



## **Monthly Update**

October 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:

- Concluded first All Staff Meeting for training and administrative purposes on October 1, 2010 Guest speaker Penny Rychetsky, Director, Internal Auditor of DADS to define audit responsibilities in SB 643. Guest speaker Beth Engelking to review the process of DFPS reporting. Metrics reporting for HEART, teambuilding and Policy and Procedures Manual reviewed.
- GoToMeeting for Regional Staff on Reporting Metrics for HEART October 12, 2010
- State Office Staff Meeting to review All Staff Meeting objectives and goals met, plan peer mentoring program, program review, project management assignments and future training opportunities October 5, 13, 19, & 29, 2010
- Meeting with Pam Collins with DADS Contract Oversight and Support for program review/auditing tools for SB 643 on October 14, 2010
- Met with DADS Media Services on October 19, 2010 to discuss an online complaint/inquiry page to be added to the Independent Ombudsman for State Supported Living Centers website
- Meeting with Dawn Rehbein of HHSC Ombudsman's Office for Customer Service Feedback processes October 20, 2010
- Meeting with Assistant Commissioner Veronda Durden and Manager Carol Ahmed of DADS Regulatory Services to overview Monitoring and Auditing Program Compliance on October 26, 2010
- Four of thirteen staff attended Serious Incident Investigation Training in Austin. Remaining staff are scheduled to attend the next two offerings in January and March 2011
- Site visit at Austin State Supported Living Centers with all state office staff October 29, 2010

#### **Sec. 555.054 - Assistant Independent Ombudsmen**

- Second AIO position for Denton SSLC vacant and being discussed in strategic plan to best utilize resources.

#### **Sec. 555.055 Conflict of Interest**

#### **Sec. 555.056 Reports**

- Delivered Monthly Update electronically October 5, 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)
- Executive Assistant met with Sameer Tandon of HHSC Information Technology on October 19, 2010, to customize HHS Enterprise Administrative Report and Tracking System (HEART) for the OIO to include external complaint/inquiry access for the public through the Independent Ombudsman website 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 October 21, 2010

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

- DADS Media Services department submitted final design for two sided trifold brochure which includes information in Spanish October 1, 2010
- Independent Ombudsman for State Supported Living Centers website and posted publications are available in Spanish
- Online publications are now reader accessible as required by State of Texas:

*The Comptroller's office is committed to making its Web site and all electronic and information resources accessible to persons with disabilities by applying principles of accessibility and usability design.*

- Presentation and Q&A for the Abilene Family Association Meeting October 2, 2010 and distributed OIO handouts
- Presentation and Q&A for the Lufkin Family Association Meeting October 8, 2010 and distributed OIO handouts
- Met with Texans Supporting State Schools on October 22, 2010
- Met with Texas Council for Developmental Disabilities Executive Director Roger Webb, and Public Policy Director Angela Lello on October 26, 2010

- Reoccurring meetings with Thomas Suehs, Executive Commissioner of HHSC, Commissioner Chris Traylor of DADS, Chris Adams, Assistant Commissioner of SSLCs at DADS

### **Office of Independent Ombudsman Website Traffic**

1727 hits total  
568 hits to our main page in October  
380 hits to the Annual Report September 2010  
151 hits to the Contact Us page  
88 hits to the FAQ's  
79 hits for the About Us page  
78 hits for Reports page  
72 hits for the Rights page  
57 hits for the Annual Report --Text Only Reader Accessibility page  
34 hits for the April Update  
33 hits for the June Update  
33 hits for the February-March Update  
25 hits for the SSLC Ombudsman in Spanish

