



## **Monthly Report**

June 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:

- Hired DIO Candace Jennings, formerly the AIO of San Antonio SSLC, starting July 15, 2010
- Hired Executive Assistant Leah Casey, June 1, 2010
- Hired Administrative Assistant Carrie Martin, starting July 7, 2010
- Met with Sue Ellen McAnally, Manager, Educational Services of DADS for training planning
- Met with Glen Bason, Interim Director, Executive and Staff Operations of DADS to facilitate staff training using video conferencing
- Expanded confidential fax notification to Dr. George P. Bithos, Independent Ombudsman, Candace Jennings DIO, and Leah Casey, Executive Assistant
- Researching best practices for developing policy, procedure and training manuals for the OIO

**Sec. 555.054 - Assistant Independent Ombudsmen**

- Continue ongoing discussions with Pam Carley, Director, Consumer Rights and Services at DADS to complete transition of Interim Rights Officers to Assistant Ombudsmen, as appropriate
- Interviews completed:
  - Corpus Christi SSLC – Offer accepted by Diana Medina hired to be AIO. Start date July 1, 2010
  - San Angelo SSLC – Offer accepted by Melissa Deere hired to be AIO. Start date July 1, 2010.

- San Antonio SSLC – Job vacated by Candace Jennings (to become DIO), and is in the process of being approved and posted
- Rio Grande Center – Job posted and is due to close July 1, 2010
- 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 first Biannual report, June 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**

- Finalized and signed the Memorandum of Understanding between the OIO, the HHSC, the Department of State Health Services, Department of Family and Protective Services, Office of Inspector General of HHSC, and DADS. Sec. 555.057 (b) (1-3)
- Received appeal of request for alternate community placement by client at San Angelo SSLC. Appeal reviewed by Independent Ombudsman and ruling made. Responded via confidential mail to communicate appeal decision to SSLC Director and client
- Responded via mail and phone to correspondence from concerned parent of client at the Richmond SSLC
- Ordered GoToMyPC for all Assistant Independent Ombudsmen for remote access to immediately address emergency situations at SSLCs

#### **Sec. 555.058 - Promotion of Awareness of the Office**

- Met with DADS Media Services department to approve final design for poster and also placement of posters as directed by DOJ, to promote the OIO. 1500 posters ordered to distribute at SSLCs and adequately promote the OIO

- Met with Communications web team to finalize details for webpage content and roll out July 1, 2010. Establishing a complaint/anonymous complaint form that can be filled out electronically. Will be able to establish site visits for reporting purposes
- Met with Kristi Jordan, Director and Jose “Chema” Saenz, Manager of Stakeholder Relations, for the Center for Consumer and External Affairs to discuss stakeholders and their needs on June 22, 2010
- OIO Handout which includes mission, goals, and contact information being distributed at all meetings with constituents
- Two sided business cards ordered for the Assistant Independent Ombudsman which provides seven different ways to contact the OIO
- Met with and gave presentation to PART- Parent Association for the Retarded of Texas Annual meeting in Austin on June 12, 2010
- Met with and gave presentation to San Antonio SSLC Family Association June 13, 2010
- Met with and gave presentation to the Volunteer Service Council Meeting June 16, 2010
- Met with Advocacy, Inc. Mary Faithful, Director and Beth Mitchell, Legal Counsel June 22, 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
- Met with concerned parent of resident from Austin SSLC June 28, 2010
- Attended DADS All Staff Meeting June 29, 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, June 4 and June 30, 2010
  - Jennifer Deegan, of Speaker Joe Straus’ office, June 9, 2010
  - Mrs. Mireya Zapata and Katherine Mason of Rep. Patrick Rose’s office June 9, 2010
  - Tara Swayzee of Sen. Jane Nelson’s office June 9, 2010

- Rep. Abel Herrero on June 15, 2010
- Staffer Scot Kibbe of Sen. Bob Deuell's office on June 16, 2010
- Site visits/audits completed:
  - San Angelo SSLC, June 10, 2010
  - San Antonio SSLC June 12, 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 and waiting for equipment to be connected by AT&T