positive Behavior Support Plan
PDP	Person Directed Plan
PIM	Program Improvement Manager
POC	Plan of Correction
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QIDP	Qualified Intellectual Disability Professional
QMRP	Qualified Mental Retardation Professional
SIA	Systems Initiative Agreement
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 under the 81st 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, 2014. The Office was created to be an independent advocate and protection for the residents of the 12 ICF/IDD facilities and the ICF component of the Rio Grande Center. This report provides data and analysis in an aggregate and disaggregate format. Included in each section is a profile of the current demographics of the Center, data and analysis of the activity of our office at each Center, as well as a section for the system as a whole. We thank DADS for providing the demographic profile reflecting data from May 1 to October 31, 2014. Also, a brief narrative is included summarizing the activities during this reporting period from the perspective of the AIO of each Center. The following general observations must be highlighted:

- The Austin SSLC continues to have issues of high concern. The current initiative to decrease the Center's population either through community placement or transfer to other SSLC has proven to be difficult for families to embrace, resulting in turmoil and distrust. Our office continues to reach out to the residents and their families to assist them during this process and to answer their concerns.
- The data from the Mexia and San Angelo SSLCs demonstrates issues resulting from the forensic nature of these Centers. A significant percentage of the residents are designated forensic. This population requires specifically focused service delivery and specialized staff development.
- During this reporting period the Office spent significant time and effort conducting the mandated "Audit" (Program Review) of the Centers. This initiative requires AIO involvement away from their home Centers and their travel schedule can be reflected in the data. The protocol and findings of our Program Review will be presented in the February Annual Report.
- The MOU which furthers 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 program is directed by the Institute for Person-Centered Practices. The Office will then serve as a resource to catalyze the paradigm shift in care at all the Centers.
- During this reporting period an AIO was hired to fill the vacancy in Lubbock and the AIO position in Corpus Christi was vacated. Also, the Office has hired an AIO located at the central office in Austin to assist with the Program Review activities, as well as training and filling in for AIOs at the Centers when needed.

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 and guardians.

Respectfully submitted,

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

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Aggregate Data

Demographics of State Supported Living Center Residents

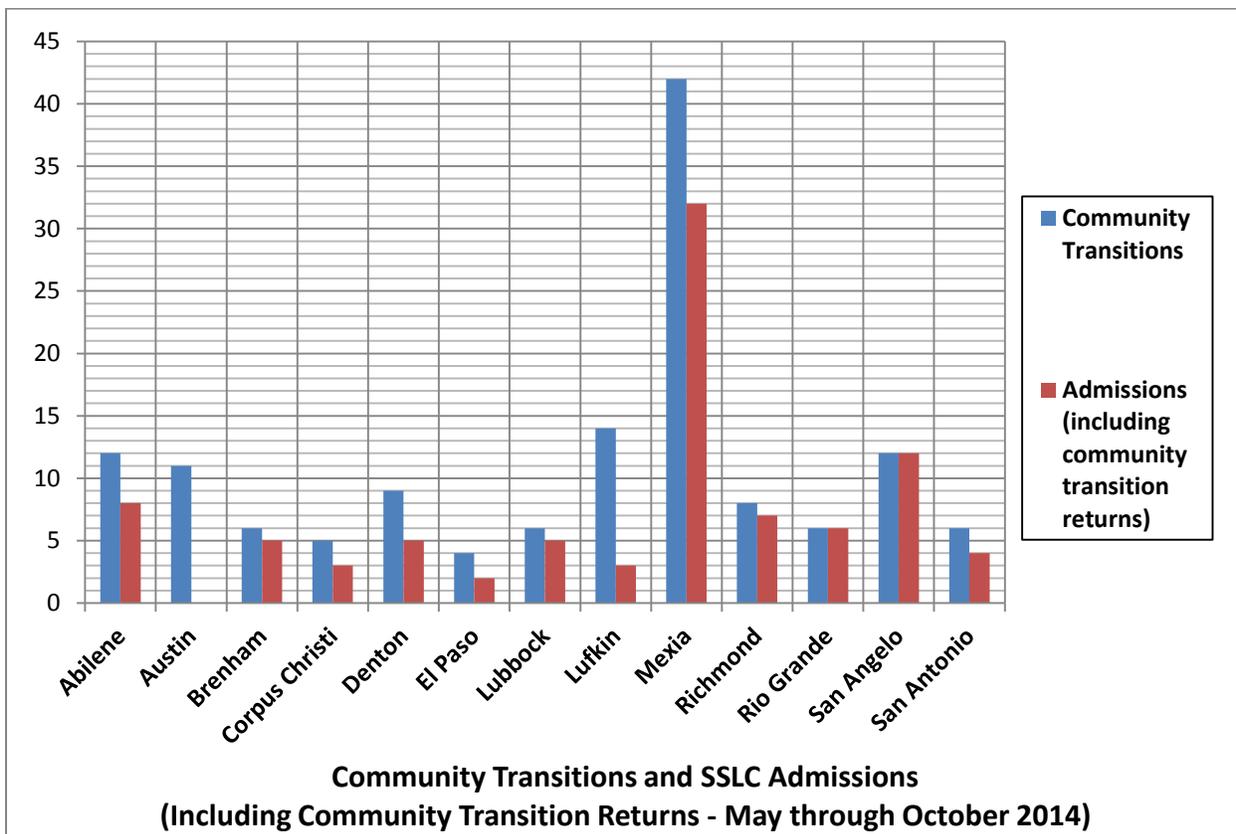
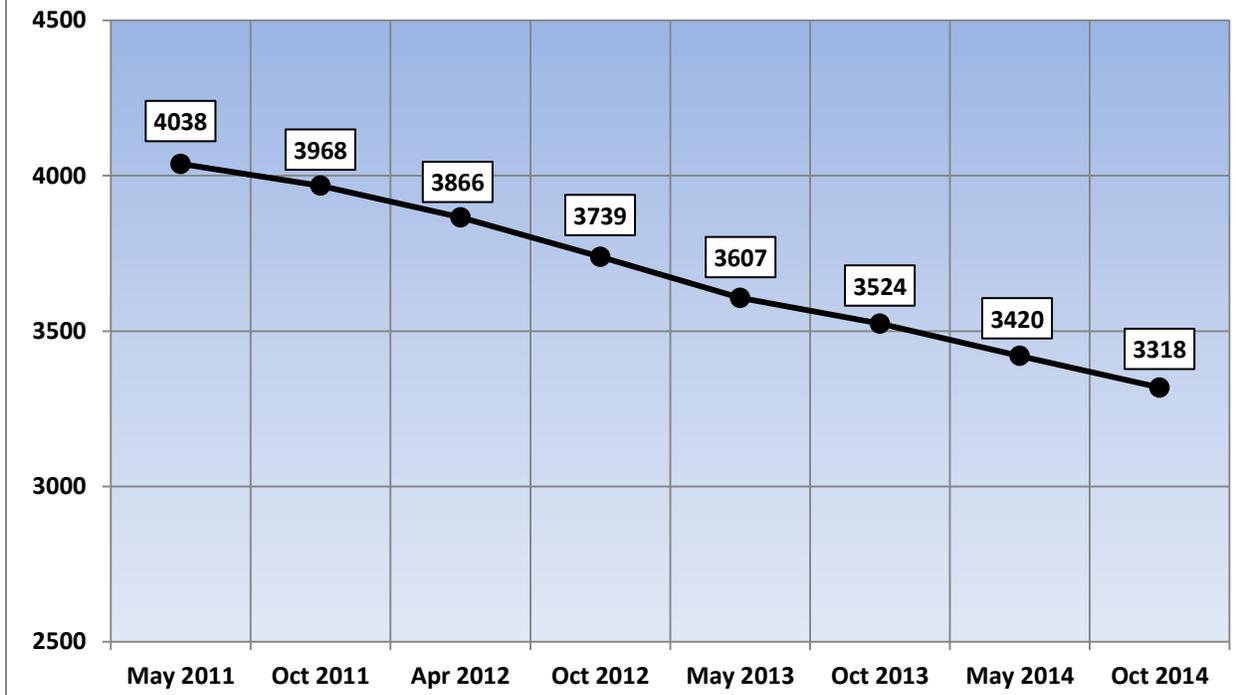
Criterion	As Of April 30, 2014	As Of October 31, 2014
Total Population	3420	3318
Male	61%	60%
Female	39%	40%
Ages ≤21	196 (6%)	177 (5%)
Ages 22-54	1960 (57%)	1876 (57%)
Ages 55+	1264 (37%)	1265 (38%)
Level of IDD Borderline	5 (<1%)	7 (<1%)
Level of IDD Mild	502 (15%)	490 (15%)
Level of IDD Moderate	488 (14%)	474 (14%)
Level of IDD Severe	553 (16%)	532 (16%)
Level of IDD Profound	1830 (54%)	1765 (53%)
Level of IDD Unspecified	42 (1%)	50 (2%)
Health Status Moderate	1146 (34%)	1133 (34%)
Health Status Severe	331 (10%)	316 (10%)
No Legal Guardian Assigned	1376 (40%)	1259 (38%)
Alleged Offenders	233 (7%)	213 (6%)

Demographic information, which has been provided by DADS, indicates that from April 30, 2014 to October 31, 2014, the total population decreased by 102 residents, or 3%. The number of residents 54 and younger decreased by 103, while the number of residents 55 and older increased by 1. The percentage of residents 55 and older increased from 37% to 38%.

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 2014.
- Chart 2: Community Transitions vs. Admissions to SSLCs system-wide. This chart compares these changes which affect the census for each Center.

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 completed by the SSLC and 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 or OIG.
- 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.

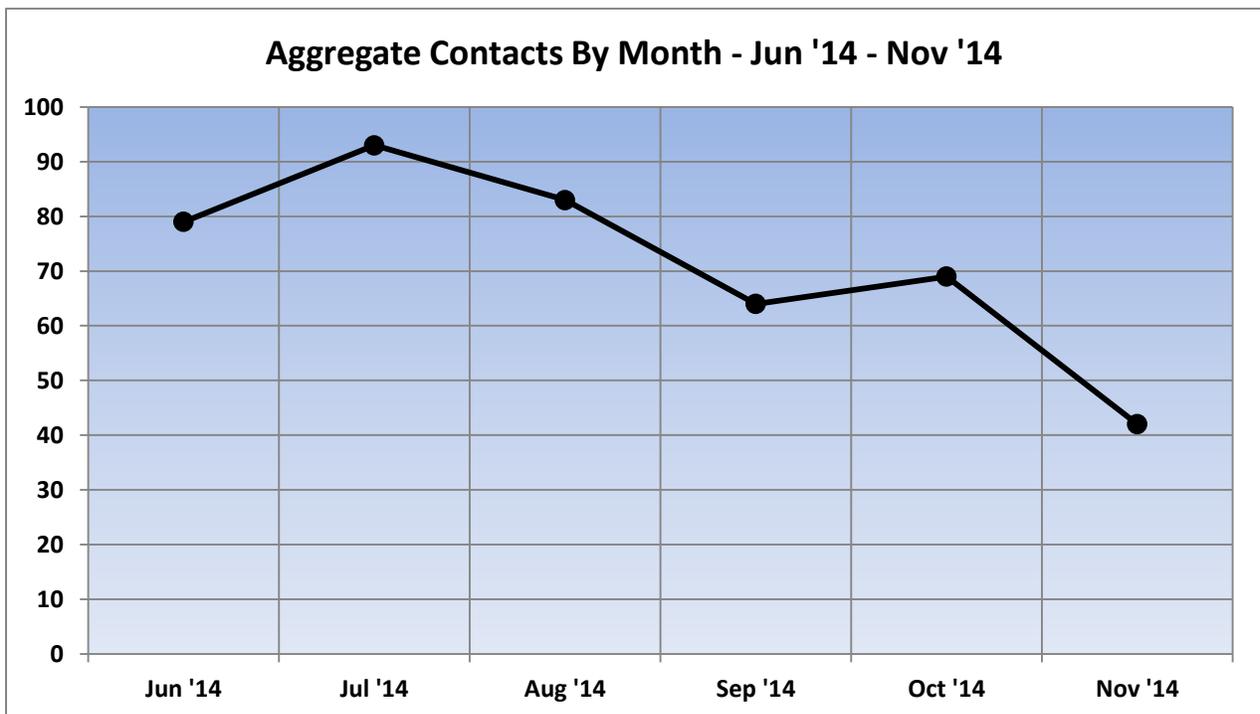
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from June 1, 2014 to November 30, 2014.

Unusual Incident Reports - Jun 1 - Nov 30, 2014					
Abilene	84	El Paso	57	Richmond	58
Austin	103	Lubbock	85	Rio Grande Center	9
Brenham	86	Lufkin	79	San Angelo	531
Corpus Christi	133	Mexia	303	San Antonio	112
Denton	106	TOTAL			1746

Contact Analysis

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.

H.E.A.R.T.S. allows the office to document significant action taken 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.



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

SSLC	Number of Contacts Per Month By SSLC							Total	% of Total
	Jun '14	Jul '14	Aug '14	Sep '14	Oct '14	Nov '14			
Abilene	4	10	6	3	11	3	37	9%	
Austin	6	8	9	8	7	7	45	10%	
Brenham	7	5	4	5	5	6	32	7%	
Corpus Christi	12	12	18	14	0*	0*	56	13%	
Denton	5	5	6	1	5	5	27	6%	
El Paso	7	12	5	6	10	5	45	10%	
Lubbock	10	7	10	4	4	2	37	9%	
Lufkin	8	4	7	7	4	2	32	7%	
Mexia	2	12	4	6	2	2	28	6%	
Richmond	3	6	2	0	9	0	20	5%	
Rio Grande	2	3	3	4	2	2	16	5%	
San Angelo	5	5	4	2	4	4	24	6%	
San Antonio	8	4	5	4	6	4	31	7%	
TOTALS	79	93	83	64	69	42	430	100%	

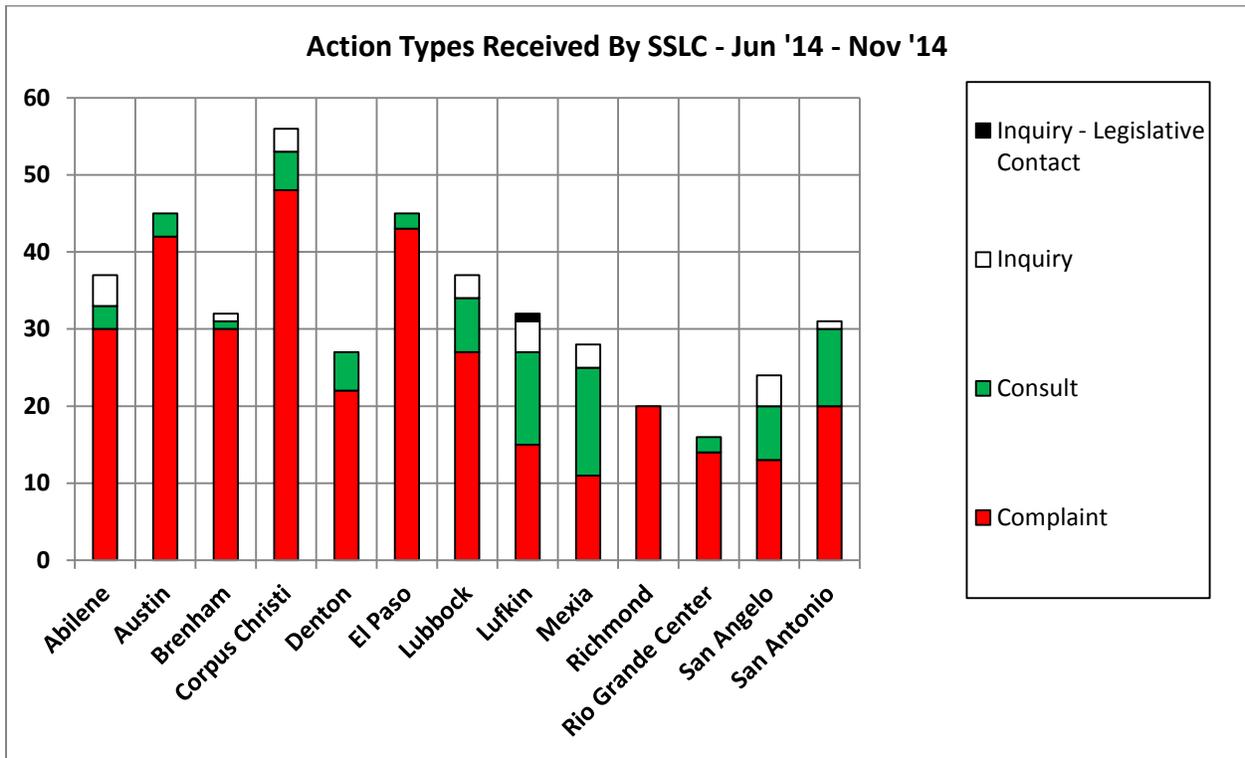
Source: H.E.A.R.T.S.

*Reflects the vacancy of the office during these months.

The graph that follows shows the volume of each action type by SSLC. Contacts made to the OIO are categorized in order to identify the type of action required of the office. Action types are defined in the table below.

Action Types	
Action Type	Description
Complaint	An expression of dissatisfaction
Consult	Caller consults ombudsman for his/her expertise
Inquiry	Caller asks a question that does not require action of the ombudsman; clarification
Inquiry – Legislative Contact	Caller asks a question that does not require action; clarification – from a legislative office.

The graph shows that the highest number of complaints made which required an investigation in this reporting period were in Corpus Christi. The highest number of consults were in Mexia and Lufkin.



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

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 rights, with the third largest being personnel. The contacts which are defined by the case type “personnel” reflect staff at SSLCs bringing human resources issues to the AIO. The policy of the OIO is to listen respectfully to the respondent, explain that the office is not authorized to assist staff in these matters and to refer the complainant to the appropriate administrative office.

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.

