



Monthly Report

March 26, 2010 - April 30, 2010

INITIATIVES DEFINED BY SB 643:

Definitions:

DADS – Department of Aging and Disability Services

Department – Office of the Independent Ombudsman

HHSC – Health and Human Services Commission

SSLC – State Supported Living Center

Sec. 555.051 Establishment; Purpose

Administrative systems being established and implemented:

- Independent Ombudsman completed two training seminars entitled, “Conducting Serious Incited Investigations”, and “Weighing Evidence and Drawing Conclusions” on April 6-8, 2010. Earned a total of 1.8 CEUs, approved by the Texas State Board of Social Worker Examiners.
- Hired Executive Assistant, Emily Nuñez. Start date April 12, 2010.
- Human resources training completed by Independent Ombudsman
- Secured department access to DADS’ server and scanning functions
- Met with Patricia Vega, DADS Budget Analyst to plan and establish Department budget for FY2010.
- In initial phase of developing policy and training manuals for the department

Sec. 555.054 - Assistant Ombudsmen

- Continue regular 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:
 - Denton SSLC – Offer accepted by Erin Knight for second Assistant Ombudsman position. Start date May 1, 2010.
 - Austin SSLC – Offer accepted by Jessica White. Start date May 1, 2010.
 - Brenham SSLC – Offer accepted by Susan Aguilar. Start date May 1, 2010.
 - San Angelo SSLC – Offer made and rejected by applicant, due to wish to remain Rights Officer with client contact. Position to be re-posted.

Sec. 555.054 - Assistant Ombudsmen

- Lufkin SSLC – Offer accepted by Mary Stovall. Start date May 1, 2010.
- Interviews scheduled:
 - El Paso – April 30, 2010
 - Lubbock – May 4, 2010
 - Abilene – May 5, 2010
 - Corpus Christi – Re-posted this position for wider applicant pool. Posting closes May 3, 2010.
- Working with DADS Executive and Staff Operations staff to screen and interview applicants, as appropriate.

Sec. 555.055 Conflict of Interest

- Conflict of interest situation at San Angelo SSLC involved Glynn Bogard and his dual role in the Psychiatric area. Situation resolved by this Department by assigning Chaplin Tom Dowdy to assume ombudsman's role for one individual and his residence unit.

Sec. 555.056 Reports

- Meet regularly with Katherine Yoder, Advisor to the Governor to discuss monthly updates.
- Met with staff from HHSC Ombudsman's office and HHSC Information Technology, along with staff from DADS Chief Operating Office for demonstration and discussion of the HHS Enterprise Administrative Report and Tracking System (HEART).

The Department has been asked to pilot this system at DADS to determine viability in assisting with logging, tracking and reporting inquiries and incidences at the SSLCs and to meet mandated reporting requirements.

- Developed reporting matrix to establish scope of mandated reporting obligations.

Sec. 555.057 Communication and Confidentiality

- 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 to correspondence from parent of client at the Richmond Center.

Sec. 555.058 - Promotion of Awareness of the Office

- Met with DADS Media Services department to finalize design for poster, postcards and brochure to identify and promote the Department.
- Met with Communications web team to discuss webpage content and upcoming roll out.
- Confidential email box established and being monitored by department staff
- Met with Mexia SSLC Family Association
- Met with Brenham SSLC Family Association
- Met with Chris Adams, Assistant Commissioner of SSLCs at DADS. Established recurring meeting time.
- Met with Cecilia Fedorov, DADS Press Officer
- Met with Holly Riley, DADS Volunteer and Community Engagement
- While the Ombudsman performed site visit at San Angelo SSLC, executive assistant attended DADS Council meeting to introduce the department to Council members and distribute business cards.
- Met with Beth Engelking and Ann Olsen, DFPS and Karen Ray, HHSC to discuss the progress of the Memorandum of Understanding.
- Met with Bart Bevers, HHSC Office of Inspector General (OIG) and Karen Ray, HHSC Legal Affairs to introduce Department and discuss the role of the OIG in mandated reporting.

Sec. 555.059 Duties and Powers

- Legislative visits:
 - Jamie Dudensing, Advisor to Lt. Governor Dewhurst, March 25, 2010
 - Katherine Yoder, March 26, 2010 and April 28, 2010
 - Sen. Mike Jackson, March 30, 2010
 - Linda Kaufman, Sr. Advisor to Speaker Joe Straus, March 31, 2010
 - Mireya Zapata and Mike Rugierri of Rep. Patrick Rose's office, April 5, 2010
 - Sen. Jane Nelson, April 28, 2010
- Site visits/audits completed during April:
 - Mexia SSLC
 - Brenham SSLC

Sec. 555.059 Duties and Powers

- Site visits/audits completed during April:
 - Lufkin SSLC
- Upcoming site visits/audits:
 - El Paso SSLC
 - Lubbock SSLC
 - Abilene SSLC
 - Corpus Christi SSLC
- By May 7, 2010 the Independent Ombudsman will have completed initial site visits to all SSLCs.

Sec. 555.061 Toll-Free Numbers

- Working with DADS Telecommunications to establish and test toll free telephone call routing script.
- Consulting with DADS Telecommunications to establish video phone relay system for use by persons with hearing impairments, along with telecommunications devices for the deaf (TDD) technology.