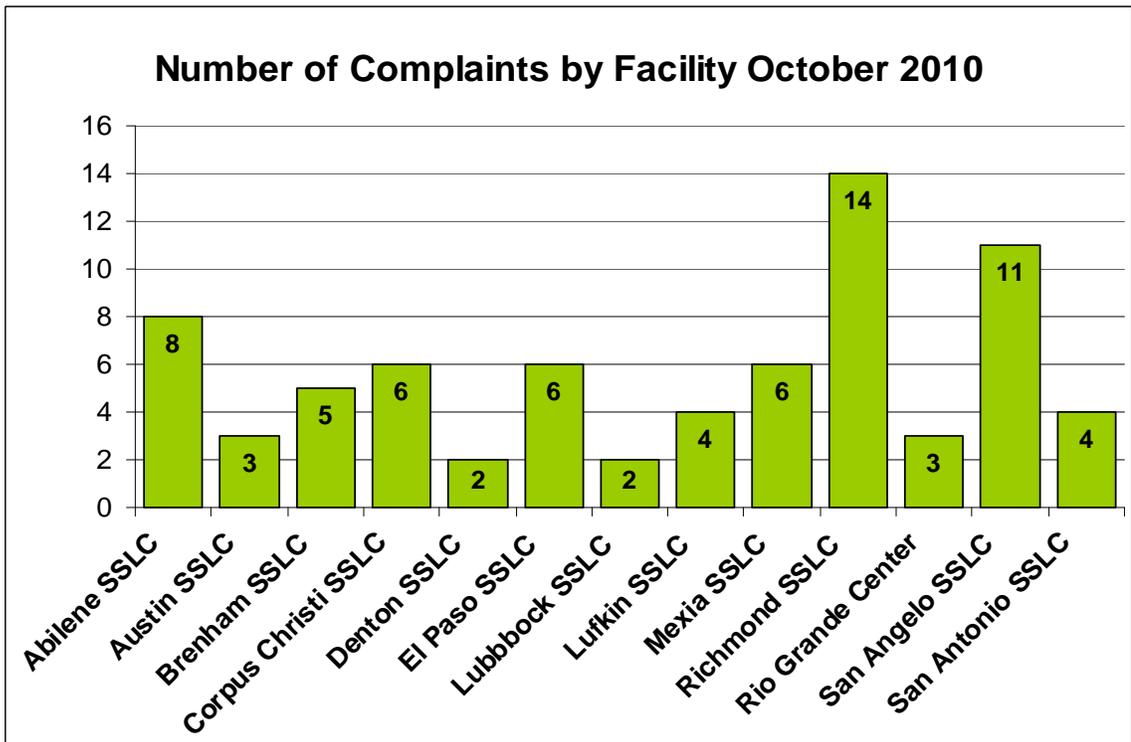
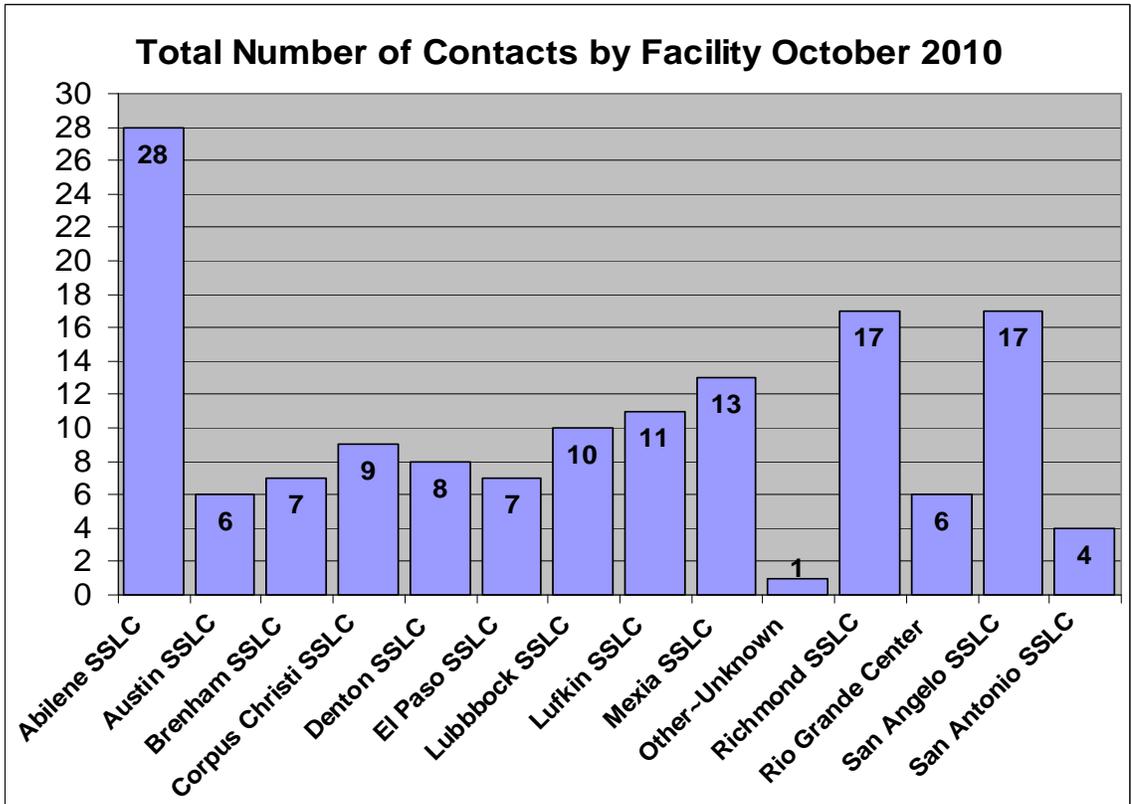
### **Sec. 555.059 Duties and Powers**