Case Type	Abilene	Austin	Brenham	Corpus Christi	Denton	El Paso	Lubbock	Lufkin	Mexia	Richmond	Rio Grande	San Angelo	San Antonio	TOTALS
Service Delivery-Residential	12	20	17	19	8	27	3	6	0	7	5	5	5	134
Rights	1	3	1	7	1	3	8	13	10	0	6	3	7	63
Personnel	1	2	5	1	11	2	13	1	5	8	0	3	0	52
Service Delivery-Medical	6	6	3	3	1	4	0	2	2	1	2	3	8	41
Discharge/Transfer	5	8	0	9	0	0	6	2	5	0	0	3	2	40
Service Delivery-Behavioral	1	4	2	8	5	1	1	3	2	0	0	1	2	30
Abuse Neglect & Exploitation	4	1	1	2	0	2	1	1	1	0	0	2	3	18
Service Delivery-Vocational	2	0	0	3	1	2	1	0	1	2	1	0	1	14
Non-SSLC Issue	2	0	1	1	0	1	2	2	0	1	0	0	2	12
Other	1	1	0	2	0	0	0	2	0	1	1	3	0	11
Guardianship	1	0	1	1	0	0	2	0	0	0	0	1	1	8
Retaliation	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Criminal	0	0	1	0	0	0	0	0	0	0	0	0	0	1
High Risk Determination	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Request for OIO Information	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Staff Issues	1	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	37	45	32	56	27	45	37	32	28	20	16	24	31	430

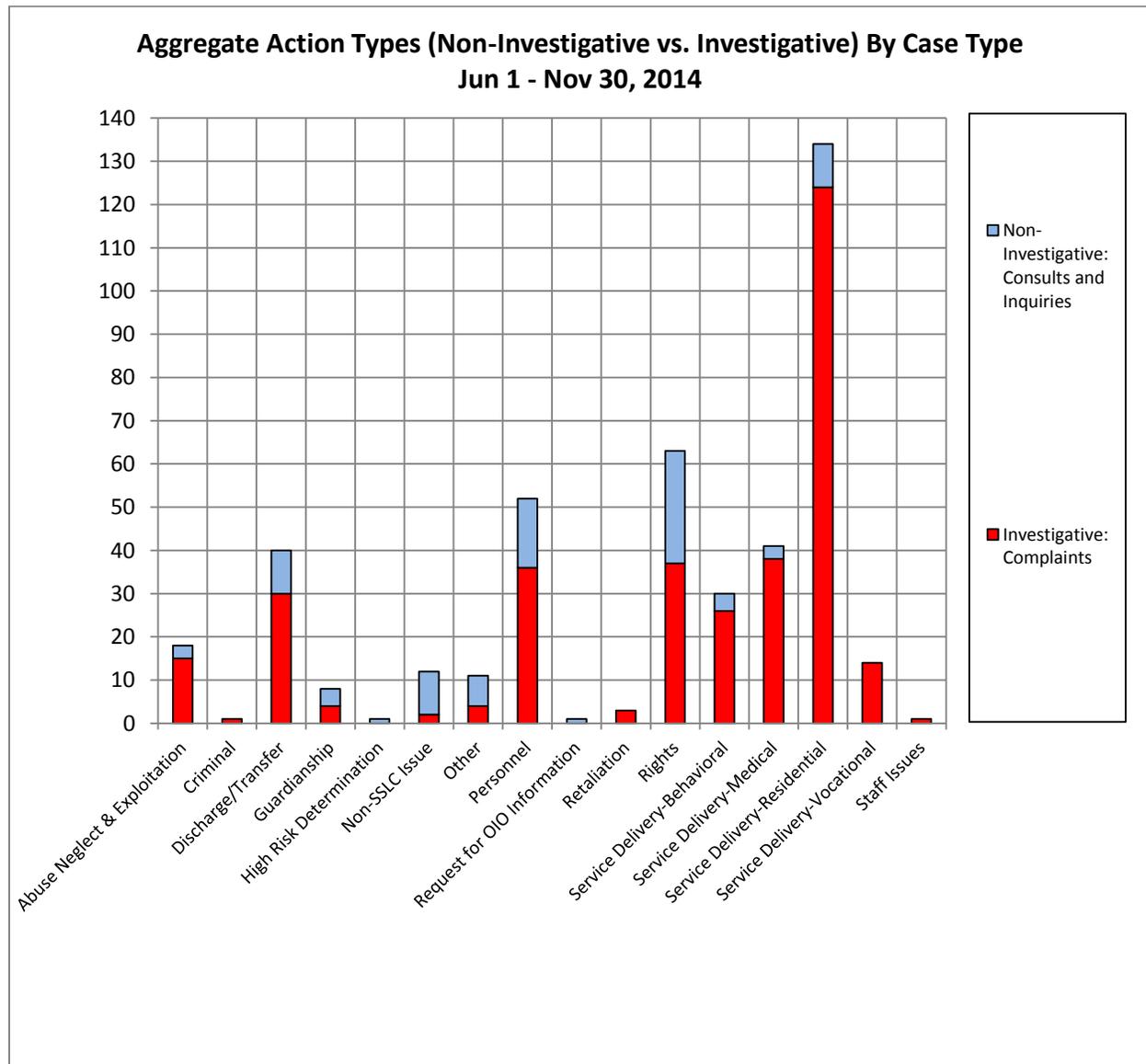
Source: H.E.A.R.T.S.

Case Types	
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
High Risk Determination	Involving the SSLC process of high risk determination; individual comes to facility from a criminal court commitment
Non-SSLC Issue	Involving an issue not related to issue(s) involving the SSLC
Other	Involves an issue not identified by any other case type
Personnel	Involving specific employment issues not involving retaliation; caller referred by ombudsman to appropriate entity
Request for OIO Information	Caller requests information 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
Service Delivery – Vocational	Involving aspects of vocational services which might include employment support, day habilitation, pre-vocation, or day activity planning
Staff Issues	Issues that clearly don't involve Human Resources or a referral to administration for personnel matter; involving staff training or behavior

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 are complaints 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 the appropriate offices. The highest number of complaints 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. They are tracked 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 with regard to the rights of the individuals and the expertise of our AIOs in this subject matter.

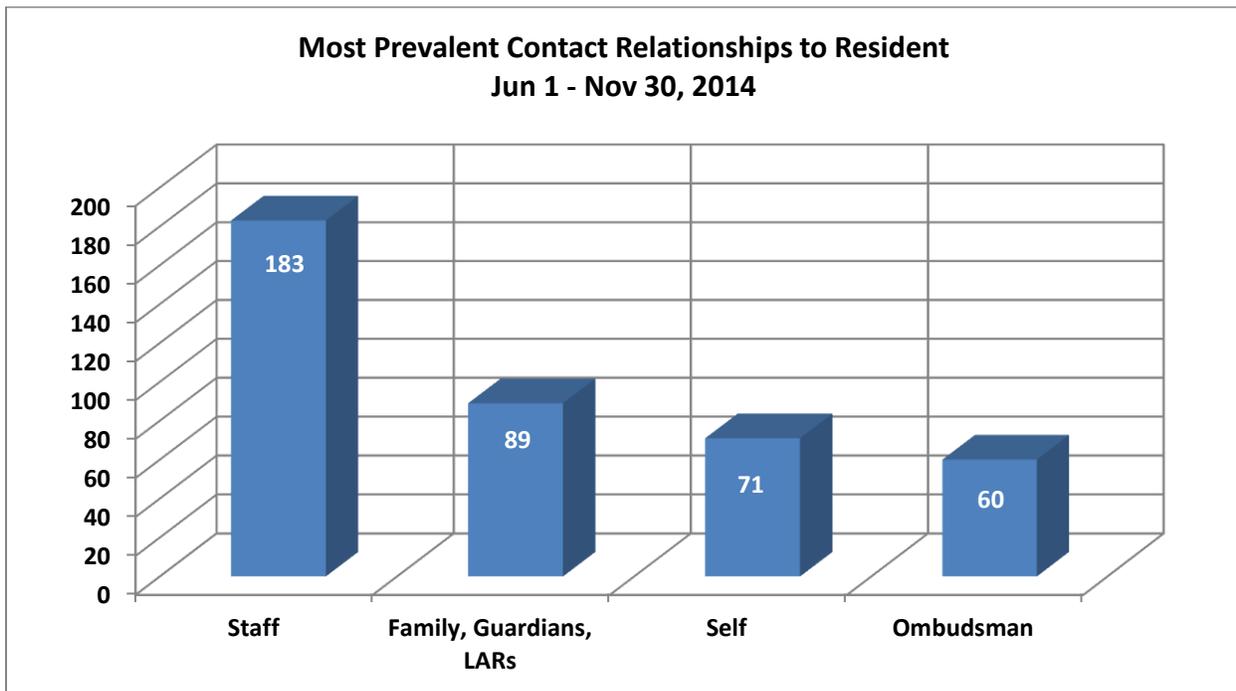


Source: H.E.A.R.T.S.

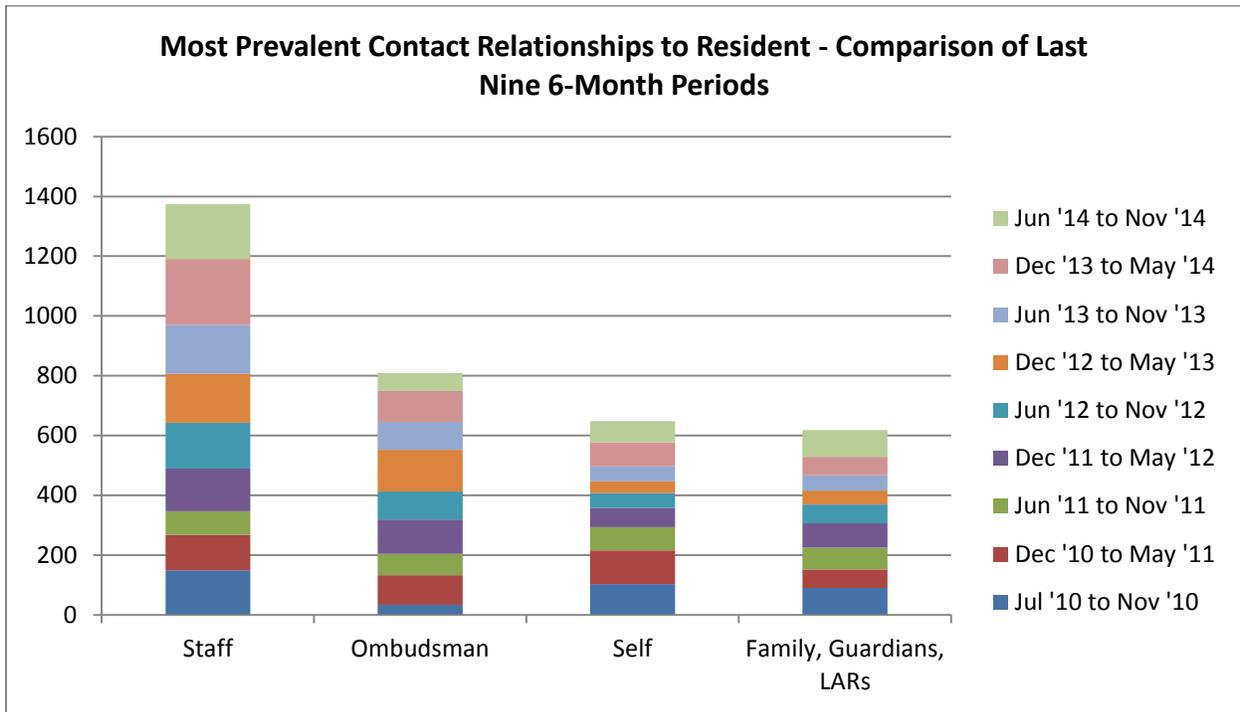
The H.E.A.R.T. System is also able to track the caller’s relationship to the resident. This is helpful in order to show the group that utilizes our office with the greatest frequency. In each reporting period since the OIO’s creation, Staff has had the highest aggregate percentage of callers to initiate contact with the AIOs. The charts below provide a comparison of the callers’ relationships to resident for the previous six months, and also for the last nine 6-month reporting periods. They highlight the four most prevalent contact relationships to resident over the past six-month reporting period, and 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, accounting for 43% of cases for the last six months, and 35% since July 1, 2010.

The second largest contact source since the establishment of the OIO is the ombudsman. The ombudsman or AIO may initiate a complaint on behalf of a resident. Many of the residents at each Center are unable to easily communicate 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 the ombudsman initiating an investigation. The ombudsman has initiated 14% of cases for the last six months, and 20% since July 2010.

The residents are the third largest number of contacts, with self as the relationship to client being the source for a total of 648 cases from July 1, 2010 to May 31, 2014 (13% of total cases). In the past six months, residents have initiated 17% of the cases. Family members, guardians and legally authorized representatives of residents represent the fourth largest source of contacts to the OIO, initiating 21% of cases during the past six months, and 15% of total cases since July 1, 2010.

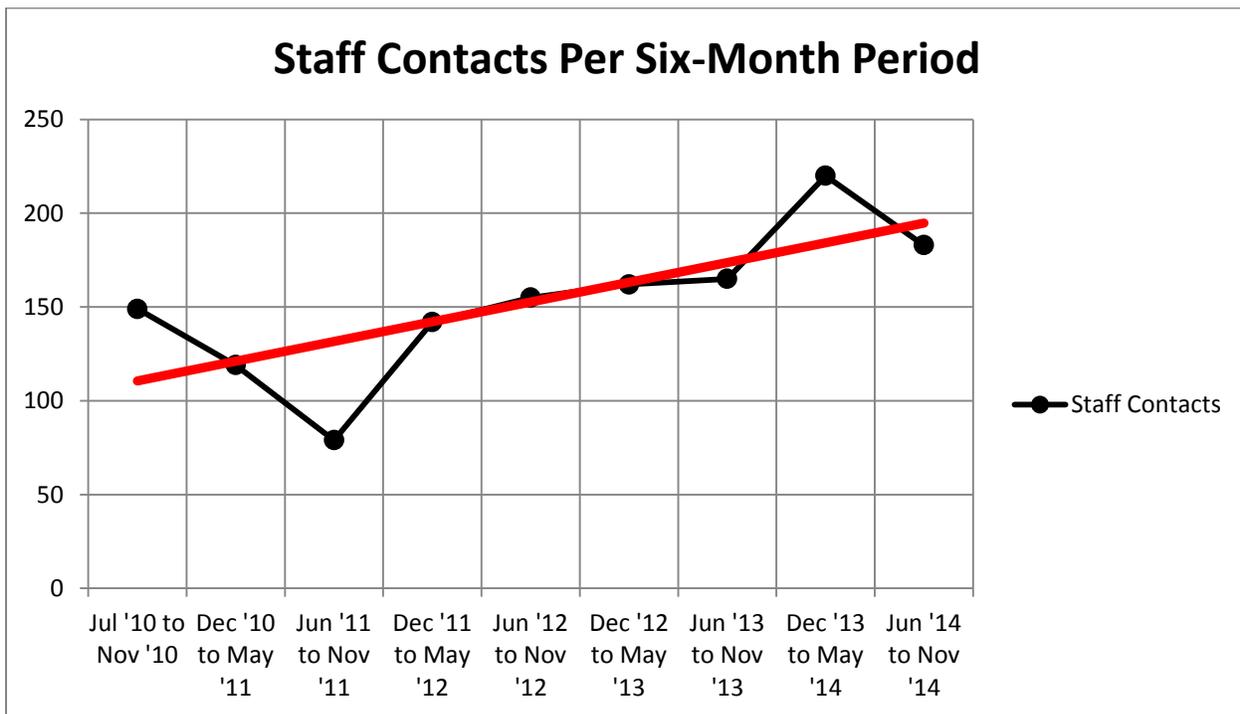


Source: H.E.A.R.T.S.



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

The importance of the staff as our leading source of contact cannot be overestimated. The trend line in the graph below shows the overall increase in the number of contacts made by staff members of the SSLCs over the last four years. It 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 at the facilities.



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

Disaggregate Data

Abilene State Supported Living Center

Jill Antilley, Assistant Independent Ombudsman

The Abilene State Supported Living Center (AbSSLC) is home to approximately 347 people. AbSSLC cares for people who require 24-hour nursing assistance and total care to people who are more independent and require less staff assistance, but may display behavioral issues. The AbSSLC also serves males under the age of 18 who attend schools in the community.

There are currently 21 homes at the Abilene State Supported Living Center campus. The facility is in the process of closing two of its current homes. In this process, people are transitioning to other homes on campus or to the community. The facility is also decreasing the population at one of the homes and several ladies are being referred to different homes on campus that best fit their needs.

The Abilene State Supported Living Center also has its own Habilitation Department, a Dental Office, a desensitization dental office, a place where wheelchair modifications can be done, several workshops, an eatery called "The Diner", and its own laundry system that does laundry for Big Spring State Hospital, as well as the Abilene, Lubbock, and San Angelo State Supported Living Centers.

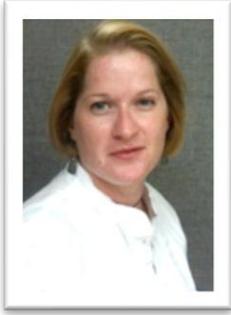
There was success in finding another dentist for the facility. The Center now provides two full-time dentists.

The facility remains a tobacco-free facility since January 1, 2014. The Abilene Facility was one of the first State Supported Living Centers to become tobacco free.

The AIO and the Administration at the Abilene State Supported Living Center continue to have a great working relationship with open communication and mutual respect.

The facility is continuously referring people who live at the Abilene State Supported Living Center to the community. Thirteen people were successfully transferred into the community in the last six months. There are currently 18 additional referrals made to the community. Even though the facility is supporting the individuals' choice to move to the community, the Abilene State Supported Living Center has admitted nine people into the facility since May of 2014.

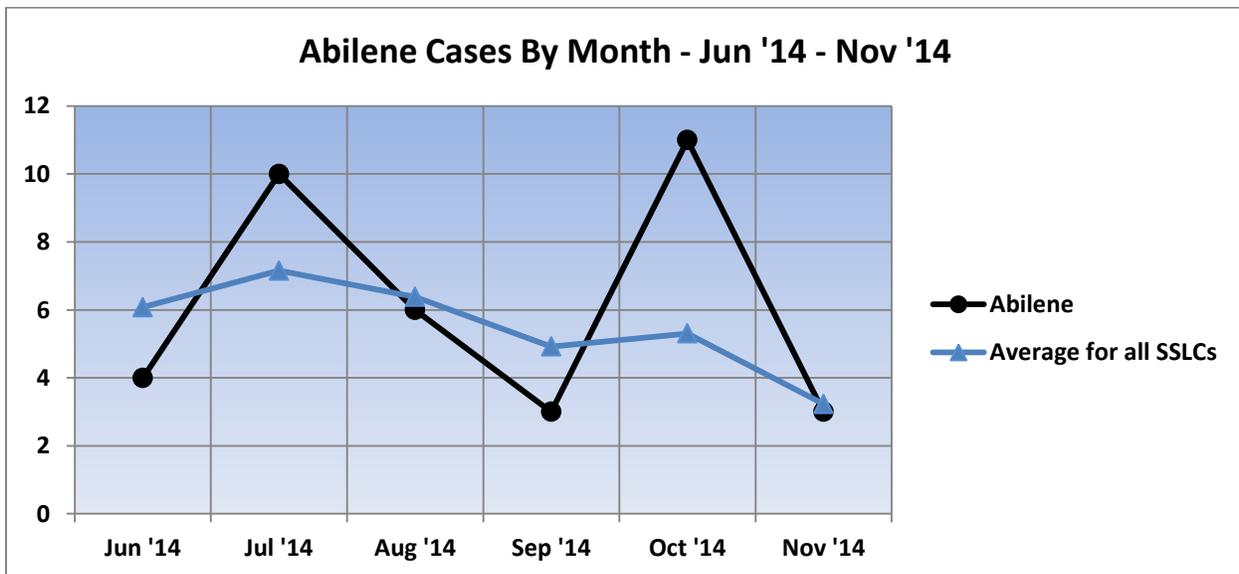
DADS Regulatory made several visits to the facility over the last six months and there were no deficiencies cited during any of their visits. The actual number of visits from DADS Regulatory decreased this past six months from the previous six months. There were only four visits in the months of May through November.



