

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



Biannual Report
December 2012 through May 2013

Table of Contents

Executive Summary.....	4
Aggregate Data	5
Demographics of State Supported Living Center Residents	5
Incident Reviews	7
H.E.A.R.T.S. Data	8
Disaggregate Data.....	15
Abilene State Supported Living Center.....	15
Abilene SSLC Demographics.....	16
H.E.A.R.T.S. Data	16
Austin State Supported Living Center.....	18
Austin SSLC Demographics.....	19
H.E.A.R.T.S. Data	20
Brenham State Supported Living Center	21
Brenham SSLC Demographics	23
H.E.A.R.T.S. Data	23
Corpus Christi State Supported Living Center	25
Corpus Christi SSLC Demographics	26
H.E.A.R.T.S. Data	26
Denton State Supported Living Center	28
Denton SSLC Demographics	29
H.E.A.R.T.S. Data	29
El Paso State Supported Living Center.....	31
El Paso SSLC Demographics.....	32
H.E.A.R.T.S. Data	32
Lubbock State Supported Living Center	34
Lubbock SSLC Demographics	35
H.E.A.R.T.S. Data	35
Lufkin State Supported Living Center	36
Lufkin SSLC Demographics	37
H.E.A.R.T.S. Data	38
Mexia State Supported Living Center	39
Mexia SSLC Demographics	41
H.E.A.R.T.S. Data	41
Richmond State Supported Living Center.....	43
Richmond SSLC Demographics.....	44
H.E.A.R.T.S. Data	44
Rio Grande State Center	46
Rio Grande State Center Demographics.....	47
H.E.A.R.T.S. Data	47
San Angelo State Supported Living Center	49
San Angelo SSLC Demographics.....	50
H.E.A.R.T.S. Data	50

San Antonio State Supported Living Center	52
San Antonio SSLC Demographics	53
H.E.A.R.T.S. Data	54
Organizational Chart	56

Glossary of Acronyms

AIO	Assistant Independent Ombudsman
ADOP	Assistant Director of Programs
BCBA	Board Certified Behavior Analyst
DADS	Department of Aging and Disability Services
DFPS	Department of Family Protective Services
DOJ	Department of Justice
H.E.A.R.T.	Health and Human Services Enterprise Administrative Reporting and Tracking System
ICF	Intermediate Care Facility
IDD	Intellectual and Developmental Disabilities
IJ	Immediate Jeopardy
ISP	Individual Support Plan
LAR	Legally Authorized Representative
MOU	Memorandum Of Understanding
MRA	Mental Retardation Authority
OIO	Office of the Independent Ombudsman
PBSP	Positive Behavior Support Plan
PDP	Person Directed Plan
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QMRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident

Executive Summary

The Office of the Independent Ombudsman for State Supported Living Centers was established to provide protections for the residents of the twelve SSLCs and the ICF-IDD component of the Rio Grande Center. Additionally, the Office serves the families, guardians and advocates as an independent resource to deal with issues which affect the individuals at the Centers. The Office is required by law to report biannually to the Governor and the Legislative leadership of our state on the work and activities of the Office. The aggregate and disaggregate narratives, data and analysis of this report fulfill that duty.

During this reporting period (December 1, 2012 - May 31, 2013) the following have become apparent:

- As predicted, the data and its analysis reveal that certain trends are becoming evident in the cumulative time since the establishment of the Office. This trending will be cited throughout this report where applicable.
- The Austin SSLC has had issues that have impacted the delivery of services to the residents. The recent changes in administration and the involvement of personnel from DADS state office are addressing these issues. The OIO continues to respond to the needs of the residents at the Austin Center and to assist the improvements as required and requested.
- The independent nature of our Office can provide a valuable resource to the administrations of the centers system-wide. This has prompted DADS and the centers to solicit the help of our office.
- During this reporting period, there has been a concentrated effort by the DADS State office to forge a partnership between the AIO and the Human Rights Officer at each center. This effort was aided by presentations by the consulting firm of H&W, which were attended by all the AIOs. The OIO State Office participated in these presentations.

My thanks go to the Governor and his staff for their confidence and support. I also extend my thanks to the leaders and members of the State Legislature and their staffs with whom I have visited during this 83rd Legislative session. Their interest and attentiveness to the work and mission of the Office of the Independent Ombudsman is gratifying. Additional thanks go to HHSC Executive Commissioner Dr. Kyle Janek and DADS Commissioner Jon Weizenbaum and their staffs. Thanks and gratitude go to the AIOs and the OIO state office staff for their efforts in compiling this report.

Respectfully submitted,

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

Aggregate Data

Demographics of State Supported Living Center Residents

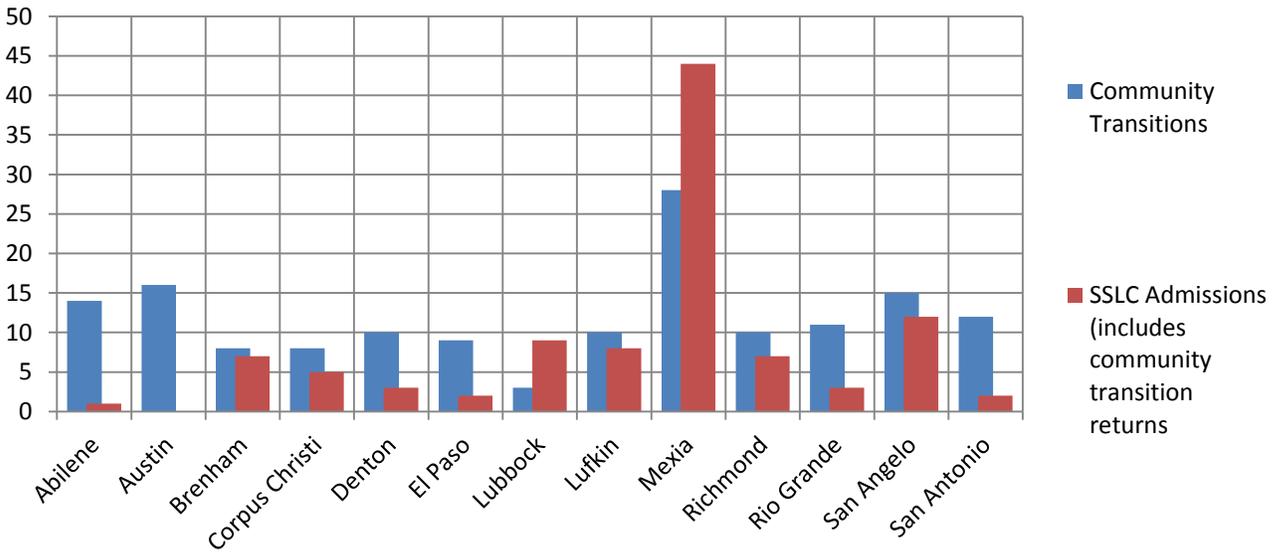
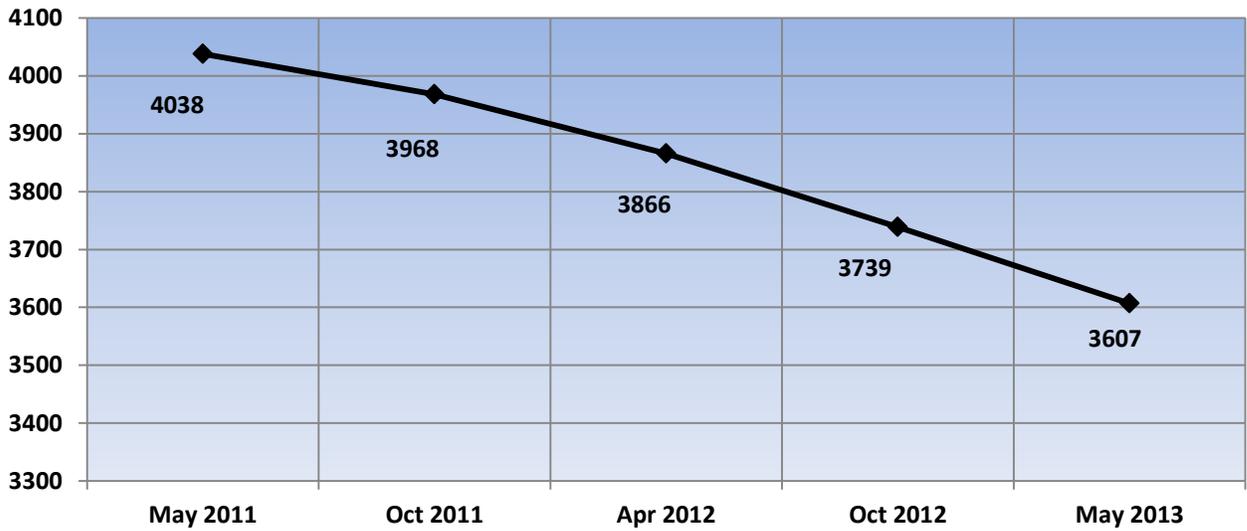
Criterion	As Of October 31, 2012	As Of May 31, 2013
Total Population	3739	3607
Male	61%	61%
Female	39%	39%
Ages ≤21	230 (6.2%)	201 (5.57%)
Ages 22-54	2220 (59.3%)	2126 (58.94%)
Ages 55+	1289 (34.4%)	1280 (35.48%)
Level of IDD Borderline	3 (0.08%)	4 (0.11%)
Level of IDD Mild	546 (14.60%)	524 (14.53%)
Level of IDD Moderate	519 (13.88%)	516 (14.31%)
Level of IDD Severe	609 (16.29%)	595 (16.50%)
Level of IDD Profound	2005 (53.62%)	1927 (53.42%)
Level of IDD Unspecified	57 (1.52%)	41 (1.14%)
Health Status Moderate	1206 (32.25%)	1246 (34.54%)
Health Status Severe	266 (7.11%)	297 (8.23%)
No Legal Guardian Assigned	1643 (43.94%)	1740 (48.23%)
Alleged Offenders	238 (6.39%)	247 (6.85%)

From December 1, 2012 to May 31, 2012, the total population decreased by 132 residents, or 3.5%. The number of residents 54 and younger decreased by 113, while the number of residents 55 and older decreased marginally, but there is an increase in percentage of this age group overall. The number of residents under the age of 22 decreased by 19 residents.

The following two charts emphasize two evident trends:

- Chart 1: Total census decline. The total census of population at the centers system-wide continues to decrease. This population decrease has occurred from May 2011 through May 2013.
- Chart 2: Community Transitions vs. Admissions to SSLCs system-wide. This chart indicates the relative comparison between these changes in the census. Two points need to be highlighted. The large differential at the Mexia SSLC reflects the forensic character of this facility. The large number of admissions is a result of judicial commitments. Secondly, there have been no admissions to the Austin SSLC during this reporting period.

Total Number of Residents at the SSLCs



**Community Transitions and SSLC Admissions
(including community transition returns)
December 2012 - May 2013**

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 by 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.
- 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.

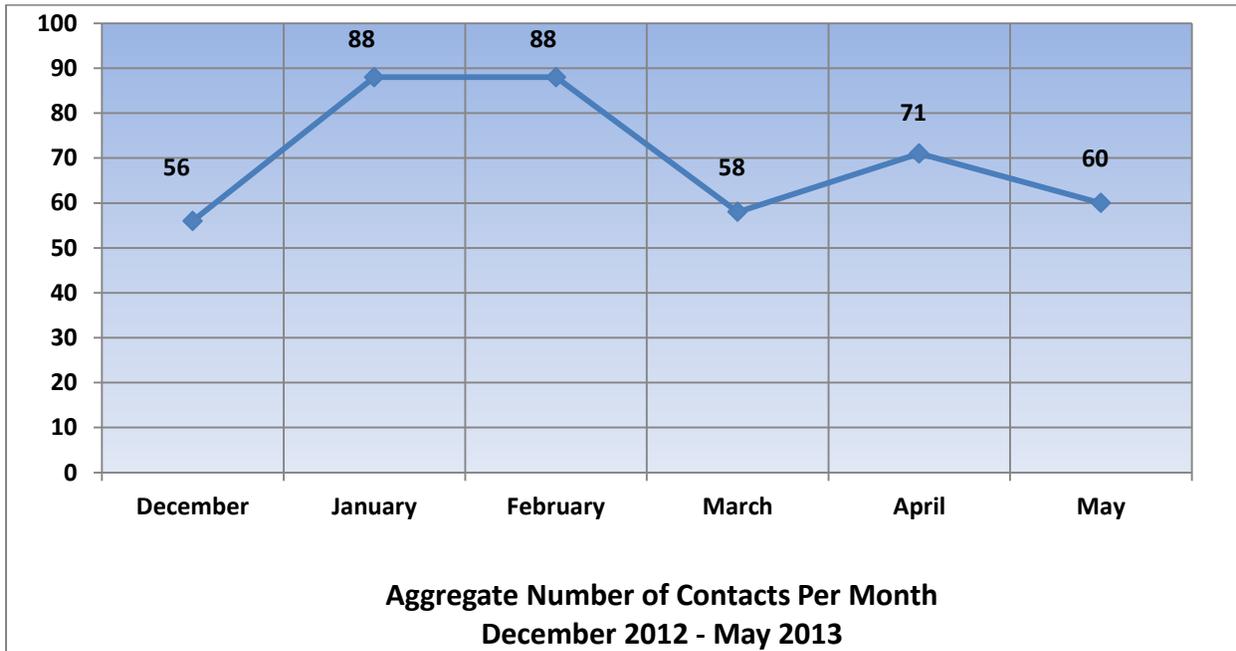
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from December 1, 2012 to May 31, 2013.

