



Monthly Update

July 2010

INITIATIVES DEFINED BY SB 643:

Definitions:

AIO – Assistant Independent Ombudsman

DADS – Department of Aging and Disability Services

DIO – Deputy Independent Ombudsman

DOJ – (Federal) Department of Justice

HHSC – Health and Human Services Commission

OIO – Office of the Independent Ombudsman

SSLC – State Supported Living Center

Sec. 555.051 Establishment; Purpose

Administrative systems being established and implemented:

- DIO Candace Jennings, formerly the AIO of San Antonio SSLC, started July 15, 2010
- Administrative Assistant, Carrie Martin, started July 12, 2010
- AIO Melissa Deere started July 1, 2010 at the San Angelo SSLC
- AIO Dee Medina started July 1, 2010 at the Corpus Christi SSLC
- Met with Dawn Rehbein, MMCH Manager, for the Health and Human Services Commission July 6, 2010 and July 21, 2010 for HEART Training and Qwest demonstration
- Attended Webinar/Go To Meeting Demonstration facilitated by Felix Lopez, IT Liaison for DADS July 15, 2010
- State Office Staff Meeting to address immediate timelines, tasks and functions July 15, 2010
- Attended Professional Teambuilding Course July 16, 2010
- Interviewing for Assistant Independent Ombudsman at the Rio Grande Center July 29, 2010
- DIO Jennings is researching best practices for developing policy, procedure and training manuals for the OIO

Sec. 555.054 - Assistant Independent Ombudsmen

- AIO position posted for San Antonio SSLC to close on July 27, 2010, left vacant by the promotion of Candace Jennings to DIO

- Working with DADS Executive and Staff Operations staff to screen and interview applicants, as appropriate

Sec. 555.055 Conflict of Interest

Sec. 555.056 Reports

- Delivered Monthly Update, July 2010, to the governor, lieutenant governor, the speaker of the house of representatives, the chairs of the standing committees of the senate and house of representatives, executive commissioner of HHSC, commissioner of DADS, chief operating officer of DADS, and the assistant commissioner of SSLC for DADS, Sec. 555.056 (a)
- Independent Ombudsman and Executive Assistant met with Mike Thomas and Sameer Tandon of HHSC Information Technology, to establish and customize HHS Enterprise Administrative Report and Tracking System (HEART) for the OIO. Tailored to include the needs of the OIO and produce qualitative and quantitative reporting which will assist in the mandated reporting Sec. 555.056 (a) (1)
- Meet regularly with Katherine Yoder, Advisor to the Governor to discuss monthly updates.

Sec. 555.057 Communication and Confidentiality

- Met with Donna Jessee, Director of Operations for SSLCs at DADS on July 5, 2010
- Issue addressed San Angelo SSLC July 5, 2010
- Communications via phone, email and fax and in person, regarding mediation issue on July 7th, 8th, 9th, 13th, 14th, 15th, 21st, 22nd, and 23rd, 2010.
- Met with Tom Phillips, Chief Operating Officer and Donna Jessee, Director of Operations for SSLCs of DADS on July 9, 2010
- Issue addressed at San Angelo SSLC July 14, 2010
- Family concern: monitored dental procedure at the Richmond SSLC

Sec. 555.058 - Promotion of Awareness of the Office

- DADS Media Services department submitted final design for poster and was distributed to the SSLCs July 26, 2010
- Sent final modifications to the DADS Communications web team to include newly hired AIO's, the DIO and the Administrative Assistant contact information
- Reconfigured office space at State Office to make public contact more accessible
- Presentation and Q&A for the Austin SSLC Parents Association July 18, 2010 and distributed OIO handouts
- Met with ARC President Mike Bright on July 14, 2010

- Attended DADS Council Workshop July 27, 2010
- Reoccurring meetings with Thomas Suehs, Executive Commissioner of HHSC, Commissioner Chris Traylor of DADS, Chris Adams, Assistant Commissioner of SSLCs at DADS
- Met with Penny Rychetsky, Director, Internal Auditor of DADS to define audit responsibilities in SB 643 on June 21, 2010
- Sent OIO Handout with mission, goals and contact information to the Directors of all the SSLCs to be mailed out to all consumers, their families, Guardian (LARs) and Associations/Groups connected to each SSLC

Sec. 555.059 Duties and Powers

- Legislative visits:
 - Katherine Yoder, July 6, 2010 and July 27, 2010
 - Met with Representative Elliott Naishtat July 9, 2010
 - Conference call with Jamie Dudensing of Lt. Governor Dewhurst's office, on July 19, 2010
 - Met with Representative Armando Walle on July 21, 2010
 - Met with Representative Gary Elkins and Staffer Laura Martin on July 29, 2010
- Site visits/audits completed:
 - Austin SSLC, July 18, 2010
 - Richmond SSLC July 21, 2010
 - Rio Grande Center July 29, 2010

Sec. 555.061 Toll-Free Numbers

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