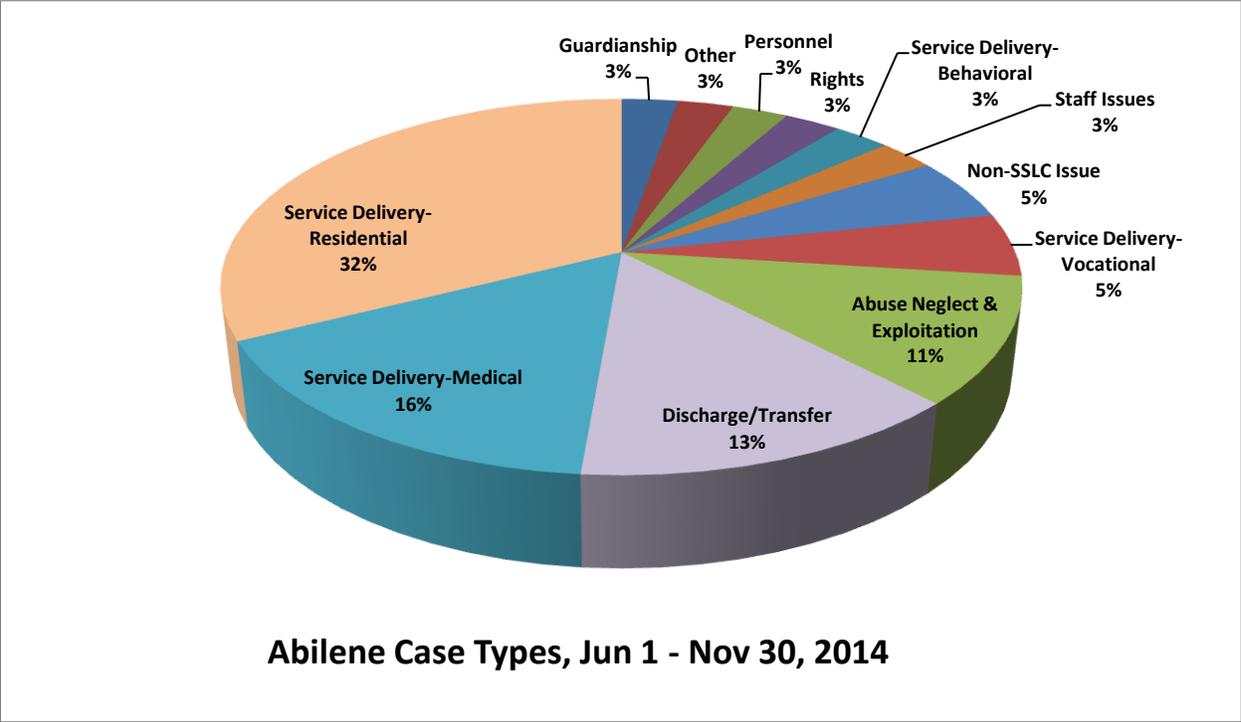
Ms. Antilley has worked for the Abilene State Supported Living Center for several years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's Degree in Police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

Abilene SSLC Demographics			
Year Established	1957	Level of IDD Moderate	15%
Population	349	Level of IDD Severe	16%
Male	50%	Level of IDD Profound	60%
Female	50%	Level of IDD Unspecified	<1%
Ages ≤21	10	Health Status Moderate	141
Ages 22-54	191	Health Status Severe	38
Ages 55+	148	No Legal Guardian Assigned	41%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	9%		

Contact Analysis



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

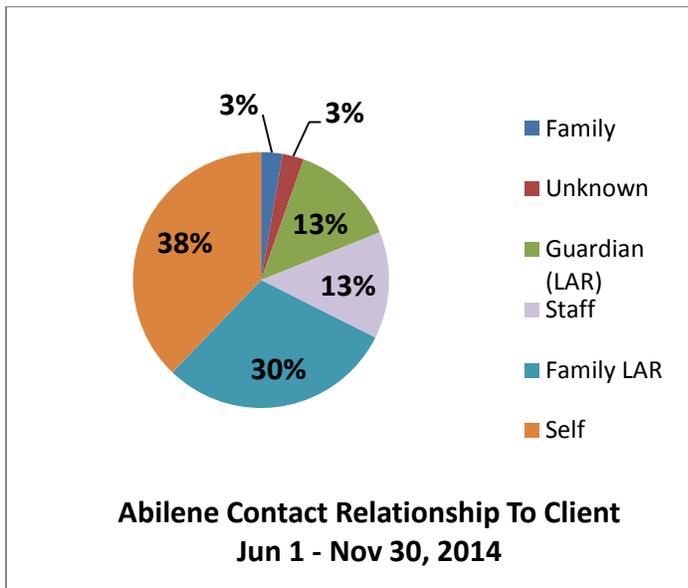


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Guardianship	1
Other	1
Personnel	1
Rights	1
Service Delivery-Behavioral	1
Staff Issues	1
Non-SSLC Issue	2
Service Delivery-Vocational	2
Abuse Neglect & Exploitation	4
Discharge/Transfer	5
Service Delivery-Medical	6
Service Delivery-Residential	12
TOTAL	37

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 through Nov 2014:

Family	1
Unknown	1
Guardian (LAR)	5
Staff	5
Family LAR	11
Self	14
TOTAL	37

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

The Austin State Supported Living Center (AuSSLC) serves 243 individuals with varying degrees of intellectual disabilities, a number of whom also have physical disabilities. The Center is comprised of four residential units. Residents of the first unit require extensive nursing and personal care supports. All of these residents use wheelchairs for mobility, and many receive nutrition via enteral feeding. The second unit serves females and the third unit serves males, both of which require behavioral supports. The fourth unit is comprised of four homes providing specialty services for people who are medically fragile with behavioral challenges, males and females with more extensive behavioral challenges, and people needing supports associated with autism spectrum challenges. There is great diversity in the level of support needed to perform functional living skills among residents.

A small number of individuals on campus attend the Rosedale School of the Austin Independent School District and ride the bus to and from school every day. The Center has on-site Vocational and Day Programming areas. In addition, the facility oversees a workshop at the Austin State Hospital serving Austin SSLC residents, as well as individuals residing in the community.

The Austin SSLC hosted many social and fundraising events this reporting period. The Knights of Columbus hosted the annual Freedom Fest in August. They cooked burgers and hot dogs for the residents and staff to enjoy. In September, the Center coordinated a parade on the grounds to celebrate five years of involvement by residents of the Austin SSLC in Special Olympic Sports. The AuSSLC Community Choir competed in the 38th annual State Music Festival in San Angelo from October 15-16 and brought home four trophies. The third annual Spooktacular 5K & Fall Festival took place in November. This event is hosted by the Friends of AuSSLC and raised more than \$15,000 for the Center and residents.

The State of Texas Sunset Commission, as a result of required periodic examination of all State agencies, recommended closure of the Austin SSLC by August 31, 2017. The Texas Department of Aging and Disability Services and Austin SSLC administration implemented a structured reduction of the Austin SSLC census. The Center administration is now stable and continues work to build permanent, sustainable systems that will enhance individualized service delivery, as well as facility management over the long-term. Reducing the census, filling positions, and minimizing turnover continue to be focus areas for the Center.

The many on-going changes at the Austin SSLC will be evaluated based on monitoring for compliance with ICF-IDD regulatory and the Settlement Agreement with the Department of Justice. The Systems Initiative Agreement (SIA) was finalized in January 2014 with the Centers for Medicare and Medicaid Services (CMS) after the Austin SSLC failed to demonstrate compliance with previously cited deficiencies. This agreement was officially extended until January 15, 2015. After SIA monitoring visits were concluded the Compliance Officer reported the SIA action steps were complete. DADS Regulatory will monitor the Center by January 15, 2015 to determine if the Center will clear the one remaining Condition Level Active Treatment citation. The independent Settlement Agreement monitors completed their eighth official monitoring visit in September 2014. Although not directed by the Settlement Agreement, the monitors also completed a review with recommendations of activities related to transition of individuals to less restrictive environments.

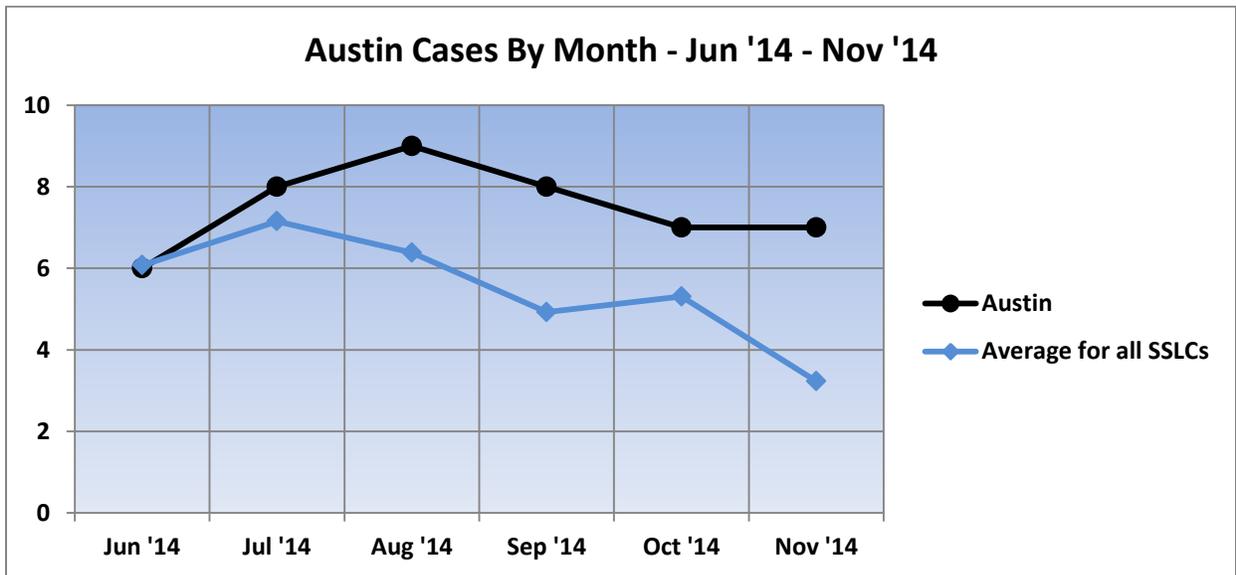


Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has many years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for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

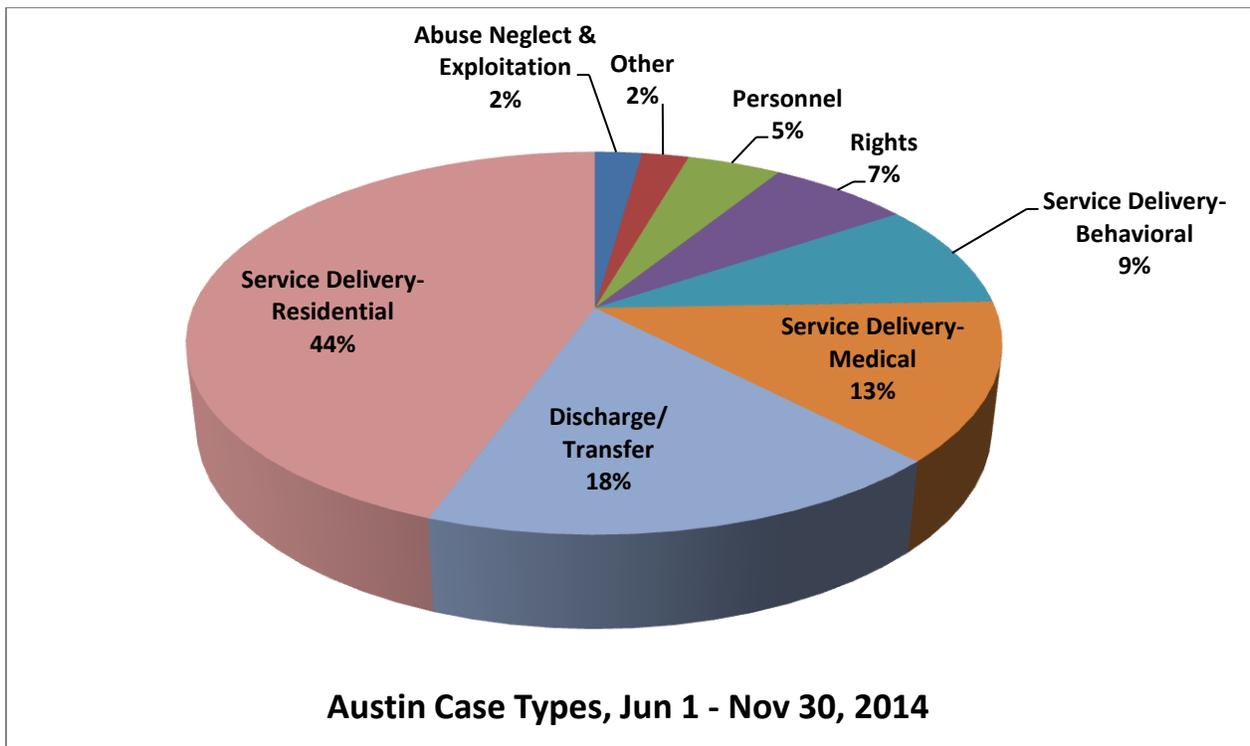
Services (DADS), she engaged in improvement efforts for State facilities serving people with intellectual and developmental disabilities during the negotiations and finalization of the U.S. Department of Justice Settlement Agreement. She accepted the Assistant Independent Ombudsman position in May 2012.

Austin SSLC Demographics			
Year Established	1917	Level of IDD Moderate	11%
Population	254	Level of IDD Severe	23%
Male	53%	Level of IDD Profound	59%
Female	47%	Level of IDD Unspecified	<1%
Ages ≤21	0	Health Status Moderate	72
Ages 22-54	99	Health Status Severe	40
Ages 55+	155	No Legal Guardian Assigned	15%
Level of IDD Borderline	<1%	Alleged Offenders	<1%
Level of IDD Mild	6%		

Contact Analysis



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

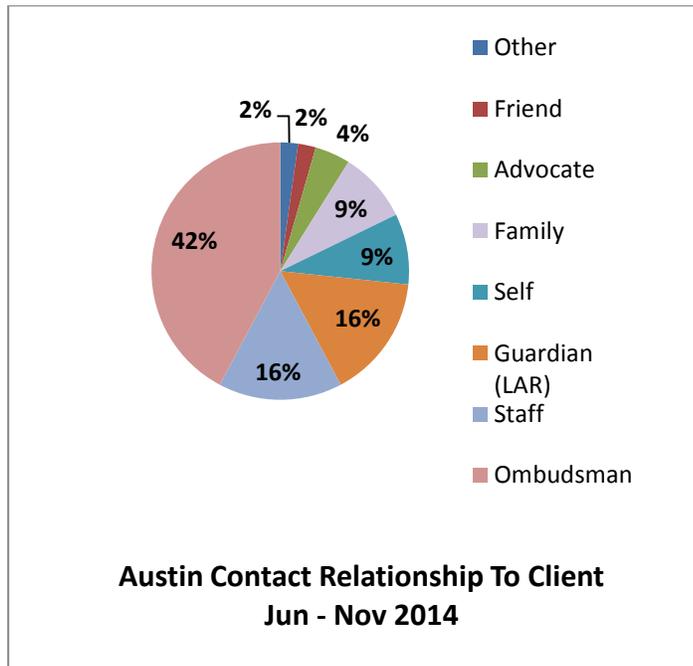


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Abuse Neglect & Exploitation	1
Other	1
Personnel	2
Rights	3
Service Delivery-Behavioral	4

Service Delivery-Medical	6
Discharge/Transfer	8
Service Delivery-Residential	20
TOTAL	45



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

Jun through Nov 2014:

Other	1
Friend	1
Advocate	2
Family	4
Self	4
Guardian (LAR)	7
Staff	7
Ombudsman	19
TOTAL	45

Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

The Brenham State Supported Living Center (BSSLC) provides services to individuals with intellectual disabilities that range from profound to mild. Many of these residents require behavioral supports and some also require psychiatric services. The Center currently has a census of 287 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 primarily older individuals who have health conditions and physical management needs associated with aging. The second unit is comprised of a systems building, as well as 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. One home in this unit has been designated as the environmentally safe home and has specialized supports geared towards the needs of individuals who are known to ingest non-food items. The third unit serves males and is comprised of a systems building and four cottages. These individuals represent a wide range of ages and many are employed in some capacity. Brenham SSLC serves children and adolescents who reside in cottages. Educational services are provided by Brenham Independent School District (BISD), and all school aged

residents are served at local schools. The Center provides a variety of on- and off-campus work opportunities for adults.

Change in leadership occurred at the Center during this reporting period. Iva Benson was hired as facility Director, and Dr. Kimberly Testa was hired as the Director of Behavioral Health Services. BSSLC leadership has held mandatory monthly Town Hall meetings that are scheduled to facilitate high attendance by all employees. These meetings promote information sharing and allow staff an opportunity to ask questions and voice their concerns. This administration has shown a commitment to improving staff morale and providing increased support for front line staff in order to positively impact the services and supports provided to individuals who reside at the Center.

Facility leadership continues to include the AIO in Unusual Incident Review committee meetings, is responsive towards recommendations made by the AIO, and continues to show a commitment to providing a safe environment.

The AIO continues to keep administration apprised of concerns brought to the OIO by guardians and family members. During this reporting period, guardians/family members have contacted the AIO regarding health and safety issues when they perceive that their concerns have not received adequate attention or if there has been a lack of follow through with actions that were to be taken. The director has requested that the AIO keep her apprised of any concerns so that she can ensure timely responses.

The Center continues to experience turnover with QIDP positions which impacts the ability to provide effective monitoring and evaluation of programming and services, which was evident based upon findings during the annual survey. Guardians and family members have also expressed concerns related to turnover and changes with QIDP assignments, as the QIDP is responsible for coordinating service delivery and typically serves as a primary contact for families.

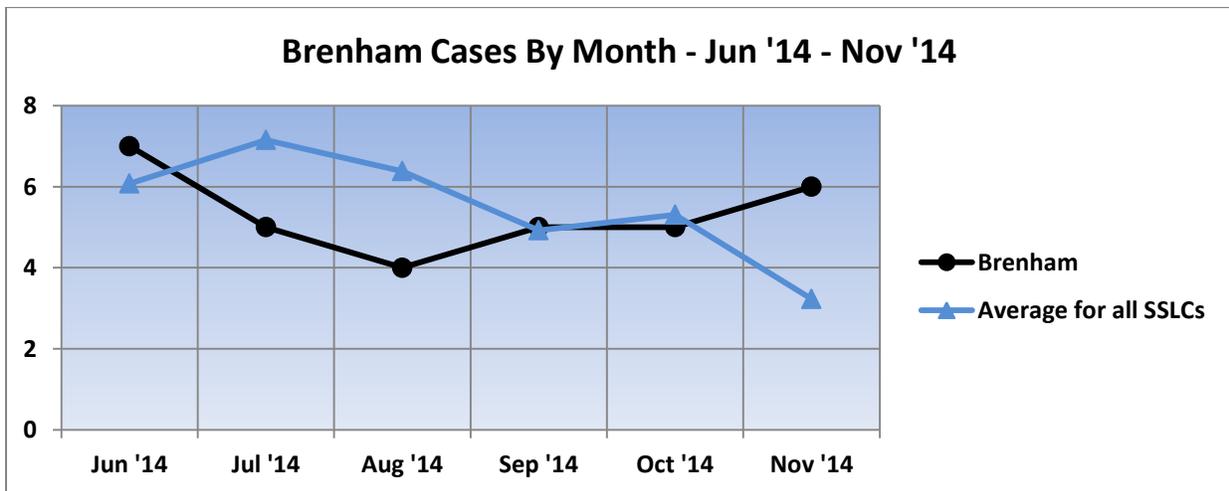
A review of unusual incidents revealed the need to evaluate whether direct support professionals would benefit from increased support and guidance when serving individuals who have complex needs or exhibit significant challenging behaviors. Even in cases where there is no confirmation of abuse/neglect, there have been concerns associated with staff performance that has required attention. Facility administration has taken note of this concern and actions have been taken accordingly.