SSLC	Count	SSLC	Count
Abilene	149	Lufkin	101
Austin	106	Mexia	450
Brenham	97	Richmond	109
Corpus Christi	289	Rio Grande	11
Denton	75	San Angelo	396
El Paso	99	San Antonio	129
Lubbock	80	Total	2091

Incident Reviews, December 1, 2012 to May 31, 2013

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

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.



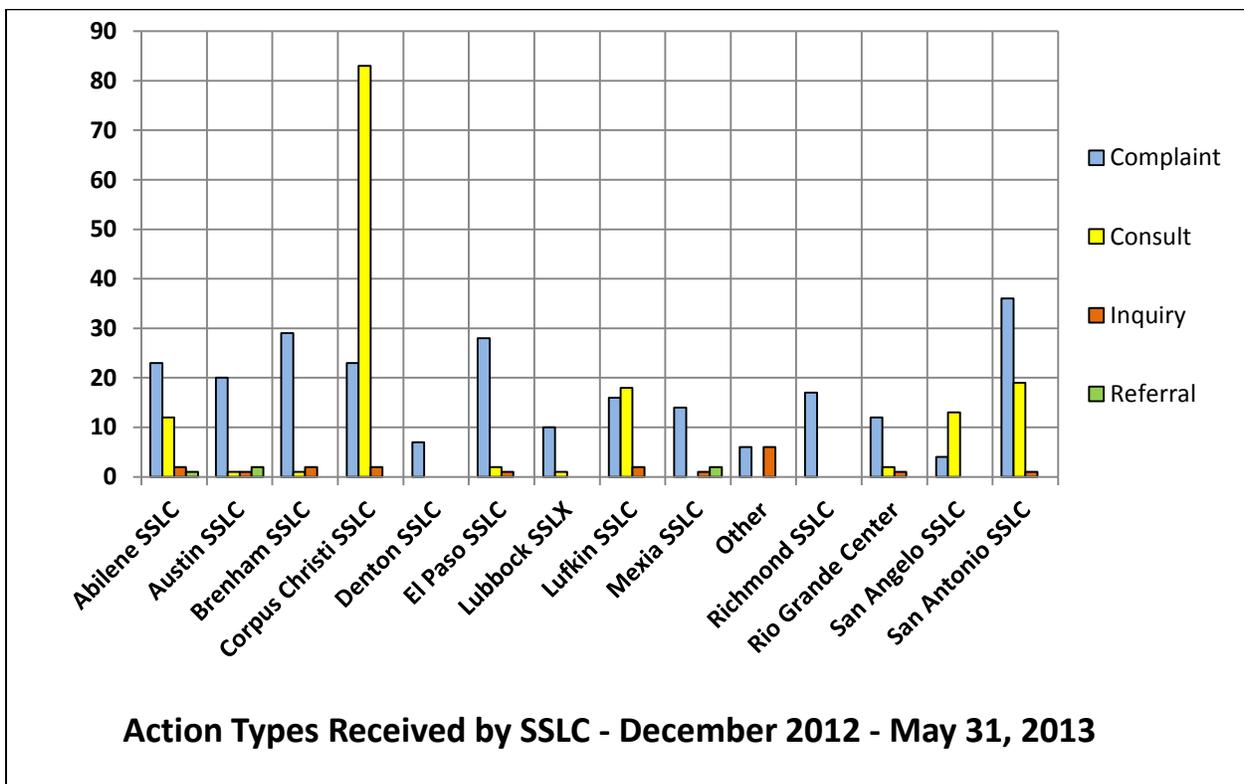
Source: H.E.A.R.T.S.

SSLC	No. of Contacts	Percentage of Total	SSLC	No. of Contacts	Percentage of Total
Abilene	38	9.0%	Mexia	17	4.0%
Austin	24	5.7%	Other*	12	2.9%
Brenham	32	7.6%	Richmond	17	4.0%
Corpus Christi	108	25.7%	Rio Grande Center	15	3.6%
Denton	7	1.7%	San Angelo	17	4.0%
El Paso	31	7.4%	San Antonio	56	13.3%
Lubbock	11	2.6%	TOTAL	421	100%
Lufkin	36	8.6%	**Other* refers to contacts that were not related to any SSLC		

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

Number of Contacts Per Month By SSLC							
SSLC	Dec '12	Jan '13	Feb '13	Mar '13	Apr '13	May '13	Total
Abilene	5	7	10	5	6	5	38
Austin	0	7	7	4	4	2	24
Brenham	4	3	4	6	9	6	32
Corpus Christi	14	19	24	21	15	15	108
Denton	1	0	2	0	1	3	7
El Paso	4	7	8	3	7	2	31
Lubbock	2	2	5	0	2	0	11
Lufkin	5	9	7	3	7	5	36
Mexia	3	3	6	0	0	5	17
Richmond	5	5	0	1	4	2	17
Rio Grande Center	3	3	3	2	1	3	15
San Angelo	6	7	2	2	0	0	17
San Antonio	3	16	10	9	11	7	56
Other	1	0	0	2	4	5	12

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



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

Contacts made with the OIO are labeled in order to identify the type of action that was required by the office. The graph above shows the volume of each Action Type by SSLC. This chart shows that the highest number of complaints made which require an investigation in this reporting period were in San Antonio with the fewest from San Angelo. By far the highest number of consults was in Corpus Christi. There were no consults documented in Denton, Mexia, and Richmond.

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

Data is also tracked using several categories called case types. The table below that 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 residents' rights. The second largest case type is in the area of residential service delivery. 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.

Across the system, there have been 17 contacts made to the OIO for services not in our purview. In the case types table, the component of "Other" is listed to refer to an unknown program and the case type Non-SSLC Issues represents these contacts. All contacts not pertaining to the SSLC are referred to the appropriate program for assistance. Many of these types of inquiries or complaints are made to the central office via the internet accessible e-mail in an attempt to access the long-term care ombudsman program for nursing facilities. Others are inquiries, usually by phone, made to the Assistant Independent Ombudsmen at the centers regarding various services not involving the SSLC.

Case Type	Abilene SSLC	Austin SSLC	Corpus Christi SSLC	Brenham SSLC	Denton SSLC	El Paso SSLC	Lubbock SSLC	Lufkin SSLC	Mexia SSLC	Rio Grande Center	Richmond SSLC	Other	San Angelo SSLC	San Antonio SSLC	Total
Rights	15	1	0	78	0	0	0	12	6	0	1	9	3	3	128
Service Delivery-Residential	9	9	13	15	3	11	8	6	3	0	6	2	6	23	114
Service Delivery-Medical	2	4	1	0	1	2	0	7	0	0	2	3	4	10	36
Discharge/Transfer	6	1	2	5	1	1	0	3	1	1	1	0	1	10	33
Personnel	0	0	7	0	0	5	0	1	3	0	4	0	1	0	21
Service Delivery-Behavioral	0	4	4	2	1	3	2	4	0	0	0	0	1	0	21
Non-SSLC Issue	2	2	2	1	0	0	0	0	0	10	0	0	0	0	17
Abuse Neglect & Exploitation	1	2	1	2	1	1	0	2	1	1	0	0	0	4	16
Staff Issues	1	1	0	0	0	4	0	0	1	0	1	0	1	1	10
Other	1	0	0	1	0	1	0	1	0	0	0	1	0	3	8
Guardianship	1	0	1	2	0	2	0	0	1	0	0	0	0	0	7
Service Delivery-Vocational	0	0	0	1	0	0	1	0	0	0	2	0	0	1	5
Retaliation	0	0	1	1	0	1	0	0	1	0	0	0	0	0	4
Request for OIO Information	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	38	24	32	108	7	31	11	36	17	12	17	15	17	56	421

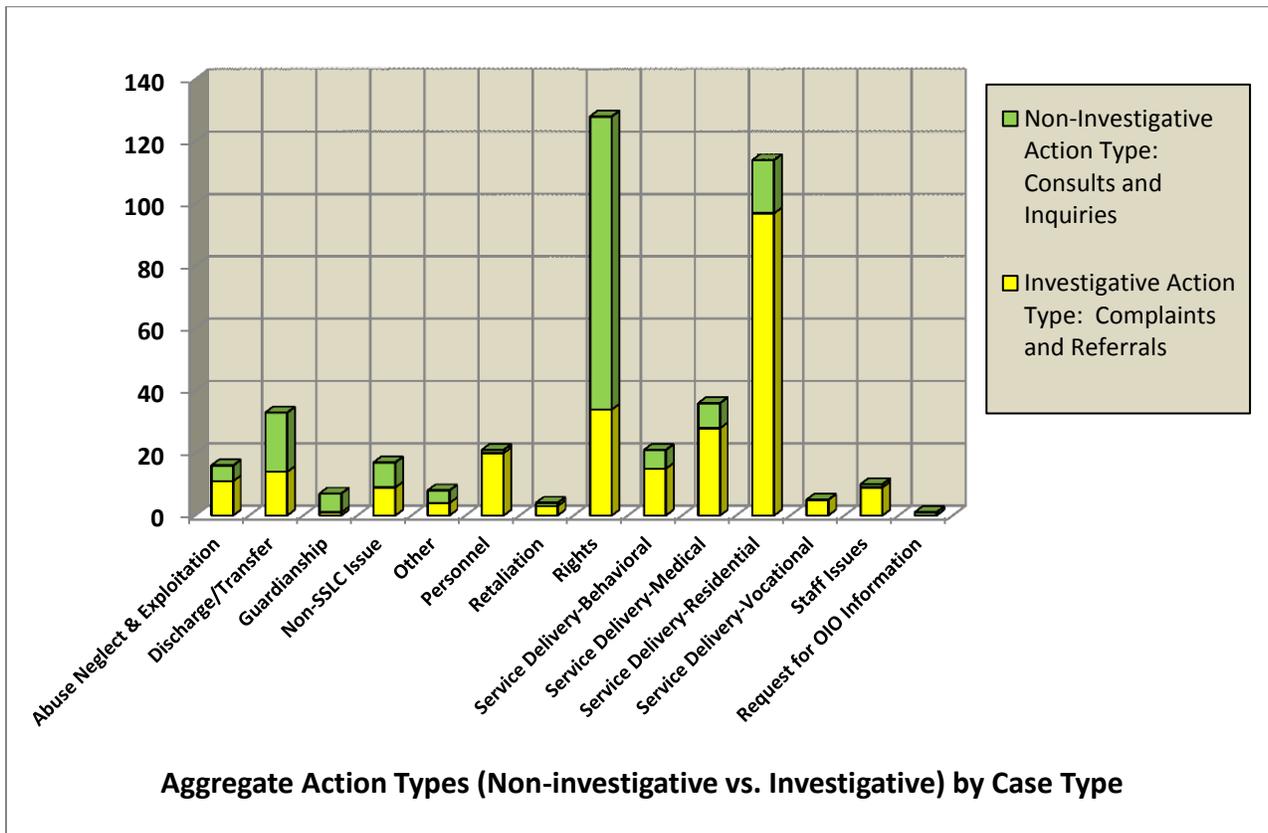
Case Types By Center - December 1, 2012 to May 31, 2013

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

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
Non-SSLC Issue	Caller inquires about an issue that does not deal with an SSLC
Other	Involves an issue not identified by any other case type
Personnel	Involving specific employment issues; referred to appropriate entity
Request for OIO Information	Caller requests information or training 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, habilitation 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 any aspect of vocational services, including on-campus day habilitation and community employment
Staff Issues	Issues involving staff training or behavior; not involving residents

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 include complaints and referrals, which are complaints that are referred to our office. Complaints are investigated by the AIO unless they are referred to other entities such as the Department of Family and Protective Services for complaints involving abuse or neglect. The OIO also refers all complaints that are non-SSLC or Personnel issues to other entities. The highest number of complaints and referrals 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.