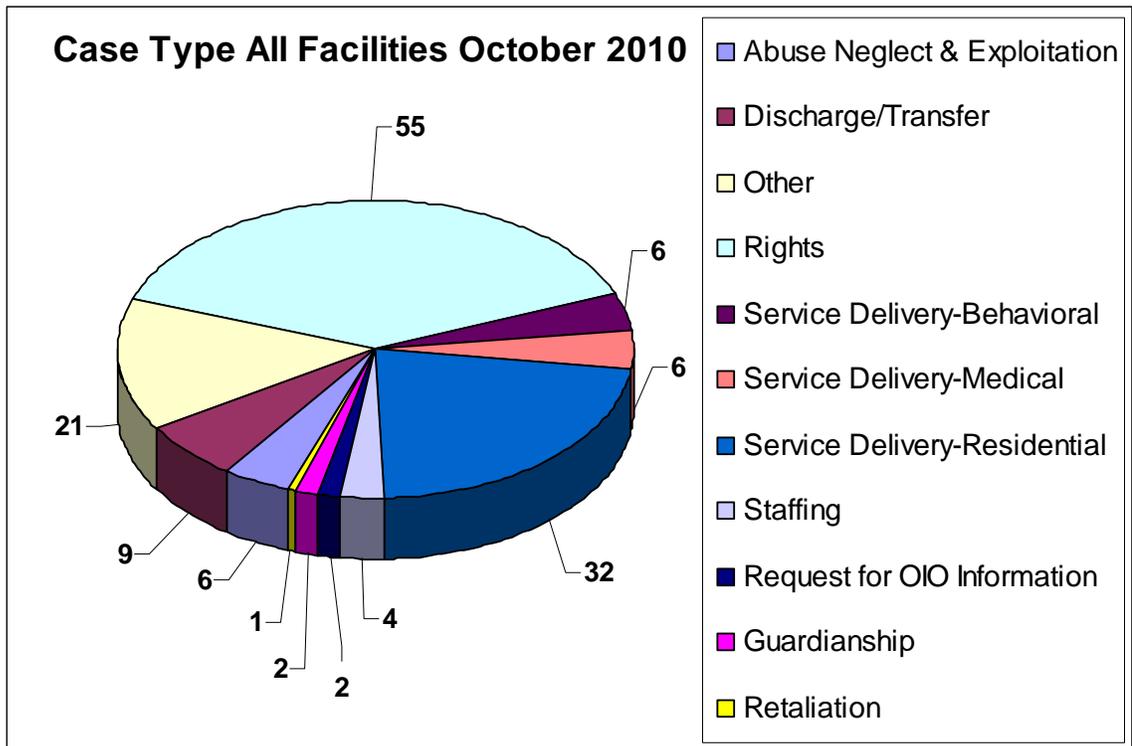
- Legislative visits:
  - Katherine Yoder, of the Governor's Office, October 7, 2010
  - Met with Representative Drew Darby and Ms. Hartin on October 5, 2010
  - Met with Katherine Mason of Representative Patrick Rose's Office to discuss the Annual report October 11, 2010
  - Met with Representative Byron Cook on October 12, 2010
  - Met with Jason Hassay, Chief of Staff for Senator Carlos Uresti's office on October 27, 2010
- Site visits/audits completed:
  - Abilene SSLC and Family Association Meeting October 2, 2010
  - Lufkin SSLC and Family Association Meeting October 8, 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

Reporting Statistics





The data contained in these charts and graphs are extracted from HEART the complaint and inquiry tracking system for the month of October 2010.