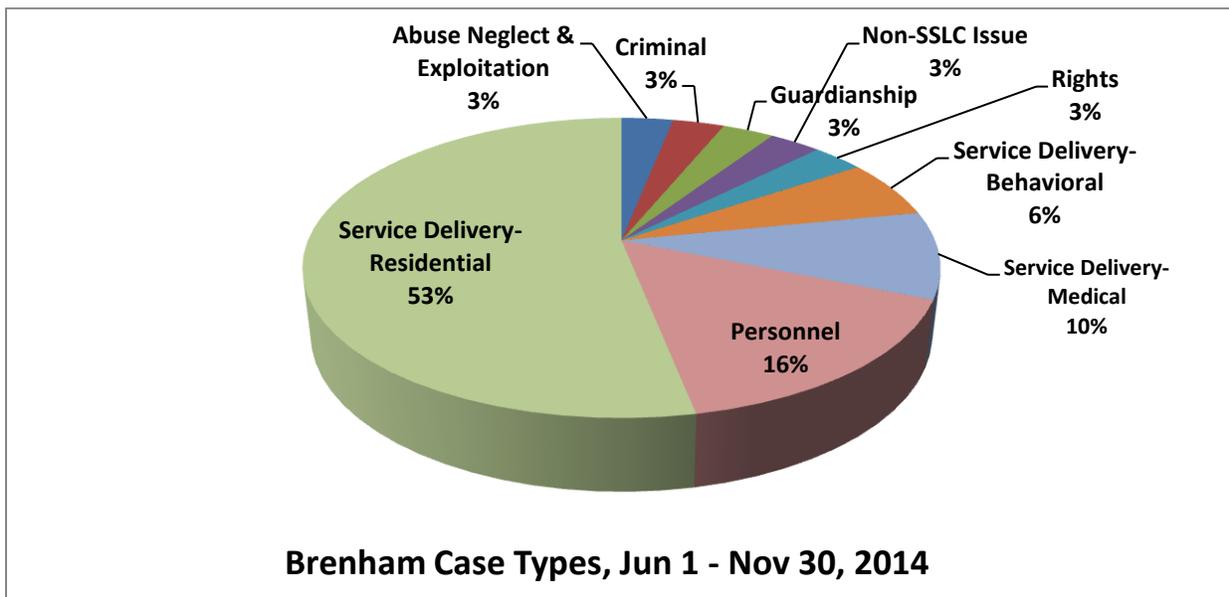
Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center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

Brenham SSLC Demographics			
Year Established	1974	Level of IDD Moderate	17%
Population	286	Level of IDD Severe	17%
Male	62%	Level of IDD Profound	61%
Female	38%	Level of IDD Unspecified	2%
Ages ≤21	27	Health Status Moderate	85
Ages 22-54	182	Health Status Severe	6
Ages 55+	77	No Legal Guardian Assigned	13%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	3%		

Contact Analysis



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

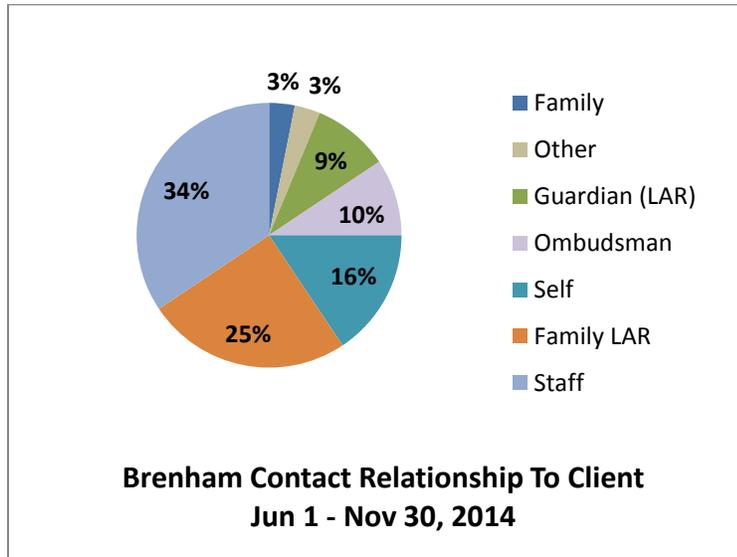


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Abuse Neglect & Exploitation	1
Criminal	1
Guardianship	1
Non-SSLC Issue	1
Rights	1

Service Delivery-Behavioral	2
Service Delivery-Medical	3
Personnel	5
Service Delivery-Residential	17
TOTAL	32



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

Jun through Nov 2014:

Family	1
Other	1
Guardian (LAR)	3
Ombudsman	3
Self	5
Family LAR	8
Staff	11
TOTAL	32

Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman *[left the OIO at the end of September 2014]*

The Corpus Christi State Supported Living Center (CCSSLC) serves 228 residents *[as of May 31, 2014]*. The Corpus Christi SSLC is similar to the other state facilities in that it serves individuals with intellectual disabilities ranging from mild to profound. The facility 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, a facility computer lab, gymnasium and swimming pool among other supports to promote independence and growth. The individuals who live at CCSSLC can attend weekly dances or participate in numerous community outings. Many are employed during the week and take part in an array of recreational opportunities both on and off campus.

Staff and residents attended the 20th annual South Texas Family Support Conference (STFSC) in Kerrville, TX on June 3-5, 2014. The STFSC is recognized for providing consumers and their families with education, support and information about available resources for people with mental illness and/or developmental disabilities in the South Texas Region. Disability Rights Texas (DRTx, formerly Advocacy Inc.) provided voter training to both the persons served at CCSSLC and the IDT members. These sessions allowed residents and staff to learn about voting opportunities for the people who reside at CCSSLC. A

Community Expo and Community Fair was held in August in the gym. Residents, staff and family were invited to attend and obtain educational information.

The former Risk Manager for the facility was hired as the new Director of Residential Services (DRS). A psychiatrist was recruited and began in August. Carolyn Milton has recently been named the new Assistant Director of Programming.

The AIO met with administration to discuss two recent on-campus transfers that needed further consideration. The AIO recommended that the facility explore how it shares information with transferring and receiving staff to improve service delivery to the residents in transition.

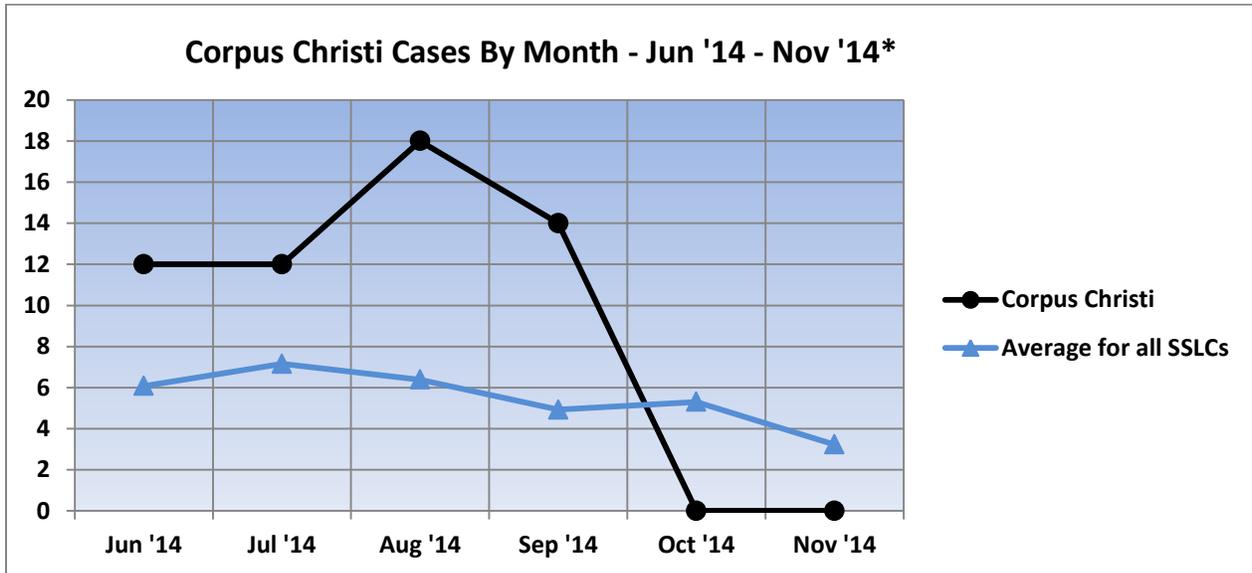
The AIO recommended evaluation and possible revision to the current process regarding staffing ratios. During a meeting with the ADOP, DRS, and Director, the AIO was informed that daily ratio collection by campus coordinators was discontinued. AIO recommended evaluating this issue further, as the current system does not provide accurate information and may impact client care and staffing needs.

The AIO position was vacated in October. During the months of October and November, the Corpus Christi SSLC administration was advised to refer all inquiries and complaints to the Independent Ombudsman, Dr. George Bithos. Additionally, the toll free number to reach the OIO is listed on posters throughout the facility.

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. She left the OIO at the end of September 2014.

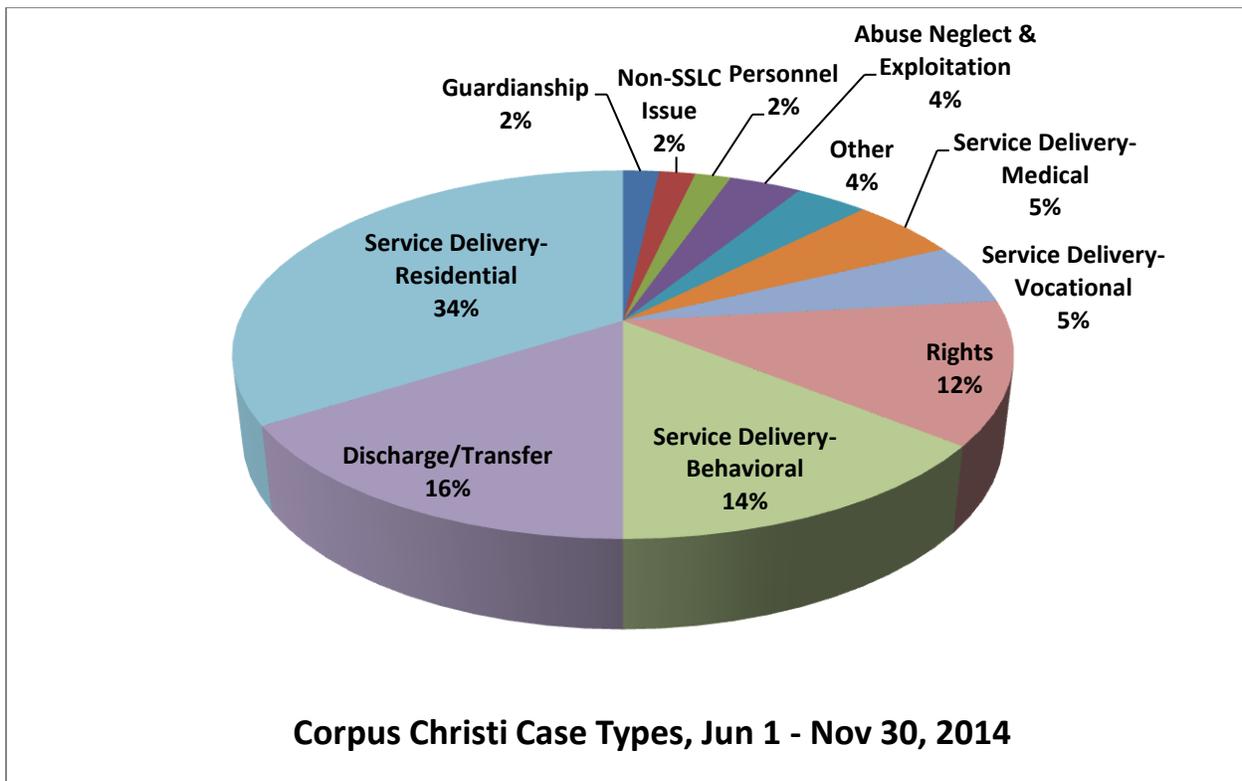
Corpus Christi SSLC Demographics			
Year Established	1970	Level of IDD Moderate	9%
Population	225	Level of IDD Severe	10%
Male	56%	Level of IDD Profound	61%
Female	44%	Level of IDD Unspecified	0%
Ages ≤21	2	Health Status Moderate	92
Ages 22-54	124	Health Status Severe	16
Ages 55+	99	No Legal Guardian Assigned	66%
Level of IDD Borderline	0%	Alleged Offenders	4%
Level of IDD Mild	19%		

Contact Analysis



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

*This graph reflects the vacancy of the office during October and November 2014.

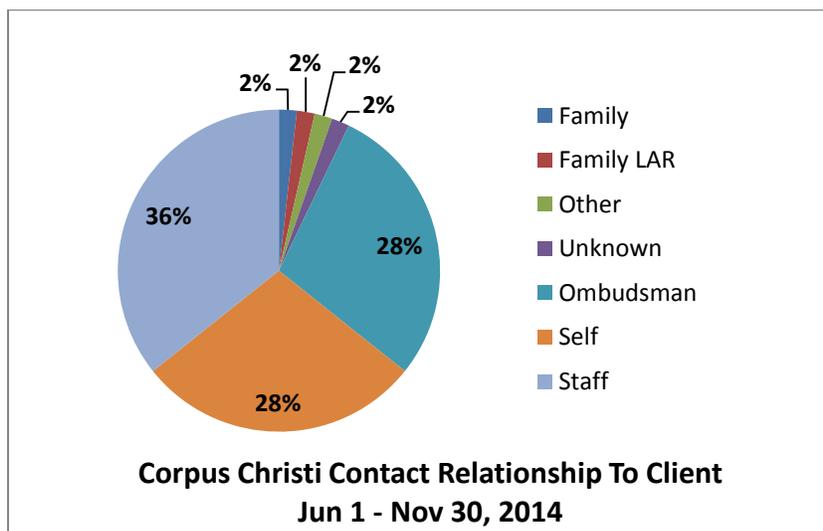


Source: H.E.A.R.T.S

Jun through Nov 2014:

Guardianship	1
Non-SSLC Issue	1
Personnel	1
Abuse Neglect & Exploitation	2
Other	2
Service Delivery-Medical	3

Service Delivery-Vocational	3
Rights	7
Service Delivery-Behavioral	8
Discharge/Transfer	9
Service Delivery-Residential	19
TOTAL	56



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

Jun through Nov 2014:

Family	1
Family LAR	1
Other	1
Unknown	1
Ombudsman	16
Self	16
Staff	20
TOTAL	56

Denton State Supported Living Center

Jerome Young, Assistant Independent Ombudsman

Denton SSLC currently provides services to 462 individuals with intellectual and physical disabilities. The level of developmental disability ranges from mild to profound. The facility consists of six units, including Houston Park and Cedar Falls units which 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. The other units serve individuals who exhibit a higher level of independence but require behavioral services. Although most of the population consists of older individuals, there are two individuals who attend public school. There are several programming and life skills areas throughout the facility, including a senior activities center. Individuals are also provided the opportunity to work with a job coach in the community.

Denton SSLC has a new walking trail donated by Volunteer Services. The walkway is illuminated for evening walks for individuals and staff to enjoy.

Denton SSLC has selected Eileen Hollingsworth as the new Director of Behavioral Services and Stephen Cal, MD as the new Medical Director. Denton SSLC has also selected Tina Willis as the new Director of Residential Services.

Denton SSLC held a food pantry drive which was a success. The pantry is available to help staff with necessities when the need arises. The Family Association, local community and staff contributed to the success.

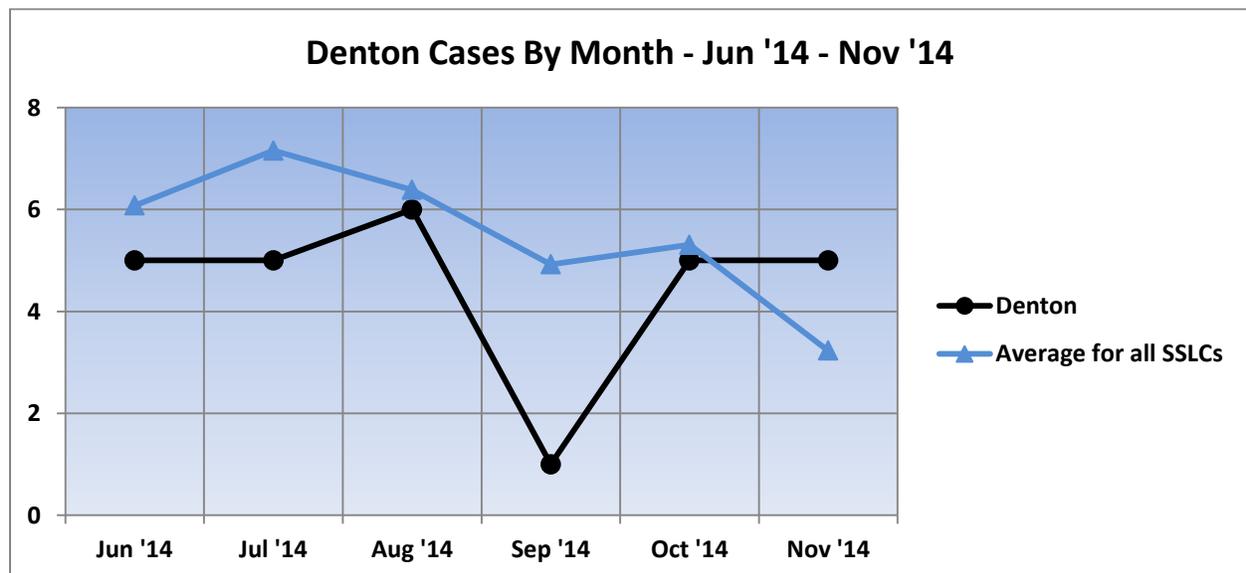


Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton SSLC, 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

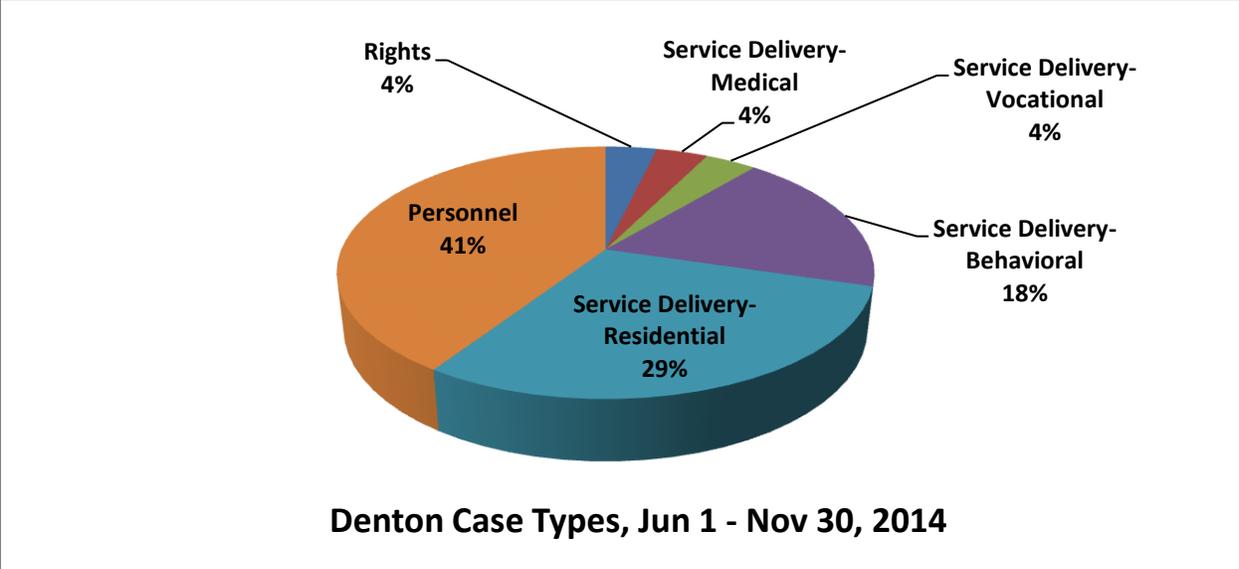
the Independent Ombudsman. He joined the OIO as the Assistant Independent Ombudsman for the Denton SSLC in February 2013.