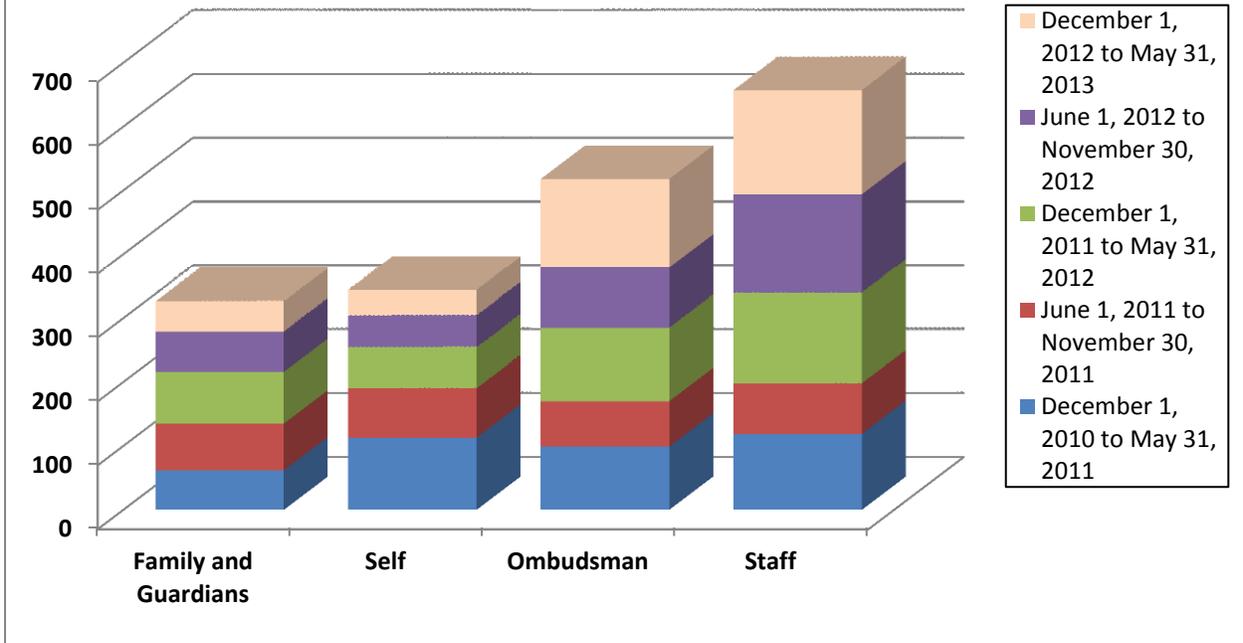
Non-investigative action types include consults and inquiries which do not require investigation but are worth tracking to show how the centers utilize the AIO. The highest number of non-investigative action types was in the area of Rights. This is a broad category that refers to due process, consent, and the specific rights of residents. This data reflects the magnitude of involvement of our office in regards to the rights of the individuals and the expertise of our AIOs in this subject matter.



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 chart below provides a comparison of the callers' relationships from the last four reporting periods to the current one. It highlights the four most prevalent contact relationships to resident over the past six-month reporting period 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.

The second largest source of contact is the Ombudsman. The ombudsman or AIO may initiate a complaint on behalf of a resident. The majority of residents at each center are unable to express themselves verbally 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 finding a need for investigation. The residents are the third largest number of contacts, with *self* as the relationship to client being the source for a total of 445 cases since the OIO staff began entering data into H.E.A.R.T.S. in July 2010 (16.9% of total cases). Family members, guardians and legally authorized representatives of residents represent the fourth largest source of contacts to the OIO, initiating 13.8% of total cases since the creation of the office.

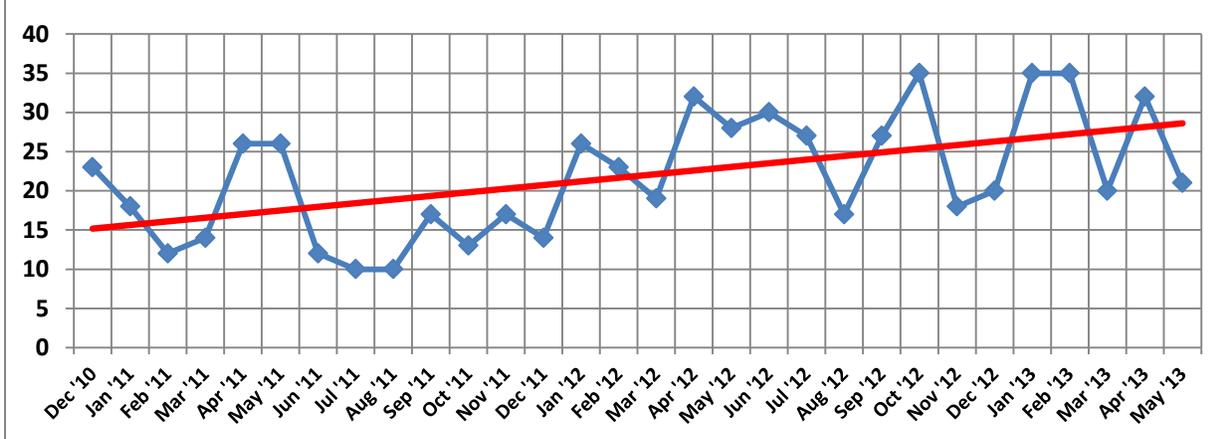
Most Prevalent Contact Relationships to Resident Comparison of Last Five Six-Month Periods



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

The importance of the staff as a source of inquiries cannot be overestimated. The following line graph 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 on campus.

Number of Staff Contacts Per Month December 2010 - May 2013



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

Disaggregate Data

Abilene State Supported Living Center

Jill Antilley, Assistant Independent Ombudsman

The Abilene SSLC has a population of 392. All residents have some level of intellectual and developmental disability, and some also have physical disabilities. The number of residents at each home range from six to 25 with varying levels of communication methods, independence in daily activities, medical needs, and behavioral challenges. There are six units on campus and each unit is composed of from two to six homes.

Four houses serve people who require 24-hour nursing care. These individuals need significant assistance with physical needs or complete daily needs care. Many are fed through gastrostomy tubes, and many have had tracheotomies. There is an infirmary that serves the entire population and provides a temporary environment for medical care and observation.

The Abilene SSLC has several work-shops and other opportunities to work on and off campus. People can work at one of the three workshops on campus, the diner, the laundry, on the grounds crew, with maintenance or as a mail clerk. There are also contracts to work off campus in the evening cleaning different buildings. If residents choose not to work or are unable to work, several Activity Centers are available that provide recreational activities.

The Abilene AIO attended the AIO staff meeting in November of 2012. Significant training and meetings that the AIO has attended in the last six months include:

- Person Centered Thinking training in December of 2012
- H and W Training in April of 2013
- Two DFPS, ABSSLC, OIG, and AIO quarterly meetings
- Settlement agreement monitor review entrance and exit briefings
- Ethics committee review
- State Hospital admission meetings

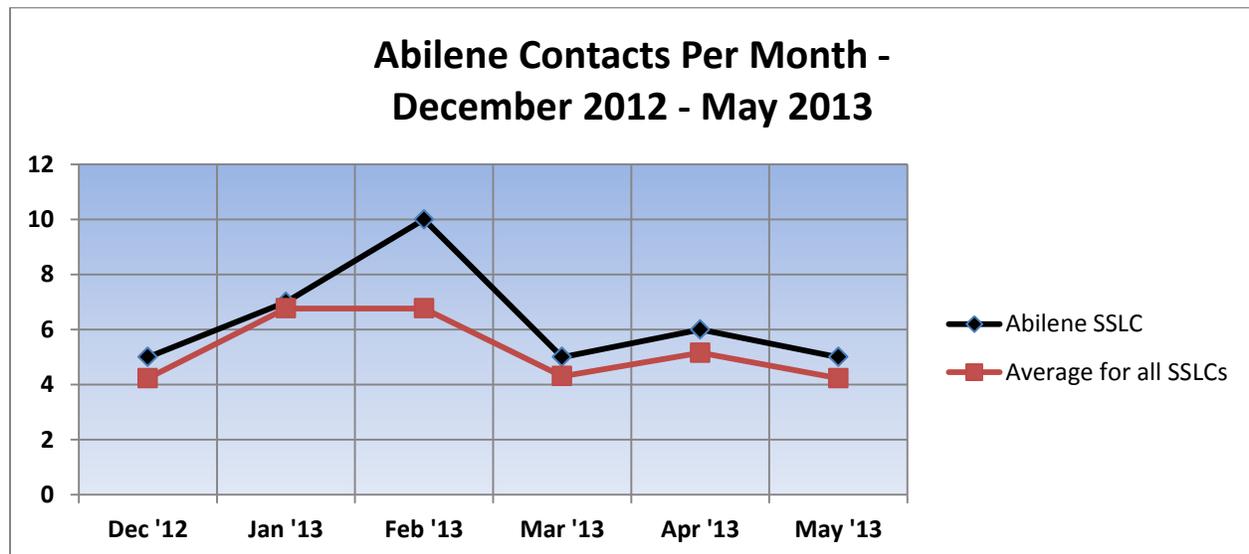
Noteworthy over the past six months the facility has been visited by DADS Regulatory at least monthly. Most monthly visits were for investigations or complaints and the outcomes were unsubstantiated and not cited. The annual ICF review was completed in April. The facility was placed on a 90 day termination and is currently working on their plans of correction. Other noteworthy activity includes that five people were transferred to Big Spring State Hospital for psychiatric treatment. Also, there was an effort to transition all minor males to other SSLCs or community providers. Although the center did not serve minor males for a short period of time, in June it will begin serving this population again.

Ms. Antilley has worked for the Abilene State Supported Living Center for 11 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.

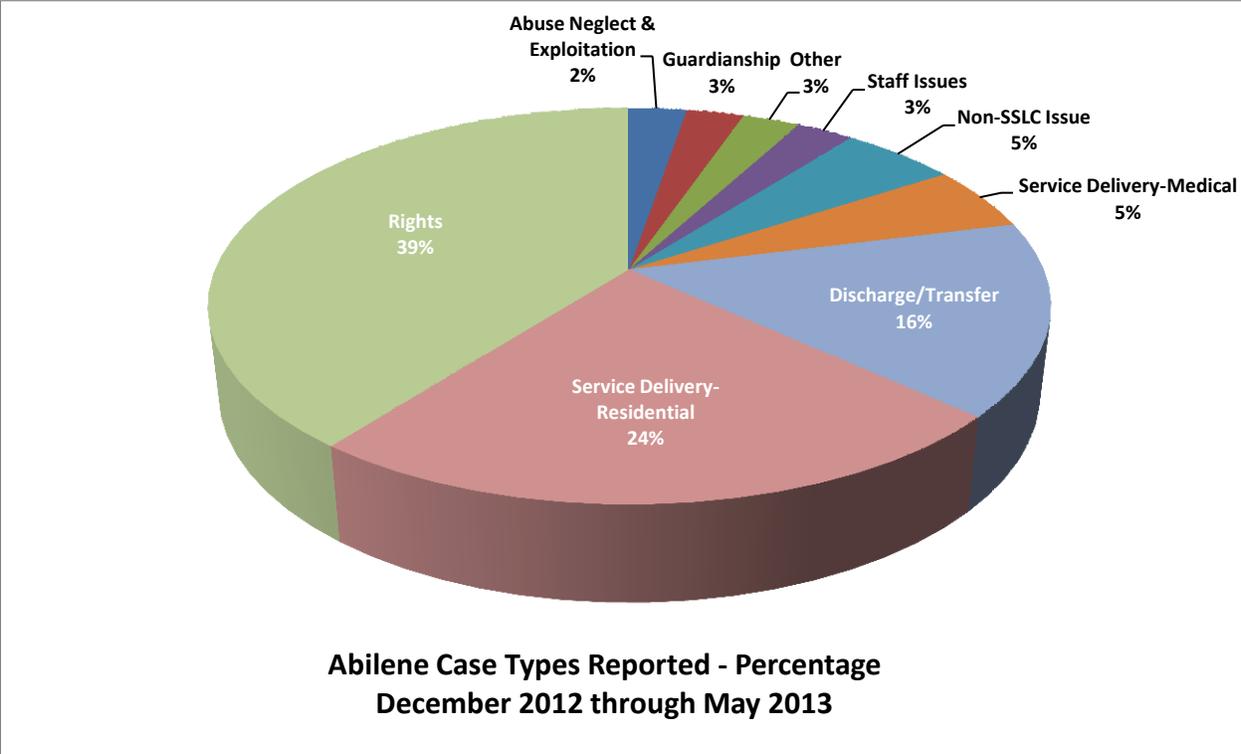


Abilene SSLC Demographics			
Year Established	1957	Level of IDD Moderate	13.78%
Population	392	Level of IDD Severe	16.33%
Male	49%	Level of IDD Profound	60.97%
Female	51%	Level of IDD Unspecified	1.28%
Ages ≤21	6	Health Status Moderate	156
Ages 22-54	228	Health Status Severe	34
Ages 55+	158	No Legal Guardian Assigned	48.21%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	7.65%		