Denton SSLC Demographics			
Year Established	1960	Level of IDD Moderate	13%
Population	460	Level of IDD Severe	19%
Male	57%	Level of IDD Profound	57%
Female	43%	Level of IDD Unspecified	1%
Ages ≤21	6	Health Status Moderate	169
Ages 22-54	228	Health Status Severe	98
Ages 55+	226	No Legal Guardian Assigned	26%
Level of IDD Borderline	0%	Alleged Offenders	1%
Level of IDD Mild	10%		

Contact Analysis



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

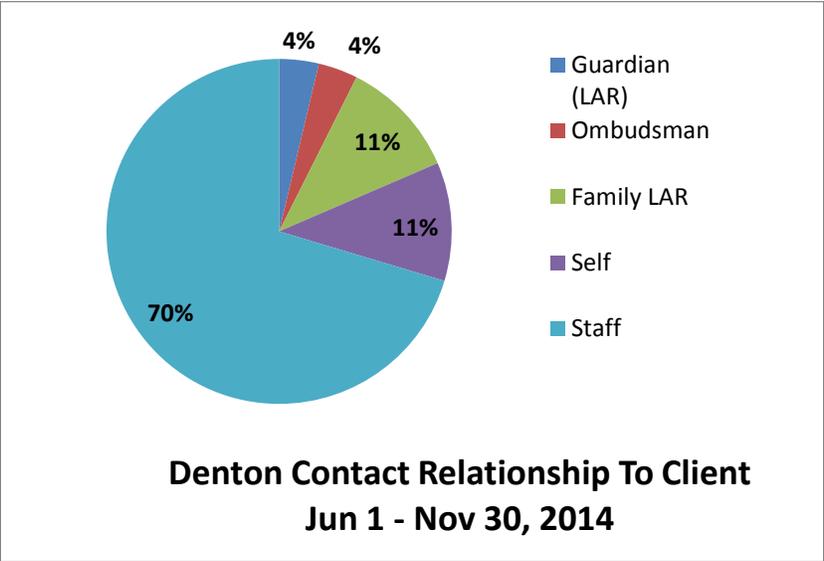


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Rights	1
Service Delivery-Medical	1
Service Delivery-Vocational	1

Service Delivery Behavioral	5
Service Delivery-Residential	8
Personnel	11
TOTAL	27



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

Jun through Nov 2014:

Guardian (LAR)	1
Ombudsman	1
Family LAR	3
Self	3
Staff	19
TOTAL	27

El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

The El Paso SSLC has a current census of 107 residents. There are eight cottages with one currently closed for remodeling. The individuals served in these homes have profound to mild intellectual disabilities. Some have physical disabilities but most are ambulatory and have a higher degree of independence in self-care and activities of daily living. There are also more individuals who require attention with challenging behaviors in these homes. Each home serves eight to 14 residents. Currently there is only one individual still attending school outside the facility. Each of the larger homes on Kirkland Circle serves from 12 to 14 residents, both men and women who have greater physical and medical needs. The Center provides medical, dental, habilitation, and psychiatric clinics services out of offices in the same buildings as these homes. Although there is not a chapel at the facility, all religious affiliations are served through visits to outside services. The facility has one workshop and group activities building, as well as an activity center for residents of retirement age.

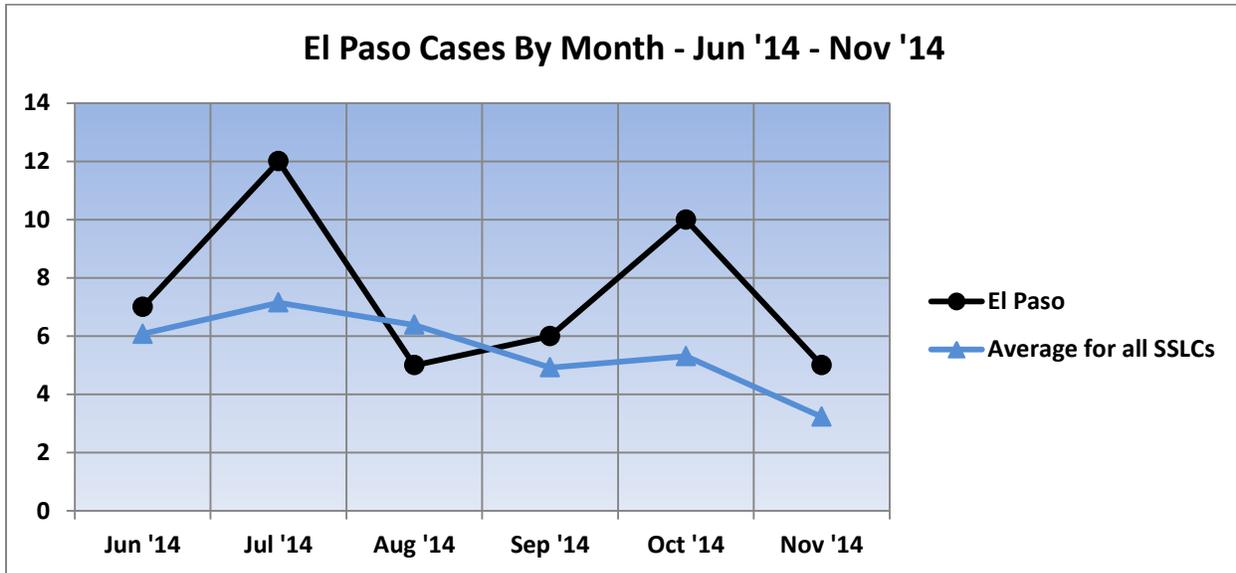
In the last six months the facility welcomed a new ADOP, Food Services Manager and Dentist. The Admissions and Placement Team worked with the Inter-Disciplinary Teams (IDTs) and together have made four successful community placements. One individual returned from a six-year stay in the community and is working with his team to adapt to his new surroundings. In November, the facility lost its psychiatrist and a replacement has not yet been named. Additional Campus Coordinators have been hired. Staffing changes were made to increase Direct Support Professional (DSP) and floater staff following a Regulatory investigation that confirmed neglect for an individual's death. Restraint reduction remains a challenge for the Center. Flights and flight attempts have increased during this period. In response, the Behavioral Services Department is piloting a program where specialized DSP staff will be trained to respond to these significant behavioral challenges.



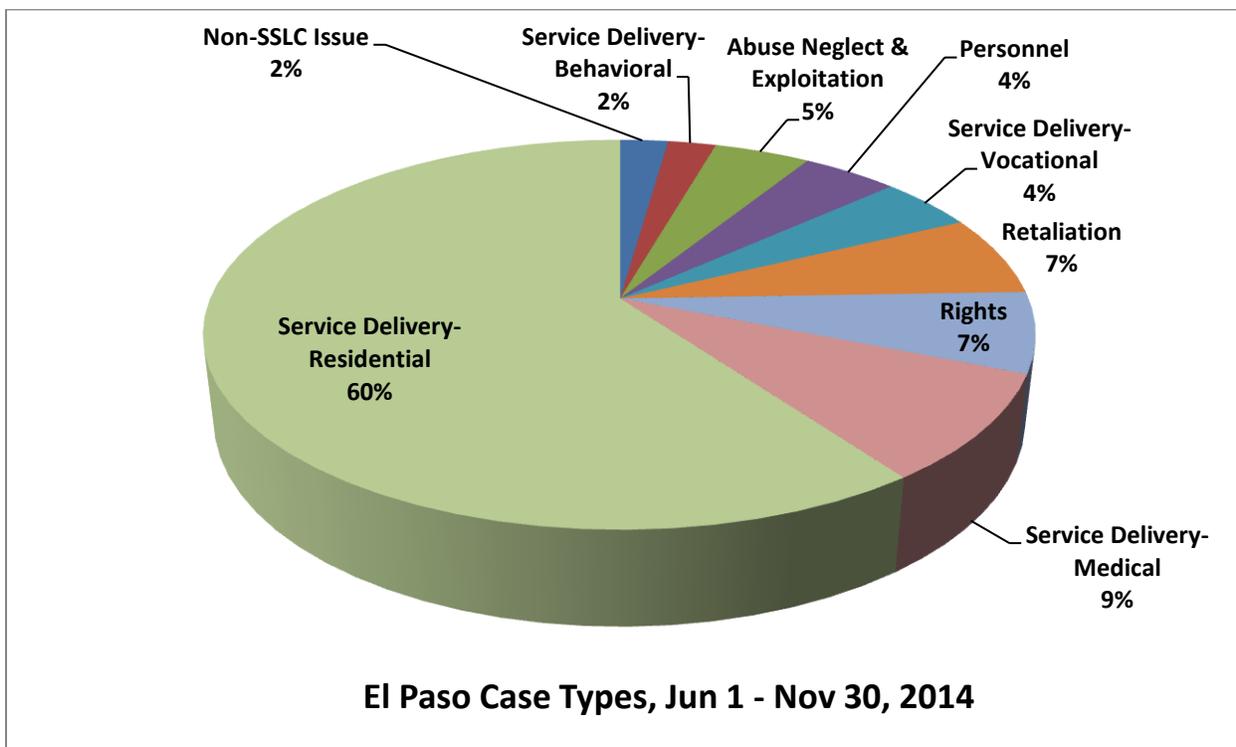
Born and raised in the Sun City, Ms. Ponce went from serving the aging population to working with children. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. She became a Certified Internal Investigator and began working as a Case Manager 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	18%
Population	108	Level of IDD Severe	19%
Male	58%	Level of IDD Profound	59%
Female	42%	Level of IDD Unspecified	0%
Ages ≤21	1	Health Status Moderate	36
Ages 22-54	72	Health Status Severe	8
Ages 55+	35	No Legal Guardian Assigned	22%
Level of IDD Borderline	0%	Alleged Offenders	2%
Level of IDD Mild	4%		

Contact Analysis



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

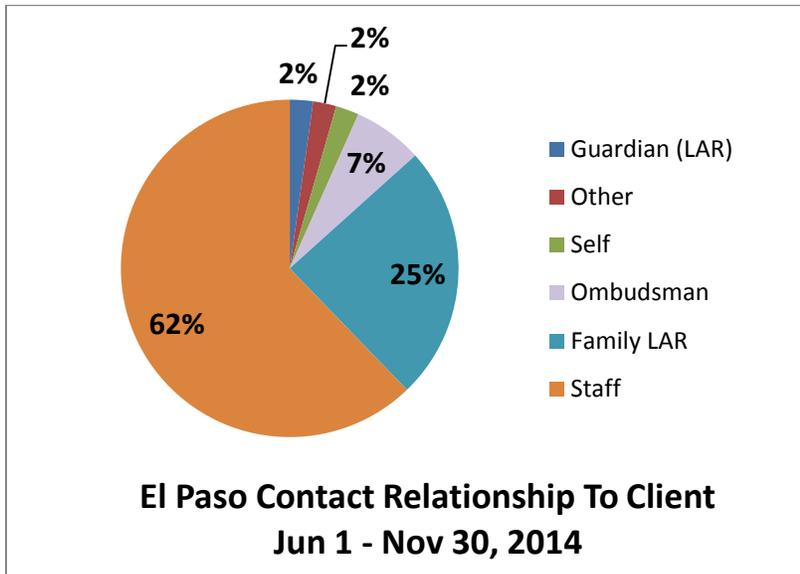


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Non-SSLC Issue	1
Service Delivery-Behavioral	1
Abuse Neglect & Exploitation	2
Personnel	2
Service Delivery-Vocational	2

Retaliation	3
Rights	3
Service Delivery-Medical	4
Service Delivery-Residential	27
TOTAL	45



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

Jun through Nov 2014:

Guardian (LAR)	1
Other	1
Self	1
Ombudsman	3
Family LAR	11
Staff	28
TOTAL	45

Lubbock State Supported Living Center

Robin Seale, Assistant Independent Ombudsman

The facility currently serves 203 residents (as of 11/30/14) who range from age 21 to 77 years at 15 homes. Over the past six months, six residents have transitioned to live in the community with two residents being admitted and one being transferred from Austin SSLC.

Three of the facility's 15 homes serve female residents, one serving female residents who are dually diagnosed (with IDD and Psychiatric Disorders). There are four homes whose residents are medically fragile, with 24-hour nursing being provided at two of these. The remaining eight homes serve male residents. Four of the eight are home to male residents who are dually diagnosed (with IDD and Psychiatric Disorders) and have significant behavioral challenges.

The facility has recently installed a new fence and gates at all entrances. New sidewalks and landscaping are also being completed at the front entrance to provide a more appealing gated community appearance in an effort to better integrate the facility into the neighborhood nearby.

On June 22, 2014, Jon Weizenbaum, DADS Commissioner spoke at the Family Association meeting to concerned family members, friends and staff about the Sunset Report and the process of presenting recommendations to the Legislature in January 2015.

Several key staff have been hired over the past six months to include the Assistant Director of Programs, the Dental Director, the Director of Behavioral Services, the Human Rights Officer, and the Chaplain.

Over the past six months, two significant downward trends have been noted in regard to the use of crisis intervention physical restraints and serious injuries.

DADS Regulatory entered the facility on seven occasions over the past six months. Deficiencies from the annual recertification survey (5/2/14) were cleared on 6/26/14 along with a citation from a visit on

6/10/14, related to levels of supervision. All other visits resulted in no citations and currently the facility is free of any deficiencies

The AIO made recommendations to the facility regarding provision of training to Direct Support Professionals (DSP) for medication changes for residents. Additionally, recommendations were made regarding visitation practices for long-term/special friends. Recommendations included the establishment of a clear procedure regarding approval of passes and reporting of volunteer activity for special/long term friends and the provision of training for QIDPs on this procedure. The facility is currently in the process of updating their local procedure and will provide training upon completion.

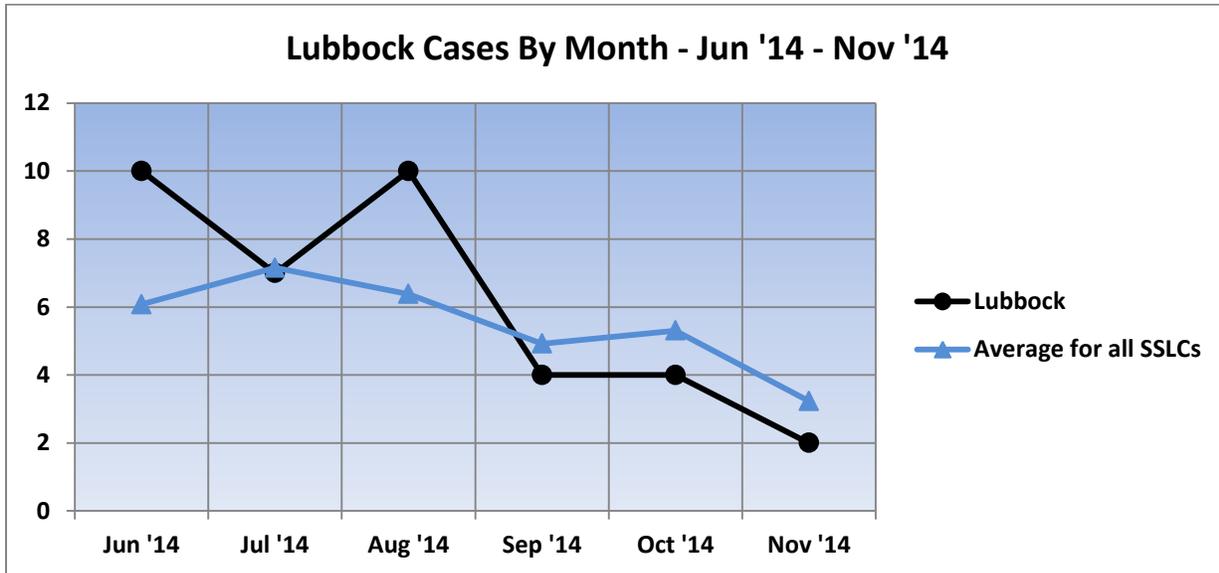
It was recommended that a process be implemented that ensures new orders written by the Physician's Assistant in the Clinic are communicated in a timely manner to the home nurse. There have been no new issues regarding timely implementation of orders written in the clinic since the recommendation.



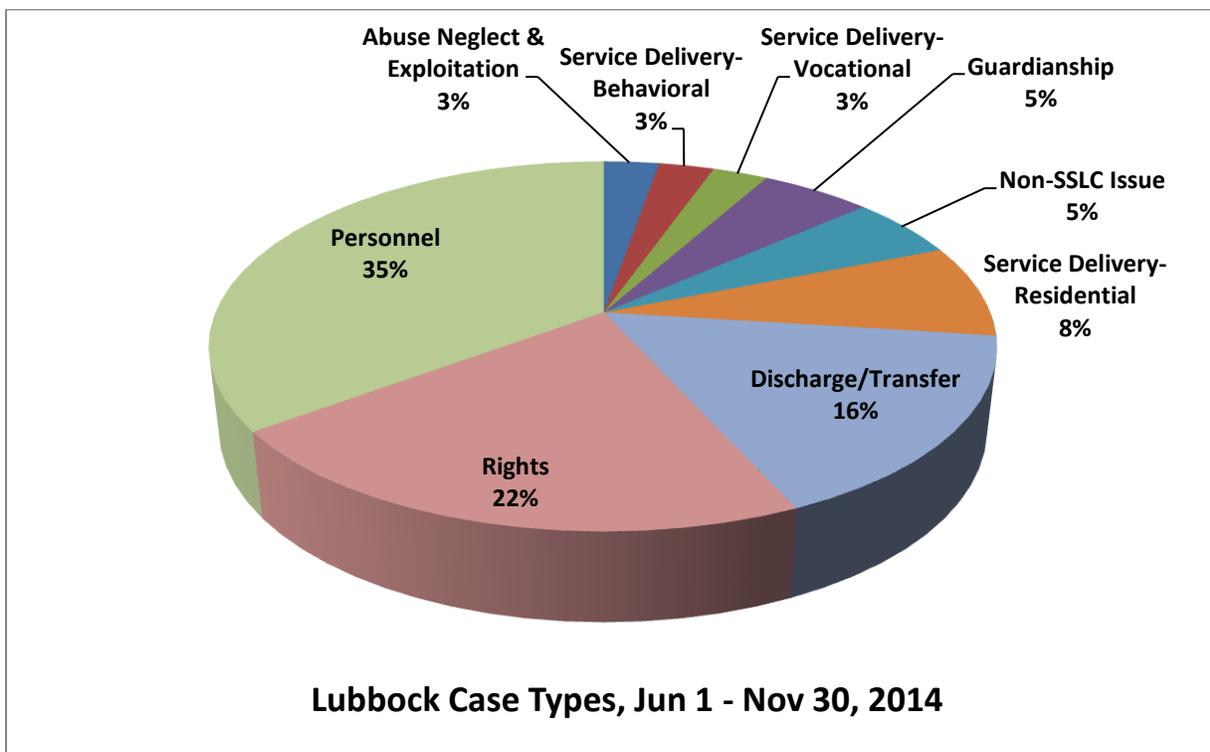
A Lubbock native, Ms. Seale received her Bachelors of Arts in Psychology in 2004 from Texas Tech University and plans to complete her Master's degree in the near future. Ms. Seale has worked at Lubbock State Supported Living Center for 9.5 years in various roles including a Psychological Assistant, Qualified Intellectual Disability Professional (QIDP), QIDP Coordinator, and most recently the Assistant Director of Programs. Ms. Seale is a graduate of the 2009 Building the Bench program where she obtained her Certified Management Professional certificate. Prior to working at Lubbock State Supported Living Center, Ms. Seale served as a parent advocate for those receiving Special Education Services by serving on multiple committees and advisory boards for two school districts. Ms. Seale joined the Office of the Independent Ombudsman for State Supported Living Centers in June 2014.

Lubbock SSLC Demographics			
Year Established	1969	Level of IDD Moderate	10%
Population	204	Level of IDD Severe	17%
Male	73%	Level of IDD Profound	58%
Female	27%	Level of IDD Unspecified	0%
Ages ≤21	1	Health Status Moderate	94
Ages 22-54	146	Health Status Severe	32
Ages 55+	57	No Legal Guardian Assigned	28%
Level of IDD Borderline	0%	Alleged Offenders	2%
Level of IDD Mild	15%		

Contact Analysis



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

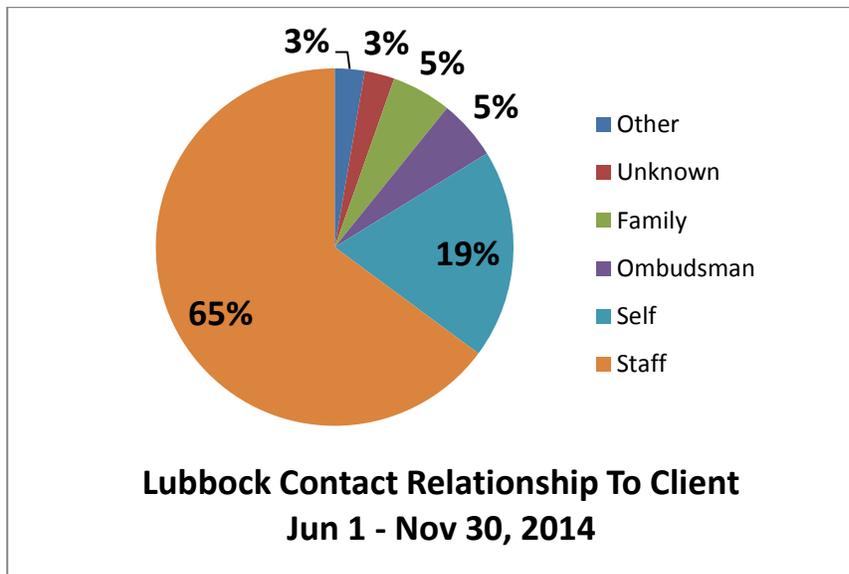


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Abuse Neglect & Exploitation	1
Service Delivery-Behavioral	1
Service Delivery-Vocational	1
Guardianship	2
Non-SSLC Issue	2

Service Delivery-Residential	3
Discharge/Transfer	6
Rights	8
Personnel	13
Total	37



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

Jun through Nov
2014:

Other	1
Unknown	1
Family	2
Ombudsman	2
Self	7
Staff	24
TOTAL	37

Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin State Supported Living Center provides support services to 321 people with profound to mild intellectual and physical disabilities. The population includes several people requiring intense Behavioral Health Services due to challenging behavior. Of the four designated units at the Center, two provide 24-hour nursing services to support people with varying degrees of severe physical and medical disabilities.

There continues to be a focus on appropriate community placement of people living at the Center. The Center is making an effort to increase the number of active referrals for community placement; currently there are 12 active referrals. There are four individual homes that the Center has designated as transition homes which are used to prepare people for transition to community living. Over the past six months the Center has placed 12 people into a community setting, transferred two to other SSLCs, and admitted six. Admissions have included adolescent boys and girls with challenging behavior.

The Center receives much needed community support. Through various organizations in the Lufkin area, such as, the Host Lions Club, Texas Forestry Association, Kiwanis Club, Brookshire Brothers, United Way, Leadership Tomorrow, local schools, and many other organizations, the Center is able to obtain needed equipment and funds to better the lives of those living at the Center. The Center also benefits from hundreds of hours of volunteer work, especially during the Christmas season.

The Center continues to recruit medical professionals. Currently the Center has been able to add an Advanced Practice Registered Nurse, a full time Psychiatrist, and a full time physician to its medical staff. Currently, the Center continues to seek a Pharmacy Director and a Physician.

The Center's annual audit by DADS Regulatory occurred June 9, 2014 through June 12, 2014. Standard level citations were noted in the areas of ICF/MR Services, Governing Body and Management, Client

Protections, Client Behavior and Facility Practices, Health Care Services, and Physical Environment. Findings indicated the Center was noncompliant with the Active Treatment Condition of Participation. DADS Regulatory completed the follow-up visit for the annual audit in July 2014 and the Center was cleared of all citations. Since that time, DADS Regulatory has entered the facility for several investigations, and no citations have been written.

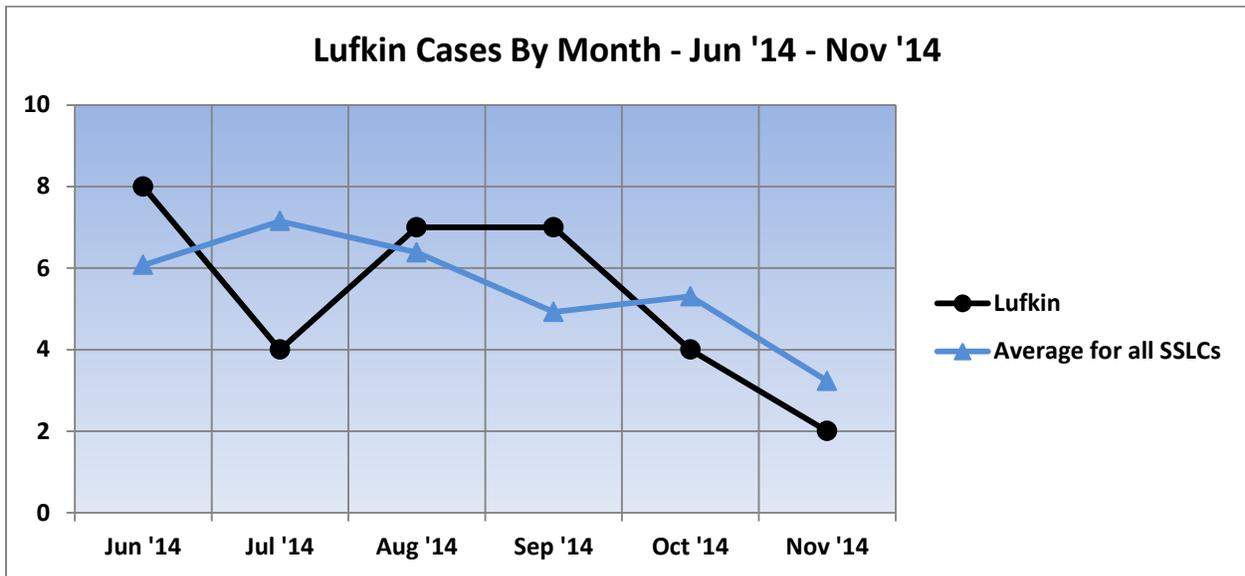
During the past six months, two recommendations concerning policy were made to the Center’s administration. Firstly, the policy for Out of Hospital DNR was revised at the State level followed by the Centers. As part of a complaint investigation, the Center’s policy interpretation of the State level policy was reviewed and determined to be confusing and misleading. A recommendation was made to the Center to review and revise the policy, as well as, provide face-to-face instruction to professional staff. The Center Director agreed and completed the revision and in-service training. Secondly, the policy concerning inventory of personal items and clothing was reviewed as part of a complaint investigation. As a result of the investigation, in conjunction with previous complaints concerning personal clothing, it was recommended the policy be reviewed and revised to ensure its accuracy and reliability. Overall, the Center’s administration has been responsive and positive toward recommendations made by the Ombudsman.



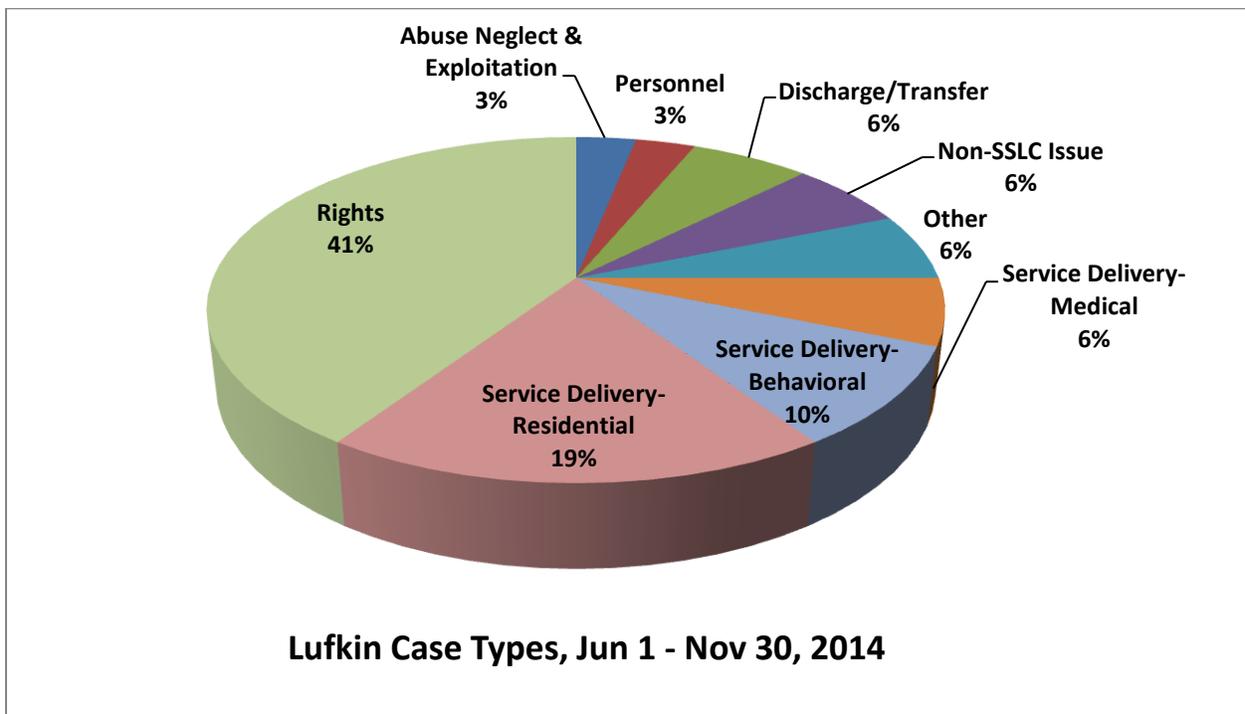
Mr. Stewart received his Bachelor’s Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for over 20 years, serving in various capacities such as Unit Psychologist 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%
Population	319	Level of IDD Severe	18%
Male	57%	Level of IDD Profound	67%
Female	43%	Level of IDD Unspecified	3%
Ages ≤21	26	Health Status Moderate	119
Ages 22-54	160	Health Status Severe	24
Ages 55+	133	No Legal Guardian Assigned	44%
Level of IDD Borderline	0%	Alleged Offenders	<1%
Level of IDD Mild	3%		

Contact Analysis



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

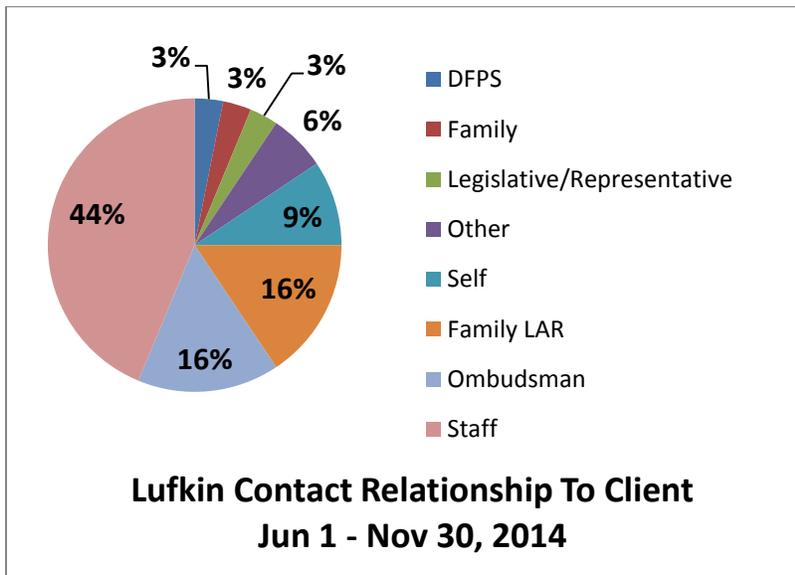


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Abuse Neglect & Exploitation	1
Personnel	1
Discharge/Transfer	2
Non-SSLC Issue	2
Other	2

Service Delivery-Medical	2
Service Delivery-Behavioral	3
Service Delivery-Residential	6
Rights	13
TOTAL	32



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

Jun through Nov 2014:

DFPS	1
Family	1
Legislative/Representative	1
Other	2
Self	3
Family LAR	5
Ombudsman	5
Staff	14
TOTAL	32

Mexia State Supported Living Center (Designated Forensic Unit)

Adam Parks, Assistant Independent Ombudsman

Mexia SSLC provides services to individuals who function in the profound to mild range of intellectual disabilities. Senate Bill 643 designated Mexia SSLC as the forensic facility, and all new admissions come through the court system. The majority of the individuals served are considered alleged offenders.

There are five residential units at the facility, and three of those units are designated as homes to meet the needs of those admitted as alleged offenders. The Longhorn Unit serves up to 72 male juvenile alleged offenders. One of the six homes, Longhorn 4, is a locked home. Whiterock Unit serves up to 102 adult alleged offenders in eight homes; Whiterock 7 and 8 are locked homes. Shamrock Unit serves up to 96 adult male alleged offenders in five homes. Barnett Unit serves up to 68 males, ages 18 and up. Most of the individuals who live in these homes are independent, yet may need some staff assistance with completing their self-care and daily living skills. The Martin Unit serves up to 112 individuals, both male and female individuals. The individuals who need the most medical care live within the Martin Unit which provides 24-hour nursing.

Vocational training is provided in several areas on campus, as well as in the community. There is a large workshop that performs contract work 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. There is a greenhouse which sells plants to the public 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 wooden outdoor furniture to the public. School-aged individuals attend classes at Mexia ISD at the Mexia ISD Development Center.

Mexia SSLC currently has 29 individuals referred for Community Placement. Mexia SSLC has placed 41 individuals in the community and has had 32 admissions in the last six months.

MSSLC provides specialized forensics training for employees in order to better serve the individuals who are admitted into the facility. MSSLC is also working to facilitate transfers of individuals (who are non-forensic) to community settings or to other SSLCs.

Mexia SSLC completed the initial round of High Risk Determinations. The facility continues the HRD process for new admissions and annual updates. The first round of appeals were held at Mexia SSLC on June 13, 2014.

The wide-spread use of Inappropriate Sexual Behavior was identified as a problem. Behaviors that would be determined “normal” in the community are being identified as barriers to community placement when they should not. MSSLC is aware of the problem and has formed a committee to address the issue.

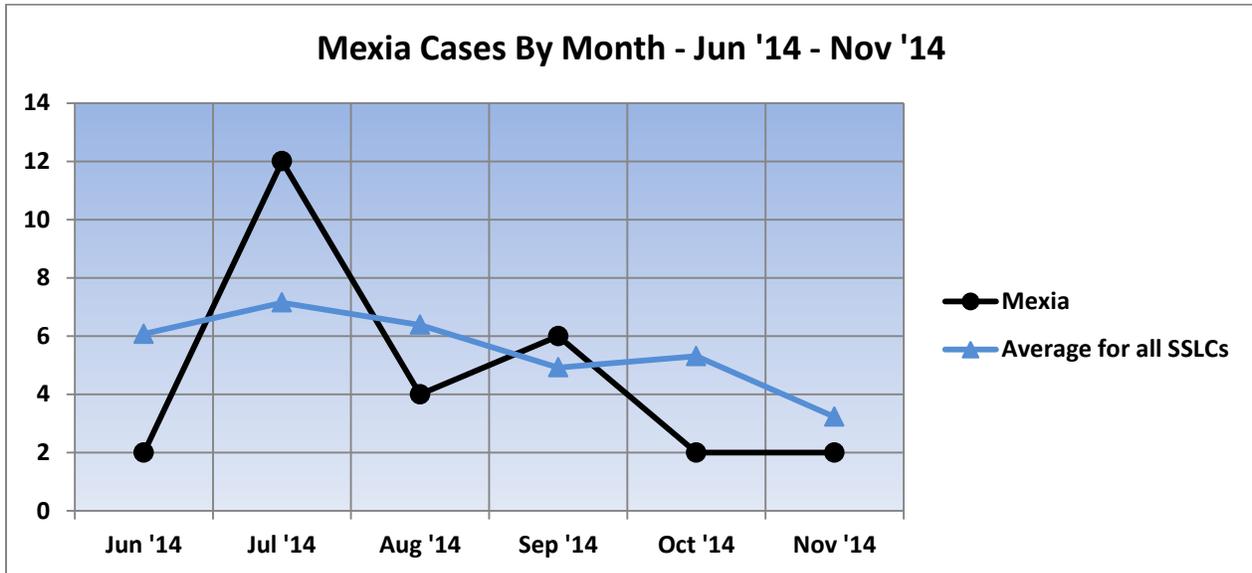
Another concern identified is the length of time between the IDT meeting and presenting restrictions to HRC. Some restrictions were reviewed and removed prior to their initial review by HRC. There also seems to be an overuse on Emergency Restrictive Practices. The QIDP Educator is developing a training to explain to QIDP’s the process and urgency of restrictions and the proper use of Emergency Restrictive Practices.



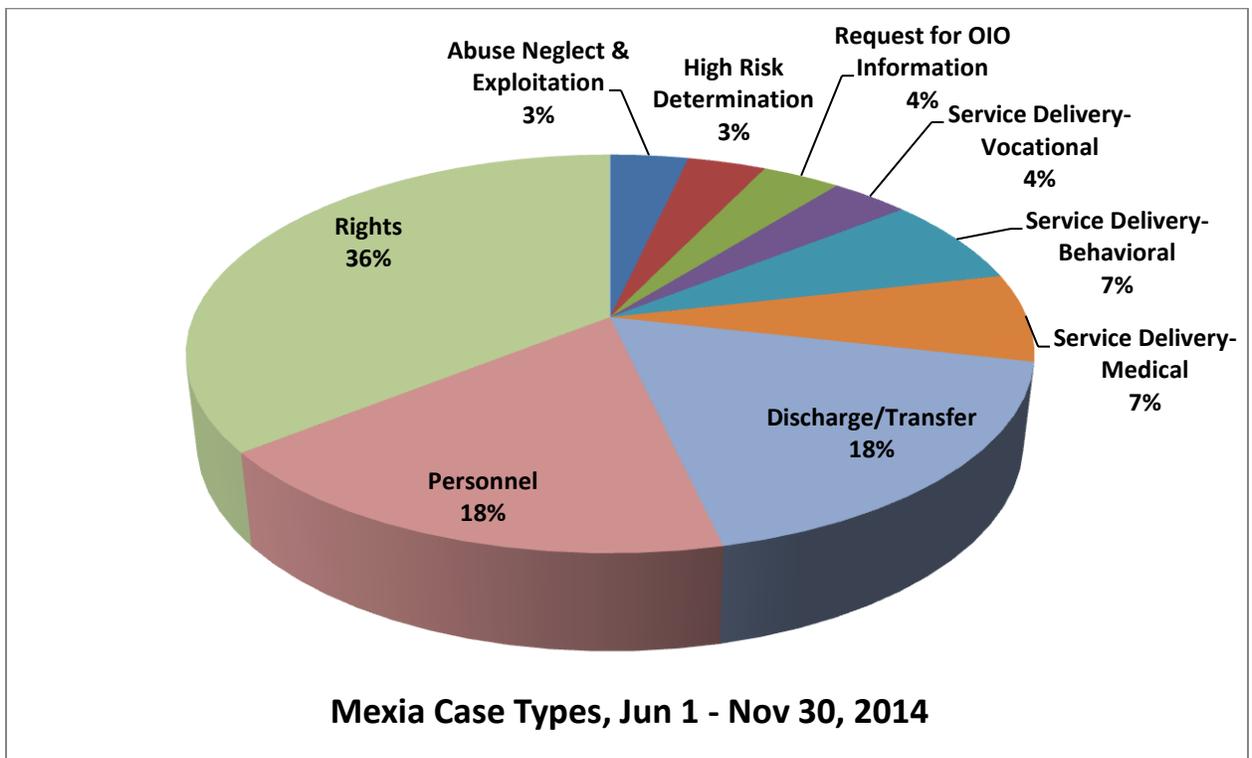
Mr. Adam Parks was raised in Mexia, Texas. He attended Stephen F. Austin State University where he earned a Bachelor of Arts Degree in Psychology. After graduation, he began his professional career as a Conservatorship Caseworker for the Department of Family and Protective Services in Angelina and Shelby County Texas. Mr. Parks then accepted the position of QIDP at Lufkin State Supported Living Center. He was later appointed Lead QIDP for the Oak Hill Unit. He also served as a standing member of the Human Rights committee during his time working at Lufkin State Supported Living Center. Mr. Parks accepted the position of Assistant Independent Ombudsman of the Mexia State Supported Living Center in February 2014.