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



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

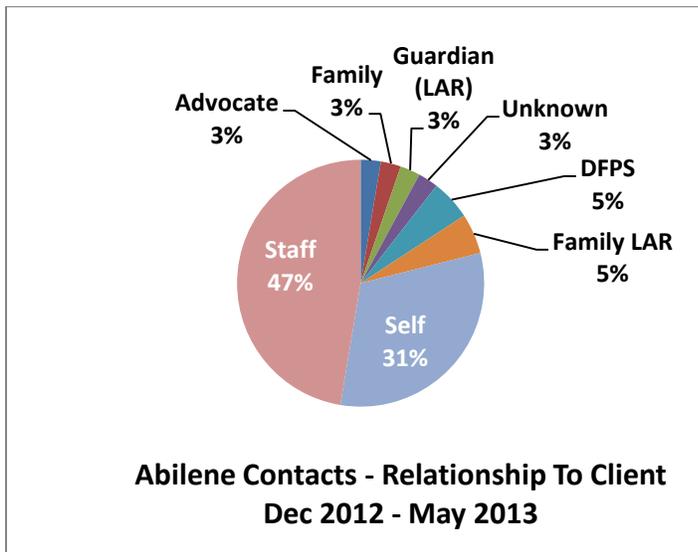


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Abuse Neglect & Exploitation	1
Guardianship	1
Other	1
Staff Issues	1
Non-SSLC Issues	2
Service Delivery-Medical	2
Discharge/Transfer	6
Service Delivery-Residential	9
Rights	15
TOTAL	38

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.

Dec 2012 through May 2013:

Advocate	1
Family	1
Guardian (LAR)	1
Unknown	1
DFPS	2
Family LAR	2
Self	12
Staff	18
TOTAL CONTACTS	38

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 SSLC serves 297 individuals with varying degrees of intellectual disabilities, a number of whom also have physical disabilities. The Center is comprised of three residential units. Residents of the first unit require extensive nursing and personal care supports. All of these residents use wheelchairs for mobility to varying degrees, and many receive nutrition via enteral feeding. The second unit serves primarily females with two homes serving males. The third unit serves primarily males and typically serves some individuals requiring extensive behavioral support. There is great diversity in the level of support needed to perform functional living skills among individuals residing in the second and third units. 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 living 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.

Highlights of positive activity over the last six months include:

- Approximately 50 athletes competed in the Special Olympics Track and Field pep rally and competition. Special Olympic activities included a basketball pep rally and competition and a cycling competition
- Continued work to implement smaller groups with specific meaningful activities in Day Programming at locations across campus
- Implemented a gardening club with a newly hired therapeutic Horticulturist
- Implemented a book club and expanded chair exercise programming

- A Community Integration Coordinator has been hired and classes have been implemented to improve and enhance independent living skills
- Music therapy services are currently expanding
- Infrastructure improvements continue including extensive roofing projects and deep cleaning homes

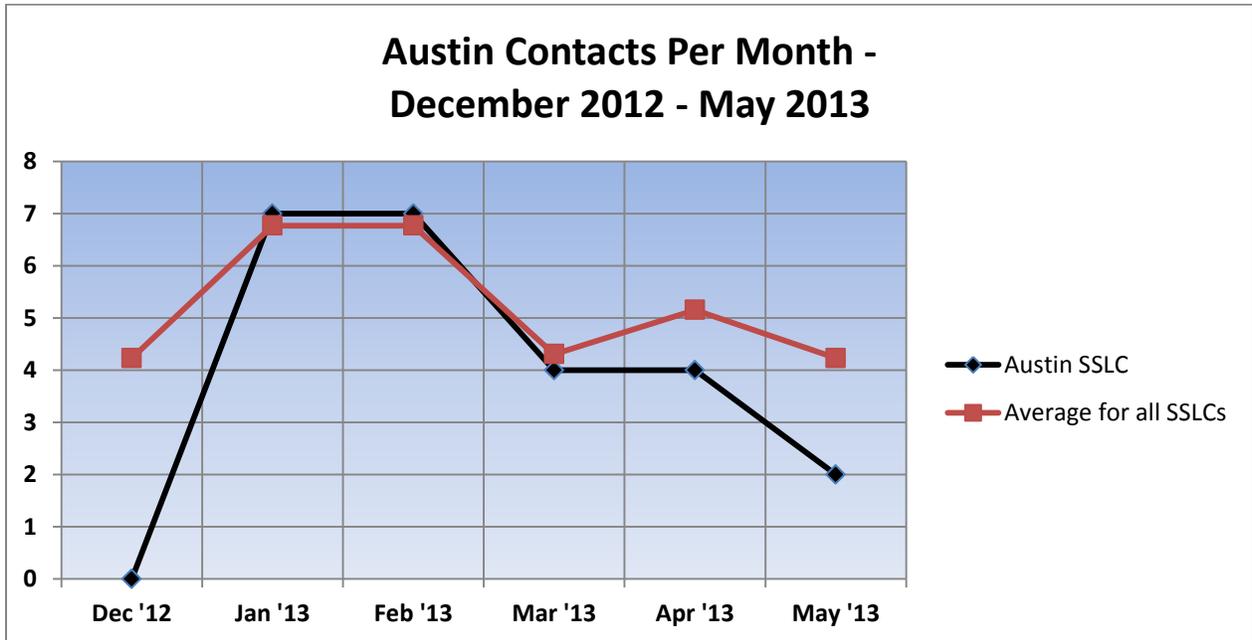
DADS Regulatory has visited Austin SSLC on different occasions in the last six months in response to reported concerns. The facility is working to clear Conditions of Participation in the areas of Governing Body, Client Protections, Active Treatment, and Facility Staffing. SSLC leadership continues to make assessments and changes in roles and responsibilities to improve services in accordance with Regulatory requirements and plans developed toward Settlement Agreement compliance. Announced on May 17, Matt McCue, a long-term Columbus consultant to the SSLCs, has been hired as the Interim Director. Columbus consultants are concentrating on assistance at Austin SSLC in the area of Governing Body, Client Protections, Active Treatment, and Facility Staffing. Additional SSLC State Office staff are assisting with improvement efforts in the areas of management/programming and client protections. Other consultants with SSLC experience are assisting the Austin SSLC in the following areas: management and Regulatory compliance, admissions and placement, and facility environment. The goal of this oversight is to build permanent, sustainable systems that will enhance individualized service delivery as well as facility management over the long-term.



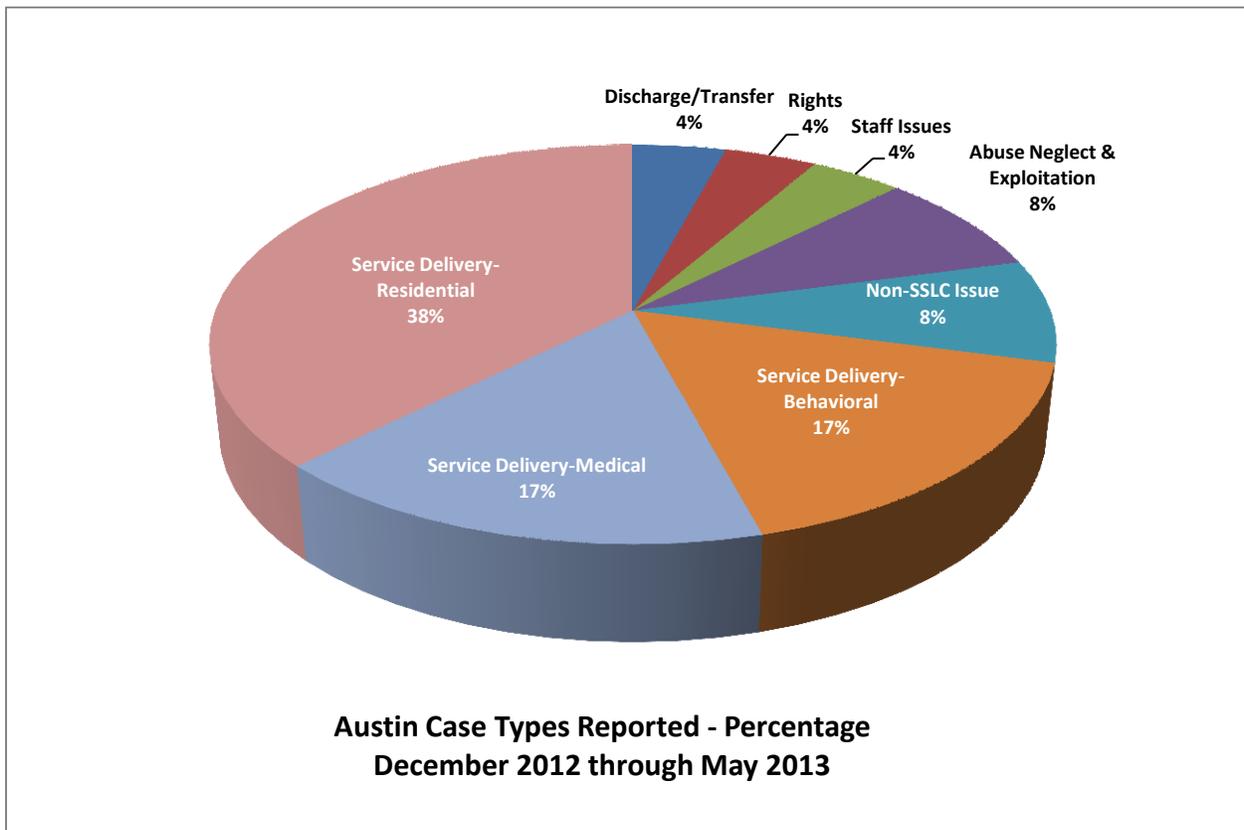
Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has 11 years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for 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	10.44%
Population	297	Level of IDD Severe	21.86%
Male	54%	Level of IDD Profound	59.26%
Female	46%	Level of IDD Unspecified	0%
Ages ≤21	6	Health Status Moderate	101
Ages 22-54	131	Health Status Severe	21
Ages 55+	160	No Legal Guardian Assigned	38.38%
Level of IDD Borderline	0.34%	Alleged Offenders	0.67%
Level of IDD Mild	8.08%		

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



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

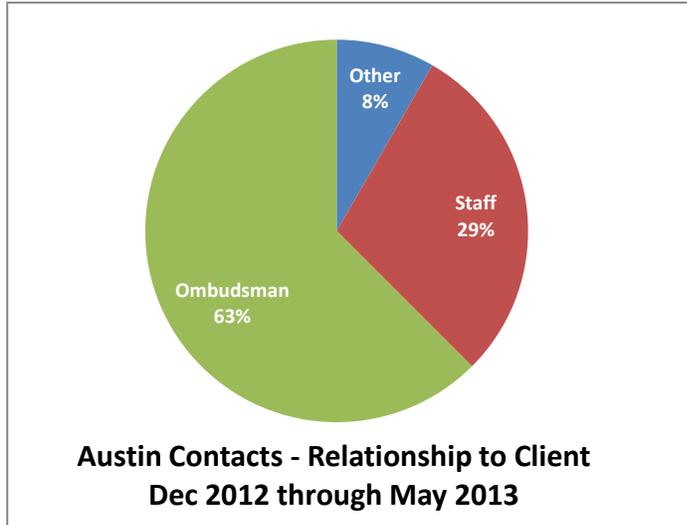


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Discharge/Transfer	1
Rights	1
Staff Issues	1
Abuse Neglect & Exploitation	2
Non-SSLC Issue	2

Service Delivery-Behavioral	4
Service Delivery-Medical	4
Service Delivery-Residential	9
TOTAL CONTACTS	24



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

Dec 2012 through May 2013:

Other	2
Staff	7
Ombudsman	15
TOTAL CONTACTS	24

Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

The Brenham SSLC provides services to 293 individuals with intellectual disabilities that range from profound to mild. Many of these residents require behavioral supports and several also require psychiatric services. Brenham SSLC is one of the centers that serve children and adolescents and they reside in cottages. Educational services are provided by Brenham Independent School District (BISD), either at local schools or in a classroom at the center that is staffed with BISD teachers.