Mexia SSLC Demographics			
Year Established	1946	Level of IDD Moderate	28%
Population	274	Level of IDD Severe	5%
Male	86%	Level of IDD Profound	22%
Female	14%	Level of IDD Unspecified	<1%
Ages ≤21	72	Health Status Moderate	72
Ages 22-54	145	Health Status Severe	2
Ages 55+	57	No Legal Guardian Assigned	60%
Level of IDD Borderline	2%	Alleged Offenders	57%
Level of IDD Mild	42%		

Contact Analysis



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

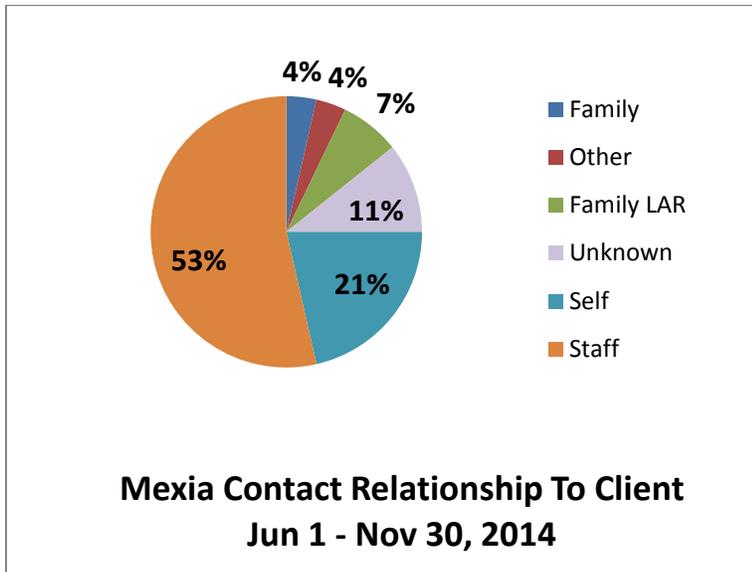


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Abuse Neglect & Exploitation	1
High Risk Determination	1
Request for OIO Information	1
Service Delivery-Vocational	1
Service Delivery-Behavioral	2

Service Delivery-Medical	2
Discharge/Transfer	5
Personnel	5
Rights	10
TOTAL	28



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

Source:

Jun through Nov 2014:

Family	1
Other	1
Family LAR	2
Unknown	3
Self	6
Staff	15
TOTAL	28

Richmond State Supported Living Center

Deatrice Potlow, Assistant Independent Ombudsman

Richmond State Supported Living Center (RSSLC) opened in 1968. The 241-acre state supported living Center is home to approximately 336 individuals, and employs approximately 1317 staff. The State Supported Living Center is operated under the management of Mr. Al. Barrera, Director and Ms. Cynthia Fannin, ADOP.

RSSLC has a total of 24 homes: Trinity, San Antonio, and Leon units (have four homes on each unit), 3-Rivers that consists of Pecos, San Jacinto and TJ5, TJ6, TJ7, TJ8, TJ9, (commonly referred to as the Cottages), 4-Rivers that consists of Nueces, Guadalupe, Lavaca, and Sabine homes. RSSLC has three workshops on campus that offer employment opportunities, and job enhancement skills to the residents from 8:30am-4:00pm, Monday-Friday.

Within this six-month timeframe, RSSLC completed an expansion/renovation project for the Natatorium. This is the option for the residents to have an alternate healthy menu while offering the experience in a delicatessen setting. Self-Advocacy group members have gradually increased. Since June 2014, RSSLC has received 11 admissions, ten residents were placed in the community, one was transferred to a different home on-campus, and one death.

During the past six months, the Assistant Independent Ombudsman (AIO) has promoted awareness by facilitating monthly presentations during the New Employee Orientation training, attended quarterly DADS Regulatory, DFPS and OIG meetings, participated in the Self Advocacy Meetings, and attended the Incident Management and Administrative Review Team meetings. Human Rights Committee meetings were also attended regularly. The AIO meets with RSSLC Director bi-monthly to share information relevant to updates and on campus concerns. The AIO attended Inter-Disciplinary Team meetings and monitored the residents' homes on a frequent basis to ensure compliance of ratio and client rights.

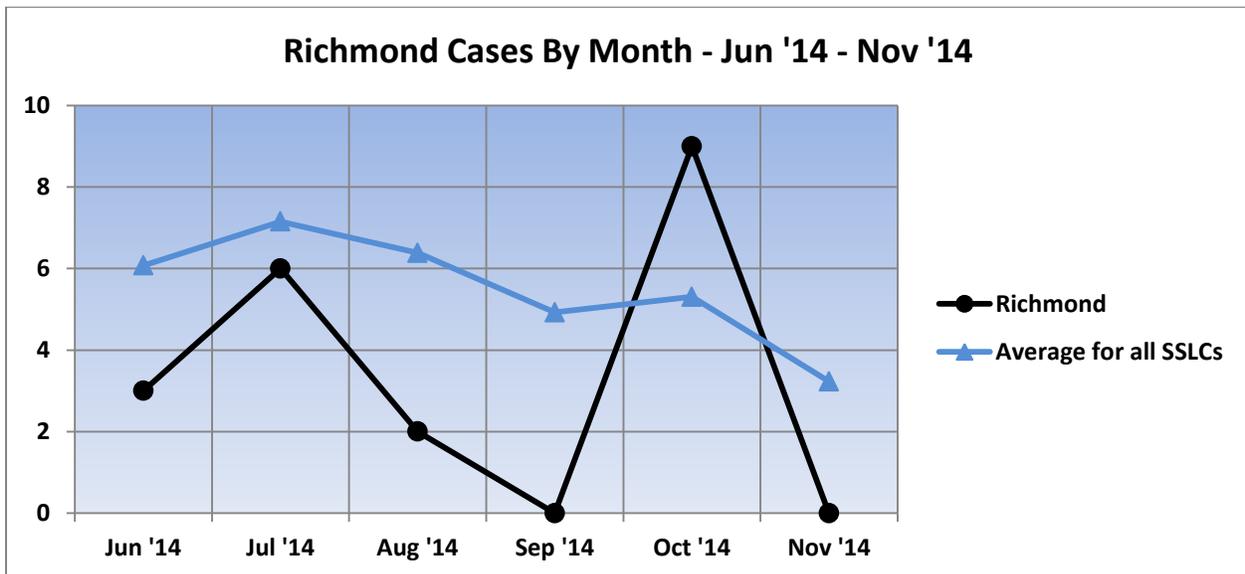


Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement, and began a career with the 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

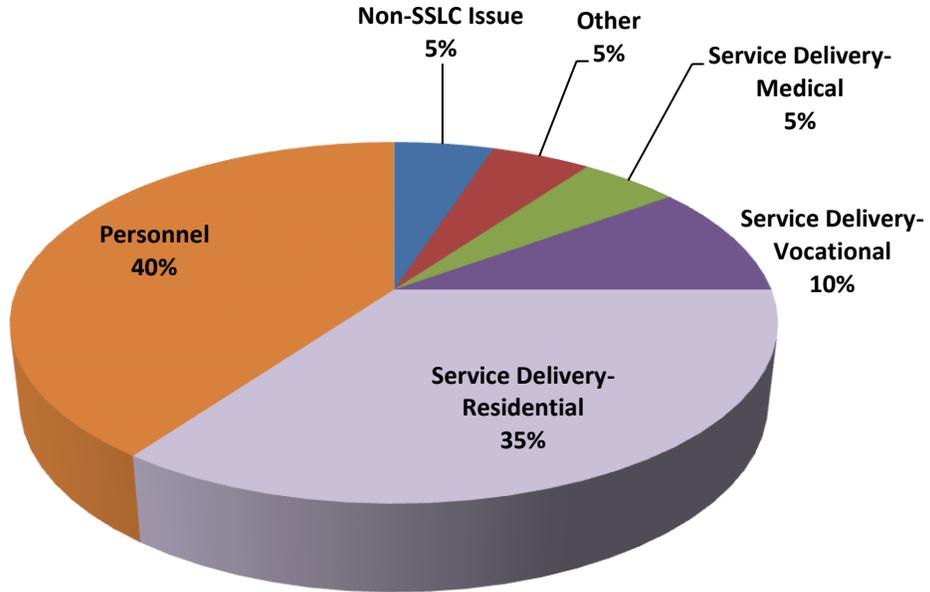
Ombudsman, she worked as a Facility Investigator who was responsible for investigating allegations of abuse, neglect and exploitation at the Richmond SSLC.

Richmond SSLC Demographics			
Year Established	1968	Level of IDD Moderate	8%
Population	332	Level of IDD Severe	17%
Male	57%	Level of IDD Profound	61%
Female	43%	Level of IDD Unspecified	3%
Ages ≤21	7	Health Status Moderate	140
Ages 22-54	206	Health Status Severe	12
Ages 55+	119	No Legal Guardian Assigned	30%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	11%		

Contact Analysis



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



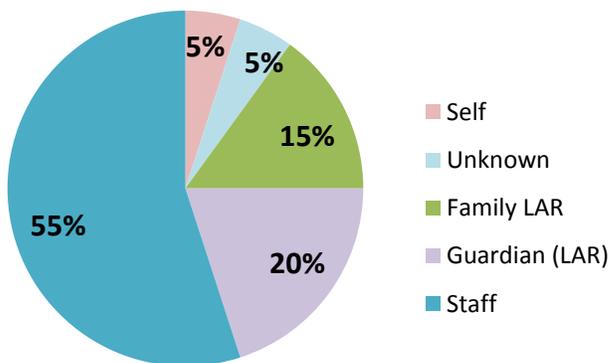
Richmond Case Types, Jun 1 - Nov 30, 2014

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

Jun through Nov 2014:

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

Service Delivery-Vocational	2
Service Delivery-Residential	7
Personnel	8
TOTAL	20



**Richmond Contact Relationship To Client
Jun 1 - Nov 30, 2014**

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

Jun through Nov 2014:

Self	1
Unknown	1
Family LAR	3
Guardian (LAR)	4
Staff	11
TOTAL	20

Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Rio Grande State Center is composed of three facilities. It has a mental health clinic, an outpatient clinic for health illnesses, an ICF Component, and a forensic unit under Mr. Jaime Flores. The forensic unit is a part of the mental health clinic. The ICF component census is 65. Many of the older population are requiring more extensive medical service due to their aging.

There has been a great effort by the Performance Improvement Manager to increase interaction between the staff and the residents. Also, there is a strong effort to ensure residents get to attend more community outings.

There have been heavy rains in the valley that have necessitated repeated repairs to the sidewalks and the buildings.

There has been a relatively high turnover in staff, with roughly 22 new staff hired and trained in October and November. The administration is currently making adjustments to staff schedules to allow more time between shifts and work days. She made the decision after examining a number of different possibilities to reduce stress.

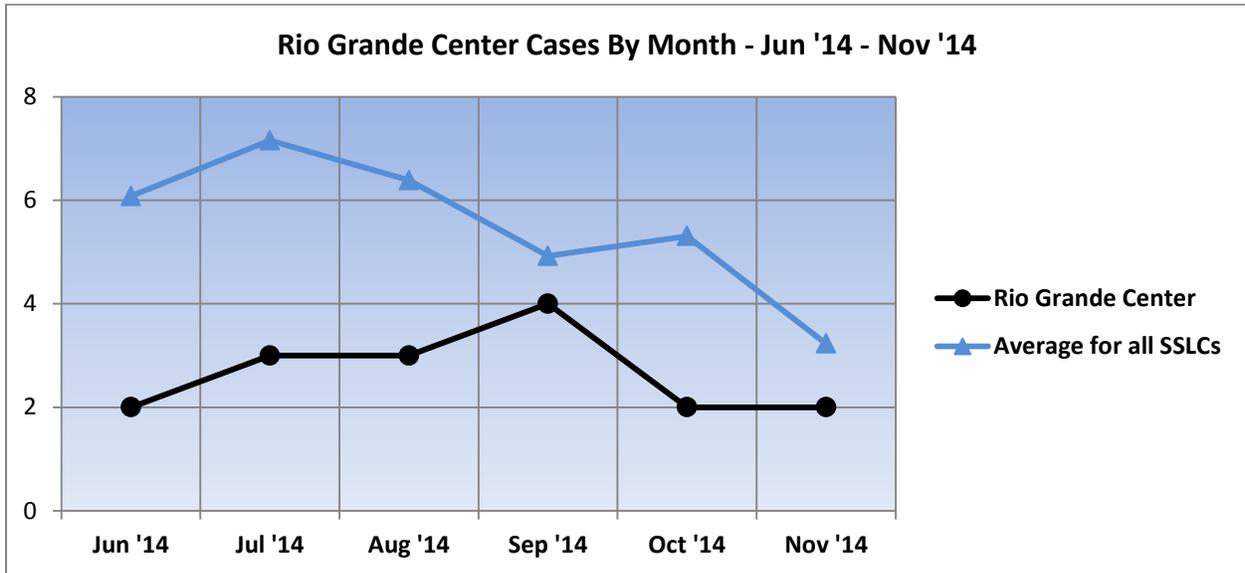
The AIO and the HRO have attended the Parent meetings and handed out materials. The AIO is working with the staff at the facility to distribute a monthly newsletter to address staff information requests and will include the HRO and QIDP director in the distribution.

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.

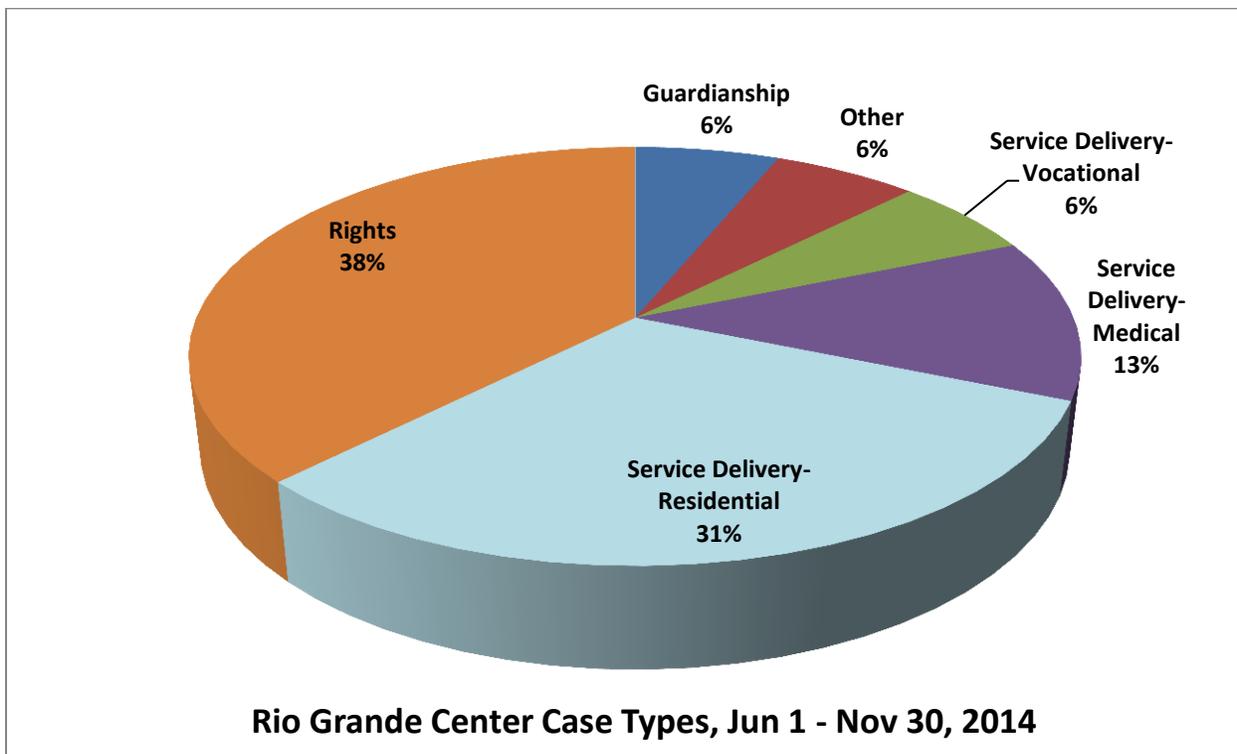


Rio Grande State Center Demographics			
Year Established	1956	Level of IDD Moderate	27%
Population	67	Level of IDD Severe	22%
Male	61%	Level of IDD Profound	30%
Female	39%	Level of IDD Unspecified	19%
Ages ≤21	6	Health Status Moderate	17
Ages 22-54	45	Health Status Severe	1
Ages 55+	16	No Legal Guardian Assigned	72%
Level of IDD Borderline	0%	Alleged Offenders	1%
Level of IDD Mild	1%		

Contact Analysis



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

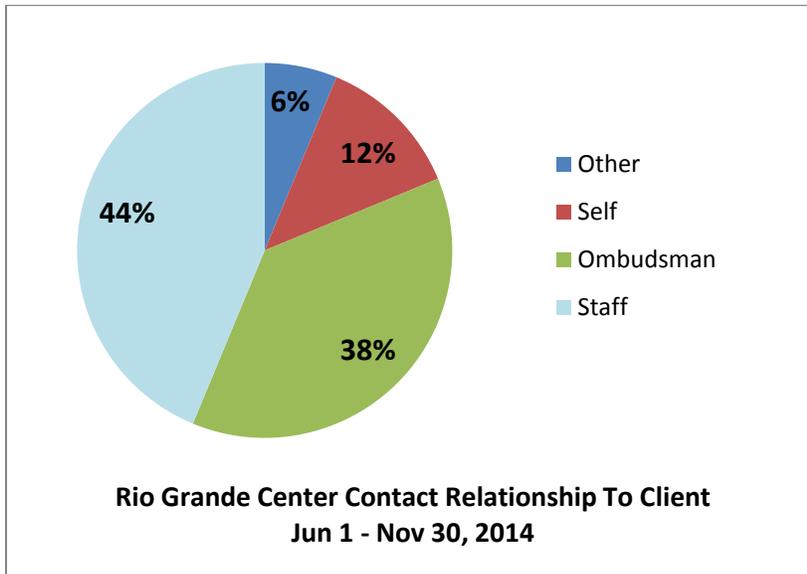


Source: H.E.A.R.T.

Jun through Nov 2014:

Guardianship	1
Other	1
Service Delivery-Vocational	1

Service Delivery-Medical	2
Service Delivery-Residential	5
Rights	6
TOTAL	16



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

Jun through Nov
2014:

Other	1
Self	2
Ombudsman	6
Staff	7
TOTAL	16

San Angelo State Supported Living Center

Janet Smith, Assistant Independent Ombudsman

The San Angelo State Supported Living Center, located about 15 miles north of San Angelo in Carlsbad, is home to 208 individuals with profound to mild developmental and physical disabilities. There are currently 17 homes on the SSLC campus. The majority of the residents are independent in their daily living skills and ambulate without assistance. There are two homes dedicated to geriatric individuals and two for medically fragile individuals. One home serves juvenile females. Two homes are dedicated to serving males who have inappropriate sexual behavior, many of whom have been charged with sexual offenses; eight individuals are registered sex offenders. The facility employs staff specialized in treatment for this population. The facility operates a competency-restoration program for individuals admitted through the courts because they have been found incompetent to stand trial for criminal offenses. A large number of the facility's population are dually diagnosed, in that they have been diagnosed with a mental illness along with intellectual disability.

The SSLC has a sheltered workshop that provides employment to residents. Jobs within the workshop include woodworking, shredding and bailing paper for recycling, making nutcrackers, and assembling meal kits for restaurants. Employment is also available at the facility's greenhouse, laundry, beauty shop, canteen, clothing room, and coffee house, as well as, clerical work and housekeeping duties at various locations on campus. Residents also find employment off campus at Christians in Action, an organization in San Angelo. The facility also offers an extensive array of classes and activities for the residents.

During the last six months the SSLC has completed the renovation of a vacant building on campus to serve as a Transition Home, which will serve up to 20 residents who have been referred for placement in the community. The Transition Home is designed to assist these residents in acclimating to community living by transporting them to day programs and jobs in San Angelo, grocery shopping, social events in the community, performing daily living activities, and lessening their involvement in on-campus

activities so that they are prepared to separate from the SSLC. The facility is currently identifying residents who would be appropriate for the Transition Home, getting the residents' preferences about doing so, and obtaining review by the Transition Committee, as well as securing staff for the home.

Major staff changes over the past six months include the transfer of the Medical Director to another SSLC and the selection of a new Medical Director; the transfer of the Lead Psychiatrist to a State Hospital; and the resignation of the Nurse Operating Officer. Staffing continues to be a major challenge. The recent oil boom in West Texas has created opportunities for workers to be paid wages much higher than can be earned at the SSLC, resulting in the loss of tenured staff and a high turnover rate.