The center is made up of 3 residential units. The first unit is comprised of 2 systems buildings, one of which serves individuals with significant medical and/or physical needs, and the other residential building serves older individuals who have health conditions and physical management needs associated with aging. The second unit is comprised of a systems building and 3 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. The third unit serves males and is comprised of a systems building and 4 cottages. These individuals represent a wide range of ages and intellectual abilities, with most being ambulatory.

The center provides a variety of on and off-campus work opportunities. Off-campus work options consists of a large workshop “Brenham Production Services”, two enclaves at local manufacturing plants, and two work crews that perform lawn maintenance and litter pickup for the city and local businesses. On-campus work opportunities include paper shredding, mail or paper recycling pickup, and making crafts/artwork that is sold either on campus or in the community. Residents who aren’t employed participate in day programming in the Program Services building or at other locations around campus. There are now separate department directors for vocational services and on campus work/day programming. These two departments continue to focus on increasing the quality and variety of programming and vocational services for residents.

Brenham was selected to be one of two model facilities that have received additional resources and support. This has included consultation and training from outside consultants in order to facilitate obtaining compliance with the Settlement Agreement.

A new, daily duty officer rotation was initiated this report period that has resulted in increased visibility and presence of administrative staff during evening hours.

The facility has provided increased attention and resources to identified homes on campus in an effort to decrease injuries and/or behavioral incidents. This has included providing more monitoring and oversight by supervisory staff and making environmental changes when indicated.

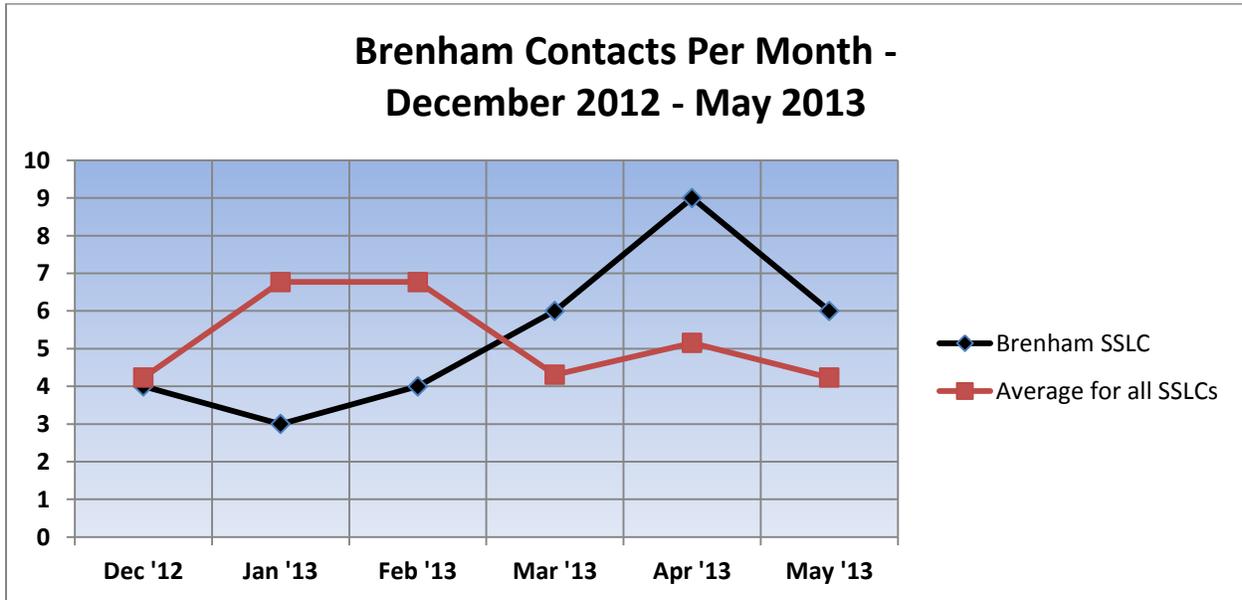
The facility continues to work towards completing annual updates/revisions to Positive Behavior Support Plans, as this is a critical need in view of serving more individuals who display significant behaviors that can result in injury to self or others. Maintaining an increased number of Board Certified Behavior Analysts (BCBA) on staff has resulted in each unit having a BCBA and the ability to provide more attention and expertise towards those individuals who display significant behaviors.



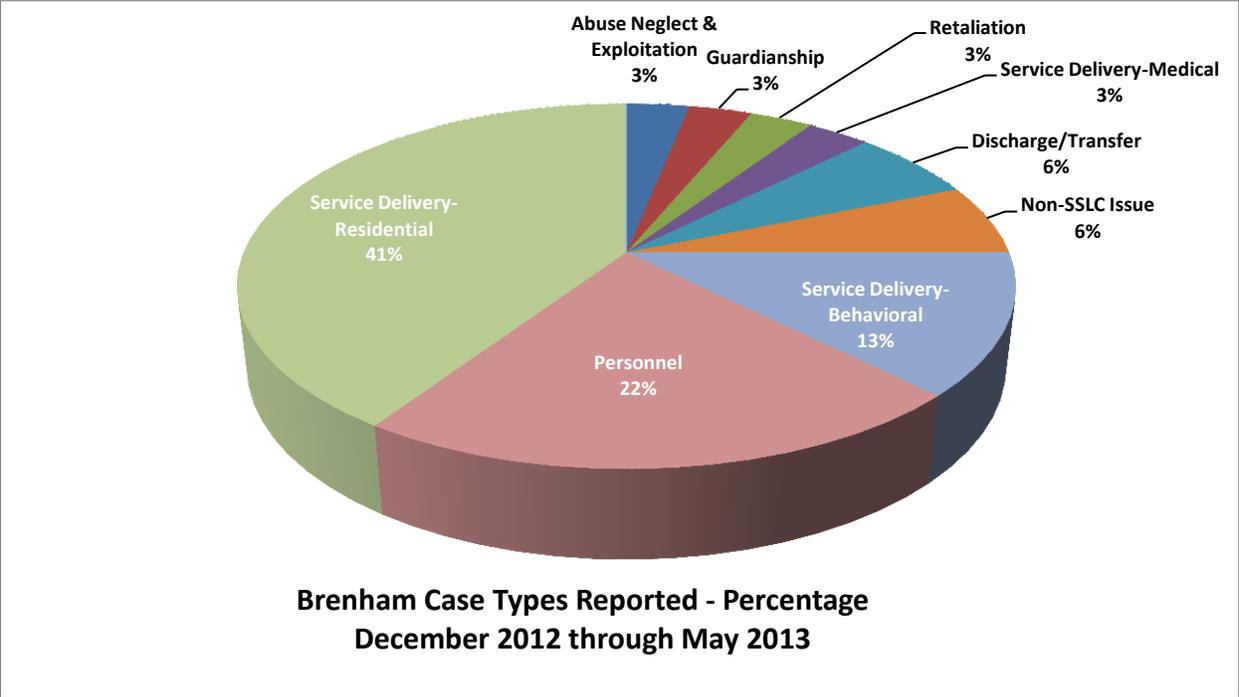
Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center 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	18.97%
Population	290	Level of IDD Severe	17.59%
Male	64%	Level of IDD Profound	61.72%
Female	36%	Level of IDD Unspecified	0%
Ages ≤21	24	Health Status Moderate	73
Ages 22-54	189	Health Status Severe	7
Ages 55+	77	No Legal Guardian Assigned	16.21%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	1.72%		

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



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

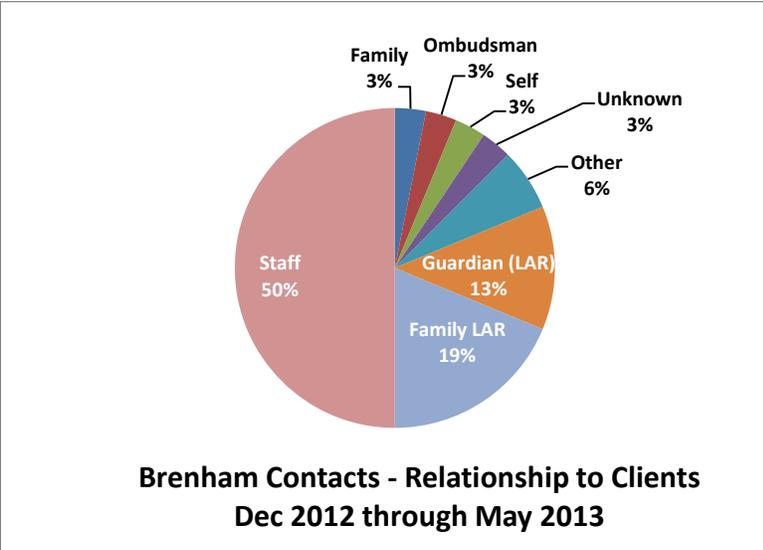


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Abuse Neglect & Exploitation	1
Guardianship	1
Retaliation	1
Service Delivery-Medical	1
Discharge/Transfer	2

Non-SSLC Issue	2
Service Delivery Behavioral	4
Personnel	7
Service Delivery-Residential	13
TOTAL CONTACTS	32



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

Dec 2012 – May 2013:

Family	1
Ombudsman	1
Self	1
Unknown	1
Other	2
Guardian (LAR)	4
Family LAR	6
Staff	16
TOTAL CONTACTS	32

Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman

The Corpus Christi State Supported Living Center (CCSSLC) has been in existence since 1970. The facility serves 244 residents at this time and is licensed for a total of 432 beds. The Corpus Christi SSLC is similar to the other state facilities in that it serves individuals with cognitive disabilities ranging from mild to profound. However, the Corpus Christi facility is unique in several respects. Residents range from ages 20 to 84. At this Center, 37% of the population is over the age of 55, a total of 60% are in the profound level of developmental disability, and 63.5% of the total population has a profound adaptive behavior level. It is also interesting to note that 66% of the residents do not have legal guardians and a total of 76% (185 residents) have been here for over 10 years. Since the last report, there have been a total of 7 discharges into the community and 3 new admissions to the facility.

The campus has three units and a total of 14 homes. Corpus Christi SSLC residents have access to a variety of classes, distinct active treatment sites, vocational workshops, off-campus employment, a computer lab, a renovated gym and swimming pool among other supports to promote independence and growth.

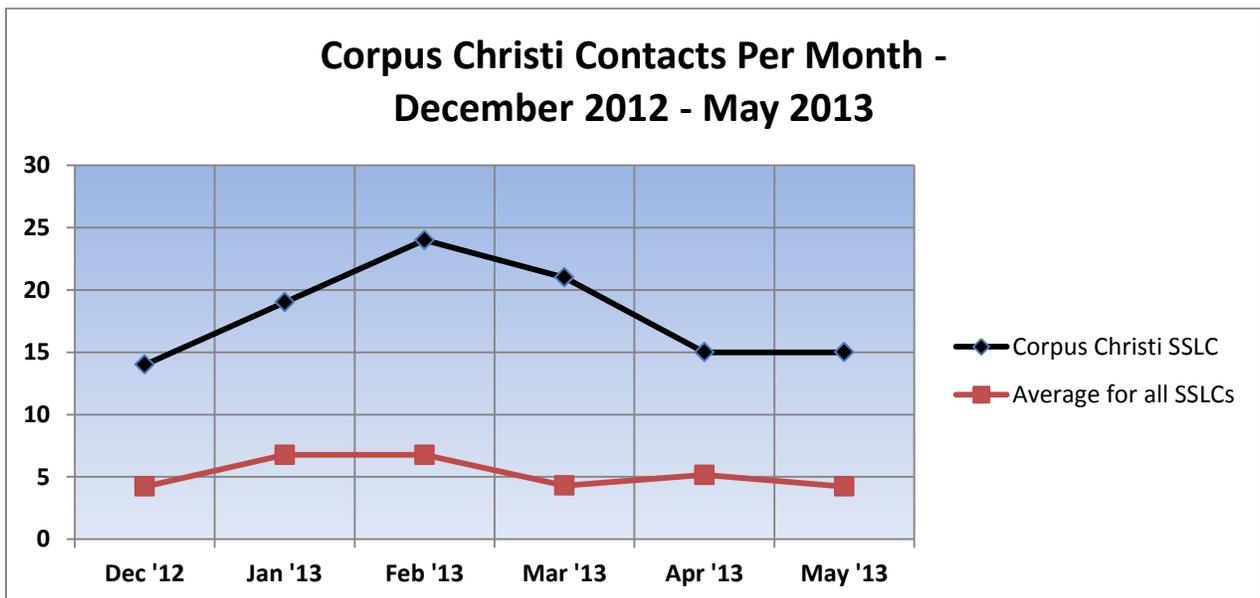
In the past six months, CCSSLC has added a new Medical Director and a Director of Psychiatry. The facility also had the DOJ Monitoring visit in April 2013. During the same month, the Center also had DADS Regulatory return on a follow-up visit to the annual recertification review process. Concerns in the areas of client records, active treatment, program implementation, drug administration, equipment, infection control, and meal services were successfully addressed. Recertification was provided in May 2013.

Two staff have successfully completed and obtained their BCBA in the Behavioral Services Department. Currently, there are a total of three BCBA's on campus including the Director of Behavioral Services. By increasing the number of BCBA's on staff, should result in the improvement of Functional Behavioral Assessments and Positive Behavior Support Plans and should lead to a reduction in the number of individuals' restraint for the display of challenging behaviors and improve overall quality of care for individuals served. Reductions in restraints and behavioral outbursts have been noted since February for approximately 35 individuals.

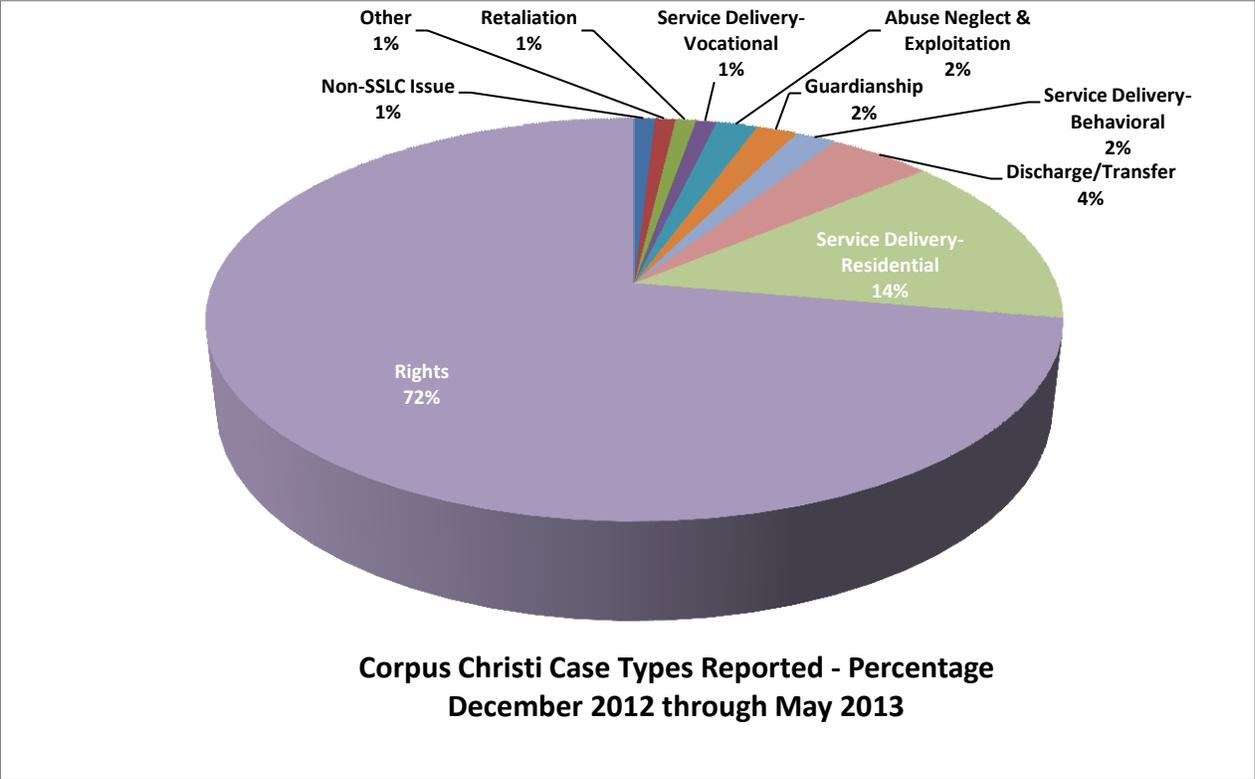
Ms. Medina was born and raised in South Texas. She is a Licensed Professional Counselor, Licensed Baccalaureate Social Worker and has a Master's in Business Administration. Ms. Medina has over 20 years of experience in the behavioral health services. Over the course of her career, she has served diverse 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.

Corpus Christi SSLC Demographics			
Year Established	1970	Level of IDD Moderate	9.84%
Population	244	Level of IDD Severe	9.02%
Male	57%	Level of IDD Profound	59.84%
Female	43%	Level of IDD Unspecified	0.81%
Ages ≤21	2	Health Status Moderate	103
Ages 22-54	153	Health Status Severe	12
Ages 55+	89	No Legal Guardian Assigned	66.39%
Level of IDD Borderline	0%	Alleged Offenders	4.92%
Level of IDD Mild	20.49%		

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



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

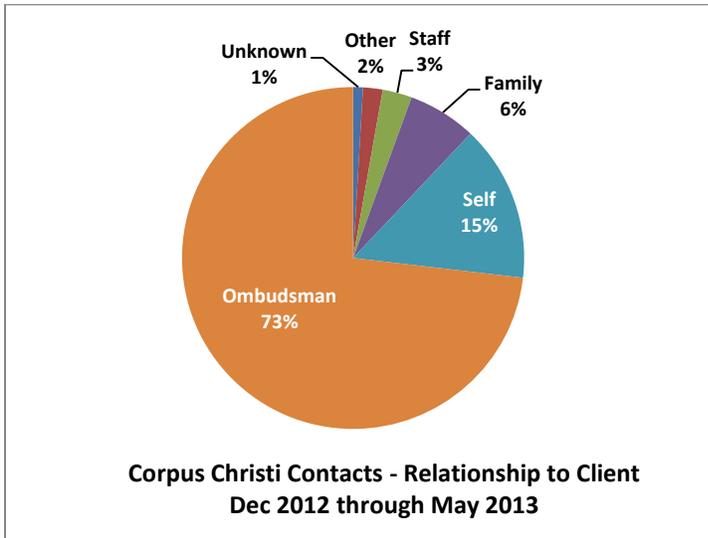


Source: H.E.A.R.T.

Dec 2012 through May 2013:

Non-SSLC Issue	1
Other	1
Retaliation	1
Service Delivery-Vocational	1
Abuse Neglect & Exploitation	2

Guardianship	2
Service Delivery-Behavioral	2
Discharge/Transfer	5
Service Delivery-Residential	15
Rights	78
TOTAL CONTACTS	108



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

Dec 2012 through May 2013:

Unknown	1
Other	2
Staff	3
Family	7
Self	16
Ombudsman	79
TOTAL CONTACTS	108

Denton State Supported Living Center

Jerome Young, Assistant Independent Ombudsman

The Denton SSLC currently provides services to 490 individual with cognitive and physical disabilities. The level of developmental disability ranges from mild to profound. The campus consists of six units. Two units serve individuals who are that 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. Some need assistance with propelling their wheelchair; while others have been provided with motorized wheelchairs in order to move independently. The other units are home to individuals who are more ambulatory; but require behavioral intervention. Although most of the population consists of older individuals, there are two individuals who still attend public school.

There are several programming and life skills areas, including a senior activities center, throughout the campus. Individuals are also provided the opportunity to work with a job coach through campus employment. Several individuals are currently working at Exxon, Chili's and other well-known companies.

During this reporting period, Jerome Young was hired as the new Assistant Independent Ombudsman to replace Ms. Ashley Frederick. The office was vacant for a portion of this reporting period. Mr. Young knows the residents and systems at the facility very well which allowed for an easy transition.

Other activity over the past six months includes:

- Annual KRLD Christmas party hosted by the radio station KRLD of Dallas was held in December. Approximately \$130,000, along with Christmas gifts was donated to DSSLC from listeners of KRLD. The money is going to improvements at the facility for the individuals that live here.
- Music students from Texas Women's University are performing concerts for residents at certain homes.
- The community services provider fair was held on a Saturday this year in order to accommodate families who may not be able to attend during the week.
- Continued to work on providing enhanced training to QIDPs. This will include QIDP skills fair.
- Continued work on a system to improve the residents' mealtime experience which focuses on safety and normalization.
- A successful annual ICF review was completed in April.

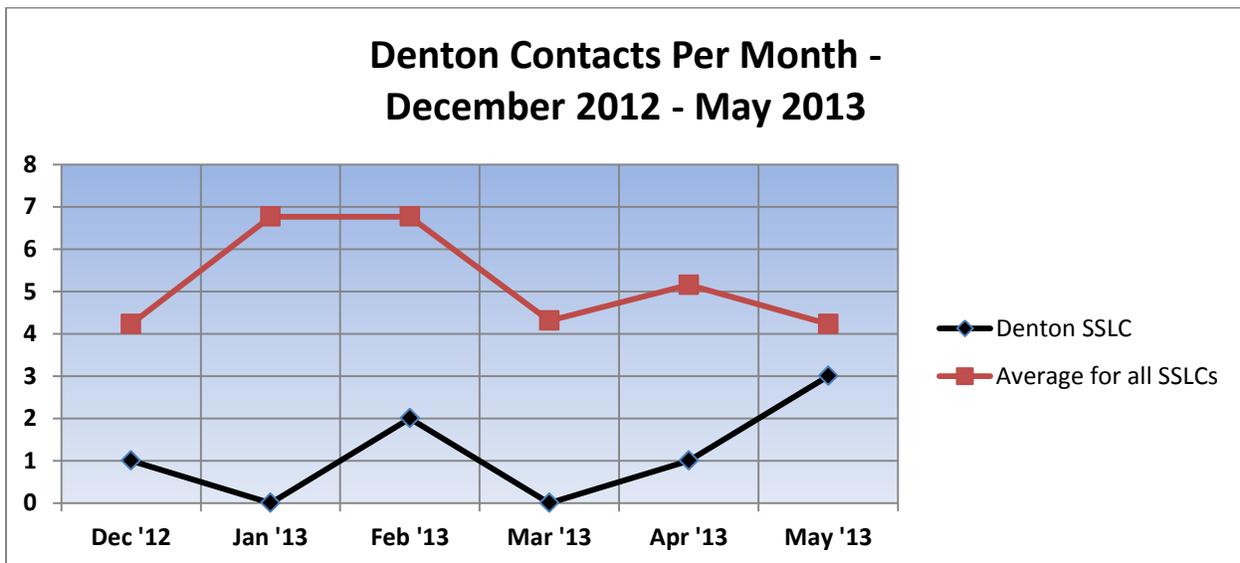


Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton SSLC,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

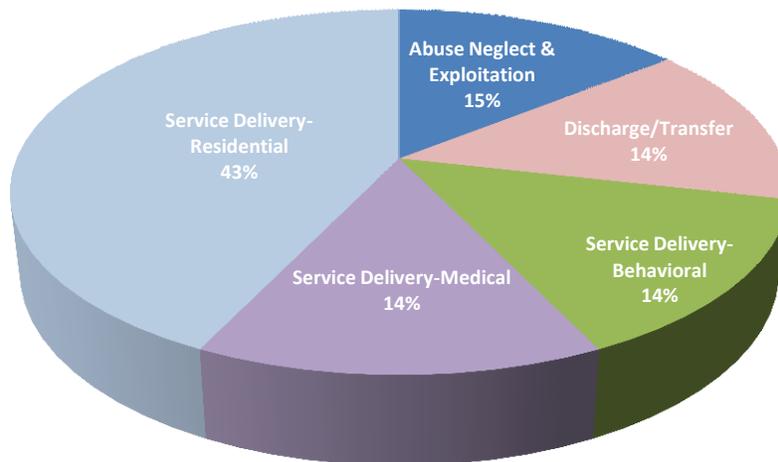
He joined the OIO as the Assistant Independent Ombudsman for the Denton SSLC in February 2013.