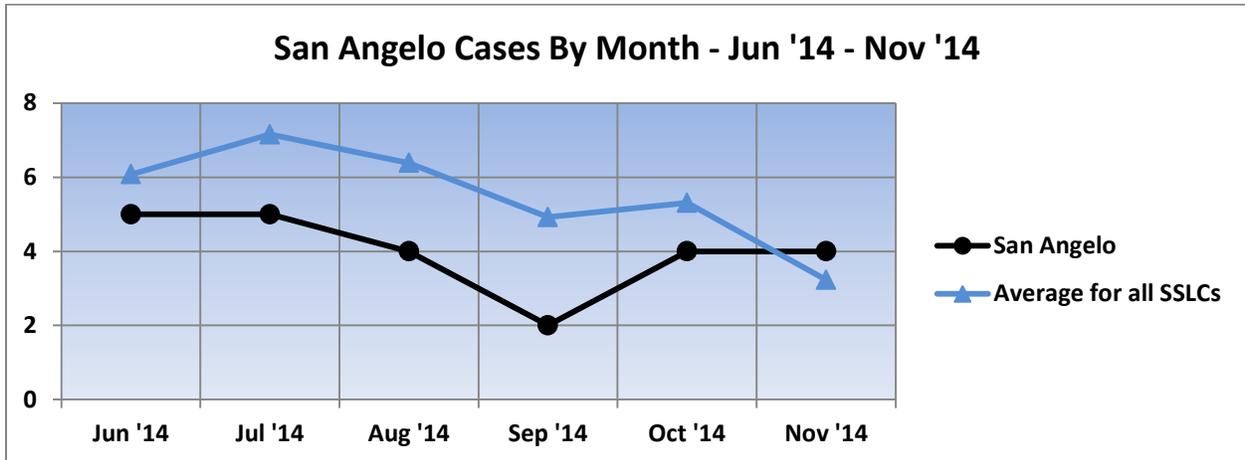
The Self-Advocacy group on campus continues to be very active, with about one-third of the residents participating. During the past six months, presentations were made to the group regarding the Sunset Committee Report; Summer Precautions; the introduction of the new Community Relations Director and the opening of the Volunteer Services store; an upcoming Provider Fair; and Breast Cancer Awareness month. Three residents attended the three-day 2014 Texas Advocates Conference in San Marcos in August, along with staff. Nineteen residents of the SSLC voted in the recent general election.



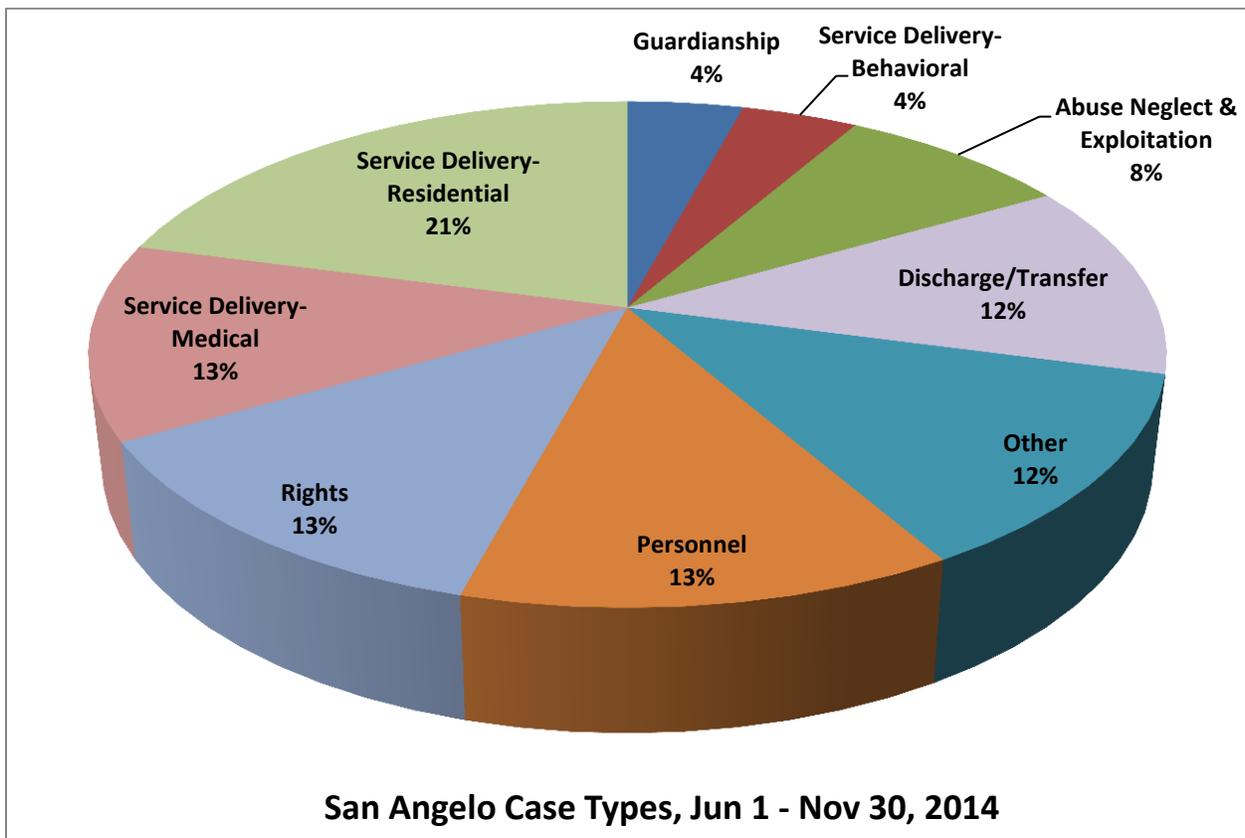
Ms. Smith grew up in the Washington, DC area and obtained her Bachelor's Degree in Criminal Justice from The American University. She then earned her Juris Doctorate (J.D.) from Georgetown University and has spent most of her career as a government attorney, first as an intern at the U.S. Department of Justice and then as a staff attorney at the United States Postal Service and U.S. Department of Commerce. During this time she was also involved in volunteer work at the DC Public Defender's Service, Habitat for Humanity, Lighthouse for the Blind, Ronald McDonald House, and My Sister's Place, a shelter for battered women. In 1998 she moved to Texas and handled child protection cases in Travis County, as well as becoming a CASA volunteer. She accepted a position with the Department of Mental Health and Mental Retardation in 2001. As an attorney with MHMR, and later DADS and DSHS, Ms. Smith has worked with the State Supported Living Centers and State Hospitals in many areas, including human rights, confidentiality, ethics, employee discipline, contracts, and litigation. After relocating to San Angelo, Ms. Smith joined the Office of the Independent Ombudsman in December of 2013.

San Angelo SSLC Demographics			
Year Established	1969	Level of IDD Moderate	18%
Population	208	Level of IDD Severe	11%
Male	61%	Level of IDD Profound	11%
Female	39%	Level of IDD Unspecified	1%
Ages ≤21	14	Health Status Moderate	37
Ages 22-54	132	Health Status Severe	2
Ages 55+	62	No Legal Guardian Assigned	58%
Level of IDD Borderline	0%	Alleged Offenders	15%
Level of IDD Mild	59%		

Contact Analysis



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

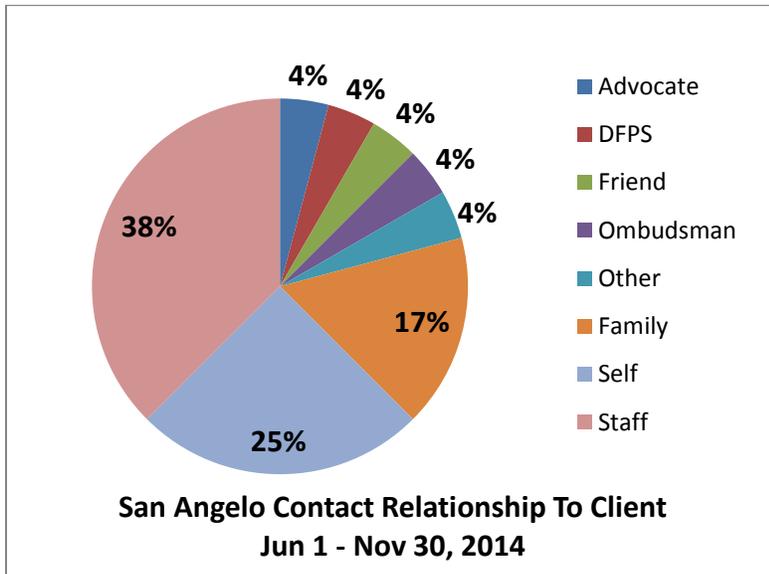


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Guardianship	1
Service Delivery-Behavioral	1
Abuse Neglect & Exploitation	2
Discharge/Transfer	3
Other	3

Personnel	3
Rights	3
Service Delivery-Medical	3
Service Delivery-Residential	5
TOTAL	24



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

Jun through Nov 2014:

Advocate	1
DFPS	1
Friend	1
Ombudsman	1
Other	1
Family	4
Self	6
Staff	9
TOTAL	24

San Antonio State Supported Living Center

Gevona Hicks, Assistant Independent Ombudsman

The San Antonio State Supported Living Center (SASSLC) opened in 1978. The Center currently serves 234 individuals with intellectual disabilities ranging from mild to profound. The San Antonio SSLC is comprised of eight residential homes that provide services ranging from total care and physical management to minimal assistance with activities of daily living activities.

The residents have access to a developmental center which provides vocational workshops, habilitation programs, gymnasium, swimming pool, and computer lab. The campus also houses a dental clinic, volunteer pavilion, clinical services offices and administration offices. San Antonio SSLC currently has seven residents competitively employed and working offsite at community establishments and continues to provide services to individuals qualifying for and receiving public education services.

San Antonio SSLC remains active in regard to admissions to the Center and community placements from the Center. Since June 2013 there have been six community placements. There are currently 14 individuals who have been referred for community placement. The Center received ten admissions and/or transfers, with five of the ten transfers received from other SSLCs.

Residents continue to be involved in advocacy and civil service organizations. The SOLO Advocacy Group (Speaking Out Loud for Ourselves and others) and Mission City Aktion Club meet monthly. In August, the SOLO Advocacy Group traveled to San Marcos to attend the Texas Advocates Conference for the fifth consecutive year. Aktion Club service projects since June included distributing blue carnations to fathers at an area nursing home for Father's Day, placement of American flags at veterans' grave sites for Independence Day, collecting and donating school supplies, and volunteering at the annual Zoo Boo at the San Antonio Zoo. SASSLC Choir also traveled to San Angelo for the 38th Annual SSLC Music Festival in October 2014.

A trend was identified in regard to an increased number of allegations of abuse, neglect and exploitation reported to Department of Adult Protective Services, with confirmations of neglect specific to failure to follow individual treatment plans for physical management (i.e. lifting procedures, body positioning and correct use of protective equipment). The Center is in the process of evaluating possible systemic issues related to implementation of treatment plans as prescribed.

The Center has faced staffing challenges within residential services, including vacancy of two of three residential unit directors for several months. DSPs have voiced concerns regarding the Rotational Holdover Policy recently implemented to address some of the DSP staffing needs.

The AIO and the administration at the San Antonio SSLC maintain a positive relationship. The administration has been transparent in its operations. The AIO is included in review of abuse, neglect and unusual incident investigation findings and has been welcomed to observe and provide input during departmental meetings, employee trainings and when developing plans for systematic changes.

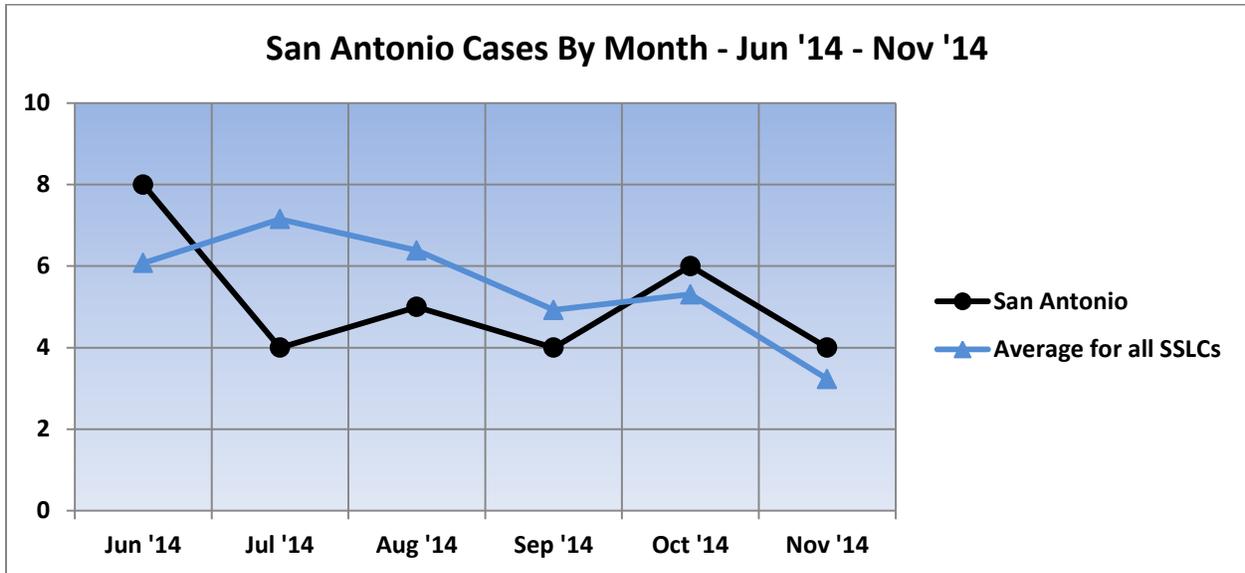
The AIO recommended that the Center would benefit from developing a policy for a formal complaint procedure and reporting issues related to individual’s rights. The Center was receptive towards this recommendation and asked the AIO to provide input.



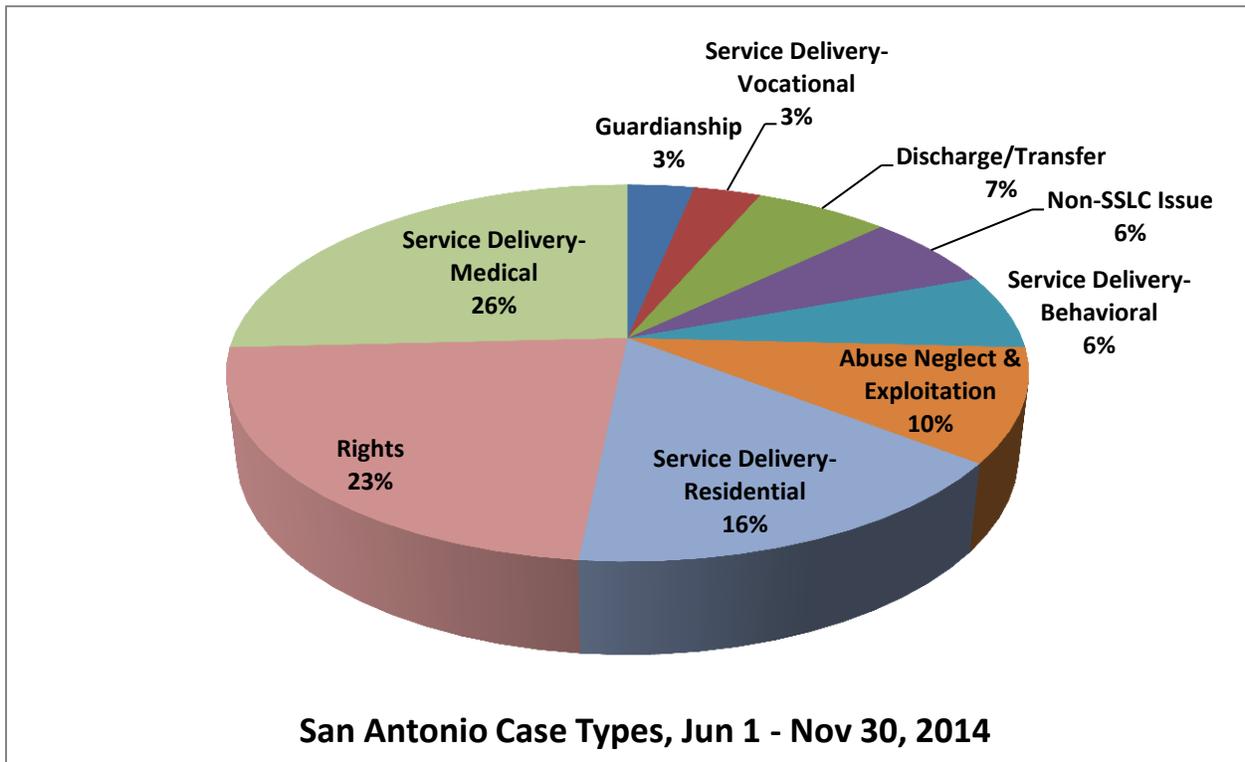
A native of Birmingham, Alabama, Ms. Hicks received her Bachelor of Science in Psychology from the University of Alabama at Birmingham, where she also received a certificate in Gerontology. She relocated to San Antonio, Texas in 2001 and worked with infants and toddlers at a local children’s shelter. She began her career supporting children and adults with developmental disabilities as a Team Lead and then Case Manager, supervising multiple group homes in San Antonio, for an Intermediate Care Facility and Home and Community Service provider. Ms. Hicks began her employment with the state of Texas in 2006 at Austin SSLC prior to transferring to San Antonio SSLC where she worked as a QIDP. Ms. Hicks served as Human Rights Officer for three years prior to joining the Office of the Independent Ombudsman for the San Antonio SSLC in April 2014.

San Antonio SSLC Demographics			
Year Established	1978	Level of IDD Moderate	16%
Population	232	Level of IDD Severe	17%
Male	61%	Level of IDD Profound	56%
Female	39%	Level of IDD Unspecified	1%
Ages ≤21	5	Health Status Moderate	59
Ages 22-54	146	Health Status Severe	36
Ages 55+	81	No Legal Guardian Assigned	52%
Level of IDD Borderline	0%	Alleged Offenders	1%
Level of IDD Mild	10%		

Contact Analysis



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

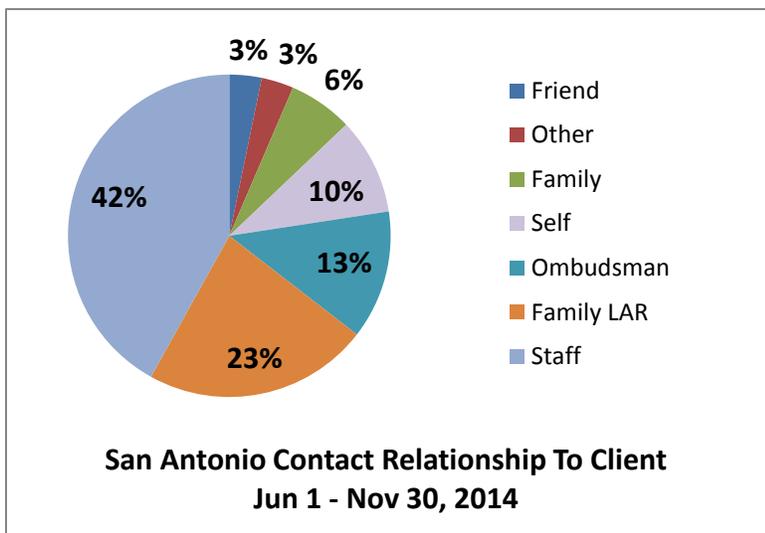


Source: H.E.A.R.T.S.

Jun through Nov 2014:

Guardianship	1
Service Delivery-Vocational	1
Discharge/Transfer	2
Non-SSLC Issue	2
Service Delivery-Behavioral	2

Abuse Neglect & Exploitation	3
Service Delivery-Residential	5
Rights	7
Service Delivery-Medical	8
TOTAL	31



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

Jun through Nov 2014:

Friend	1
Other	1
Family	2
Self	3
Ombudsman	4
Family LAR	7
Staff	13
TOTAL	31

Organizational Chart