Denton SSLC Demographics			
Year Established	1960	Level of IDD Moderate	12.04%
Population	490	Level of IDD Severe	18.37%
Male	57%	Level of IDD Profound	59.19%
Female	43%	Level of IDD Unspecified	1.43%
Ages ≤21	5	Health Status Moderate	189
Ages 22-54	260	Health Status Severe	108
Ages 55+	225	No Legal Guardian Assigned	33.27%
Level of IDD Borderline	0%	Alleged Offenders	0.41%
Level of IDD Mild	8.98%		

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



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



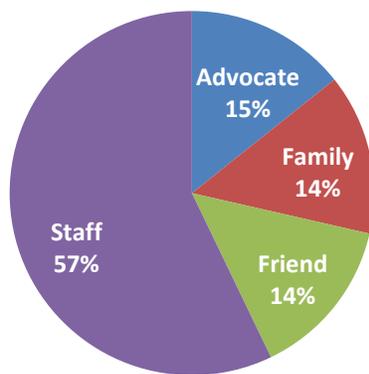
**Denton Case Types Reported - Percentage
December 2012 through May 2013**

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

Dec 2012 through May 2013:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Service Delivery-Behavioral	1

Service Delivery-Medical	1
Service Delivery-Residential	3
TOTAL CONTACTS	7



**Denton Contacts - Relationship to Client
Dec 2012 through May 2013**

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

Dec 2012 through May 2013:

Advocate	1
Family	1
Friend	1
Staff	4
TOTAL CONTACTS	7

El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

The El Paso State Supported Living Center provides services for 116 individuals with a range of developmental disabilities. Some residents carry a dual diagnosis of either physical or mental impairment in addition to their primary intellectual disability. Because of the size of the facility it is considered only one unit even though a range of residential services specific to the individuals is provided. The Systems building, otherwise known as Dorms, is on the west side of the campus. This is where individuals live who are considered medically fragile. Some of the residents require additional nursing care due to high risk for aspiration, limited mobility or various other medical challenges.

All the dorms are home to both male and female residents, but the individual bedrooms allow for roommates to be either all male or all female. The Facility medical clinic, dental clinic and Habilitation's OT, PT and speech are located in the same building. Across the way on the east side of the campus there are eight smaller buildings called cottages. These are homes for residents who have either similar behavioral challenges and/or cognitive and physical abilities. While most are either male or female a couple of these cottages are home to both. In these homes there are individuals who require some to little assistance with their activities of daily living skills. Many residents work and enjoy employment opportunities in the facility workshop. A small number of these individuals are ambulatory and perform many of their activities with little assistance regardless of age. For this small group a place of their own called the Forever Young Center provides a relaxing yet purposeful place to enjoy socialization and active treatment.

Laura Cazabon-Braly was named as the new director and was transitioned into this leadership position in January. The Independent Ombudsman met with the Family and Friends Association and new director to discuss leadership changes. Monthly Town Hall Meetings scheduled during varied shifts were held so that all staff members could attend. Ms. Cazabon-Braly immediately formed two separate committees to meet with the Director to facilitate communication and resolution, a Parent Advisory and an Employee Advisory.

There was an increase in individuals referred to the community. Although there were admissions to the facility, the census has decreased.

A guardianship training session was conducted by Specialists from LULAC Project Amistad. Guest speakers included a Probate Court Judge, Guardianship Attorney, and Court Investigator.

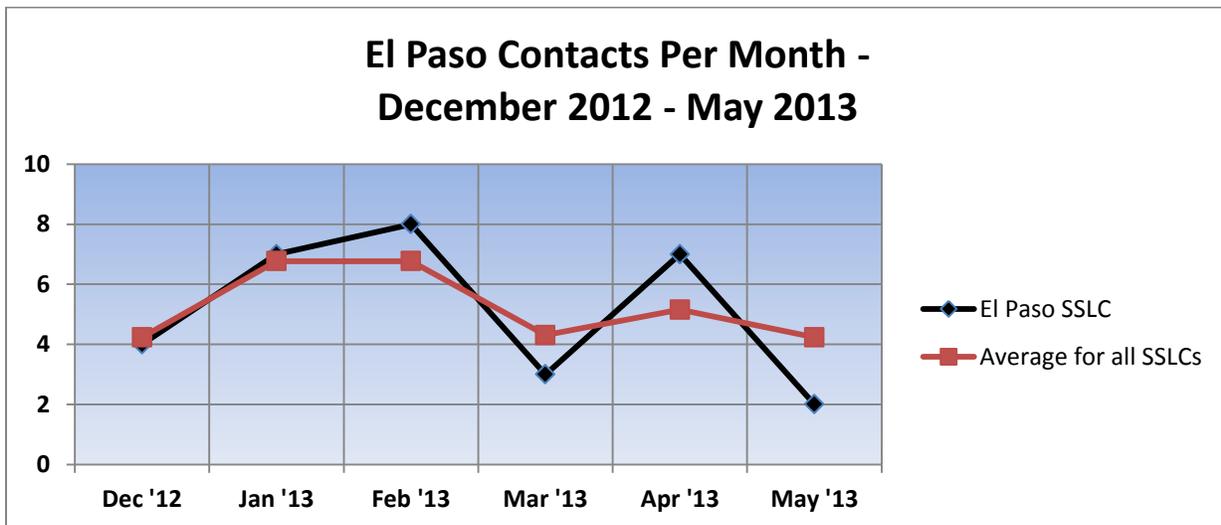
The Human Rights Officer and the AIO attended a training conducted by H&W Consultant on Human Rights Committee functions and responsibilities. In accord with this training, the facility adopted new processes for improving the outcomes of the HRC meetings.



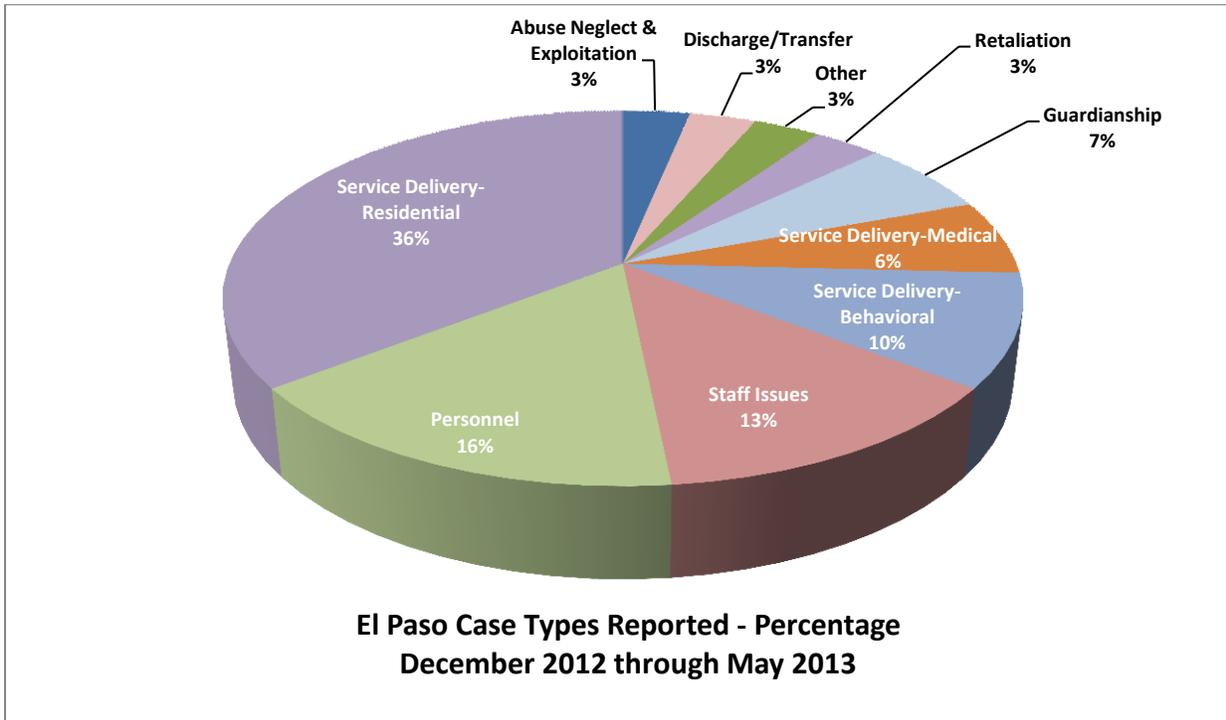
Born and raised in the Sun City, Ms. Ponce went from serving the elderly population to working with children. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. She became a Certified Internal Investigator and began working as a Case Manager 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	12.93%
Population	116	Level of IDD Severe	21.55%
Male	58%	Level of IDD Profound	61.21%
Female	42%	Level of IDD Unspecified	0.86%
Ages ≤21	1	Health Status Moderate	29
Ages 22-54	82	Health Status Severe	9
Ages 55+	33	No Legal Guardian Assigned	52.86%
Level of IDD Borderline	0%	Alleged Offenders	0.86%
Level of IDD Mild	2.59%		

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



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

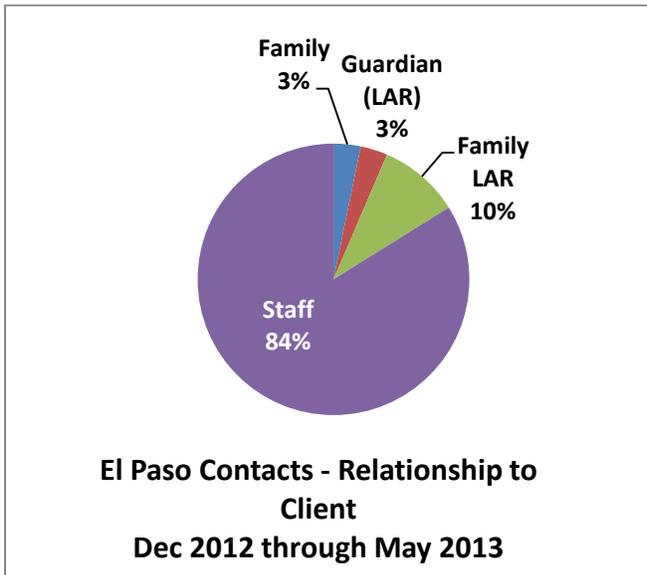


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Other	1
Retaliation	1
Guardianship	2

Service Delivery-Medical	2
Service Delivery-Residential	3
Staff Issues	4
Personnel	5
Service Delivery-Residential	11
TOTAL CONTACTS	31



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

Dec 2012 through May 2013:

Family	1
Guardian (LAR)	1
Family LAR	3
Staff	26
TOTAL CONTACTS	31

Lubbock State Supported Living Center

Ramona Rocha-Hughes, Assistant Independent Ombudsman

Currently the Lubbock SSLC serves 211 people. There are three units on the campus. Unit 1 primarily provides services for individuals who need extensive care and attention. Residents in two of the homes require the use of wheelchairs for mobility and for the most part are not able to verbally communicate, but have assistance from communication devices or their own special way of communicating. The other homes that comprise Unit 1 are made up of individuals who can ambulate independently, need assistance or require the use of wheelchairs. All require varying degrees of assistance. Unit 2 and Unit 3 provide services for individuals who are more independent, but also have some that require assistance. These two units do have individuals who exhibit challenging behaviors.

The campus has two workshops, a small one for people who do better in a slower paced, quieter environment and a larger one for the rest of the individuals who work. The facility also provides a variety of programs for individuals who are not interested in work activities. Hearts and Hands is an on campus store that sells ceramics, jewelry, homemade cards, and various other knickknacks made by the residents. At Hearts and Hands, the individuals who work there learn how to use a cash register and how to provide great customer service. The store is open to all employees and the Lubbock community.

There has been restructuring of the QDDP department. The QDDPs now have two QDDP Educators to direct and guide them. The residential units were restructured from three units down to two, one of which consists of just homes of residents who are more medically involved.

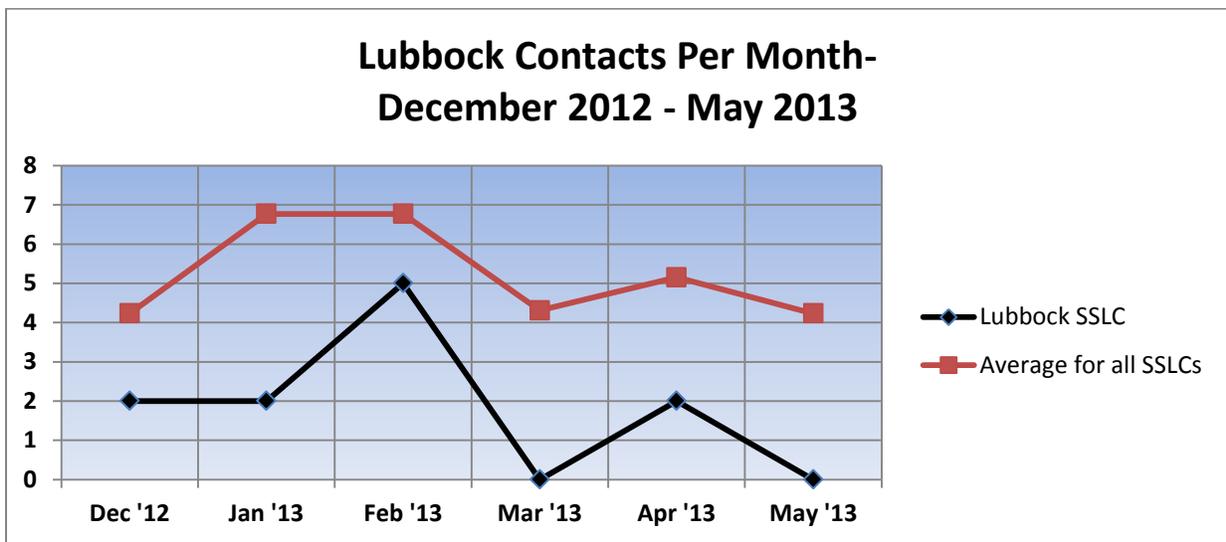
In the last six months DADS regulatory has visited to conduct investigations along with the annual certification survey. The annual survey yielded citations with the facility awaiting the return of the survey team for a follow-up visit.



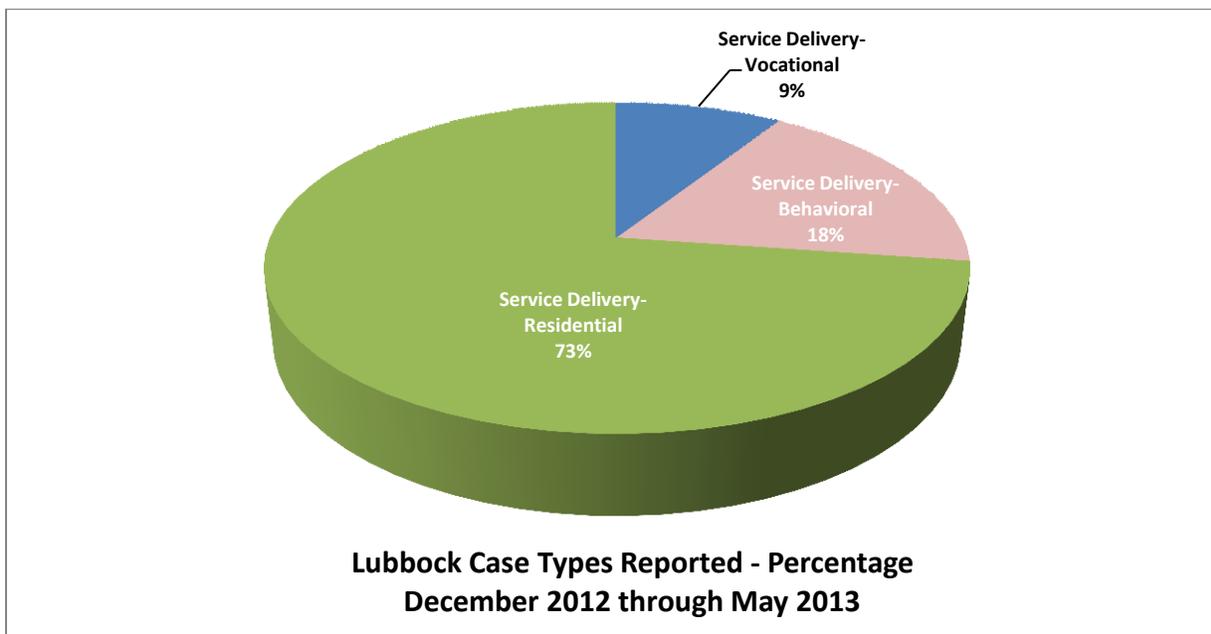
Ms. Rocha-Hughes received a Bachelor of Science in Home Economics and a Bachelor of Arts in Social Work from Texas Tech University and is a Licensed Social Worker. Her 30 years of service for the state of Texas have centered on working with people who have developmental disabilities. She began as direct-care staff at the Lubbock State Supported Living Center while in attendance at Texas Tech University and has served in various capacities in the state system. She served as Human Rights Officer prior to accepting the Assistant Independent Ombudsman position in 2010.

Lubbock SSLC Demographics			
Year Established	1969	Level of IDD Moderate	7.98%
Population	213	Level of IDD Severe	18.31%
Male	73%	Level of IDD Profound	60.56%
Female	27%	Level of IDD Unspecified	0%
Ages ≤21	7	Health Status Moderate	87
Ages 22-54	148	Health Status Severe	33
Ages 55+	58	No Legal Guardian Assigned	37.09%
Level of IDD Borderline	0%	Alleged Offenders	1.88%
Level of IDD Mild	13.15%		

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



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

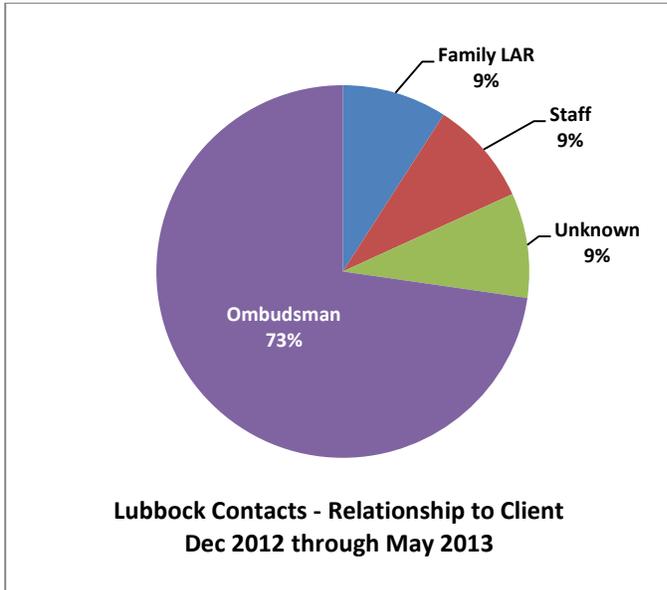


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Service Delivery-Vocational	1
Service Delivery-Behavioral	2

Service Delivery-Residential	8
TOTAL CONTACTS	11



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

Dec 2012 through May 2013

Family LAR	1
Staff	1
Unknown	1
Ombudsman	8
TOTAL CONTACTS	11

Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin SSLC provides services to 351 people with profound to mild cognitive and physical disabilities. The Center provides successful support services for people with a wide range of needs. There continues to be a major focus on placement of people living at the facility into the community for services, as well as, improvement of services for those living at the Center. Over the past six months the Center has worked hard to assess ways to cut budget costs while continuing to provide exemplary services. The Center has welcomed a new Director for the Dental Clinic, and replaced the Medical Director position with a new Clinical Director position that oversees all medical services. The Chief Nurse Executive position and Settlement Agreement Coordinator have also been rehired. In May, the Center had its annual DADS Regulatory and Life Safety Code Inspection. Even though some deficiencies were noted, the Center was recommended for re-certification and corrections for deficiencies noted were immediately begun. Currently, the Center is hard at work preparing for the Department of Justice Court Monitor's visit in July.

The Lufkin SSLC continues to benefit from community entities such as Brookshire Brothers and the Angelina Benefit Rodeo who provide monies that are put to good use at the Center to improve services provided. Several people living at the Center participated in the Special Olympics Area Competition, and the facility also organized an on-campus Special Olympics competition.

This AIO continues to work closely with the Human Rights Officer (HRO) to ensure the rights of people living at LfSSLC are upheld and exercised. This has involved consultation with the HRO on many occasions about rights issues and improving the process of the Human Rights Committee. Also, this AIO has been asked on several occasions by IDT teams to consult with them concerning rights issues and behavioral issues where an outside opinion or ideas about less intrusive strategies were needed. Overall, most complaints investigated in the past six months involved delivery of medical services and rights. With the addition of a Clinical Director position it is expected that medical services will improve.

During the past six months, promoting the Office of the Independent Ombudsman was accomplished by doing presentations in New Employee Orientation each month, attending the Quarterly DADS Regulatory, DFPS, and OIG meeting, and doing presentations for Self-Advocacy. On a weekly basis, IMRT meetings are attended and Unit Meetings are periodically attended in order to make myself available and informed. The Human Rights Committee Meetings are also attended as frequently as possible. Other meetings such as Peer Review/Behavior Support Committee and Restraint Reduction Committee, to name a few, are also attended on occasion.



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 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

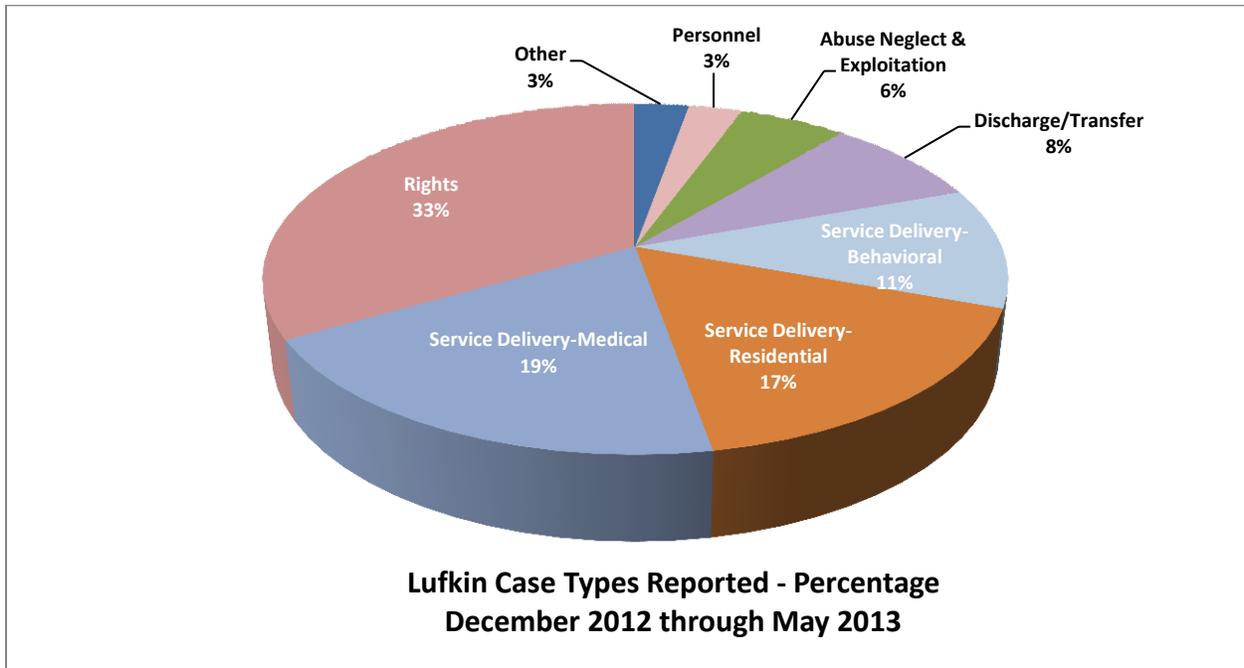
accepted the Assistant Independent Ombudsman position in August of 2011.

Lufkin SSLC Demographics			
Year Established	1969	Level of IDD Moderate	9.97%
Population	351	Level of IDD Severe	19.94%
Male	58%	Level of IDD Profound	60.97%
Female	42%	Level of IDD Unspecified	1.99%
Ages ≤21	23	Health Status Moderate	133
Ages 22-54	192	Health Status Severe	23
Ages 55+	136	No Legal Guardian Assigned	48.72%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	7.12%		

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



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

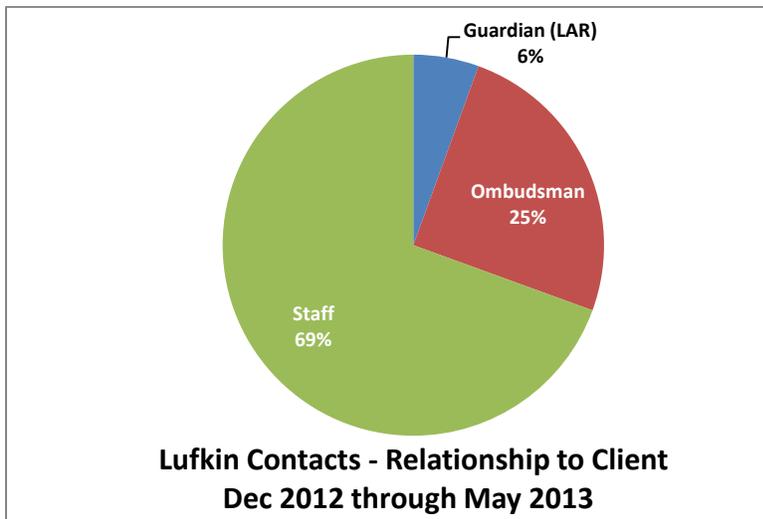


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Other	1
Personnel	1
Abuse Neglect & Exploitation	2
Discharge/Transfer	3
Service Delivery-Behavioral	4

Service Delivery-Residential	6
Service Delivery-Medical	7
Rights	12
TOTAL CONTACTS	36



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

Dec 2012 through May 2013:

Guardian (LAR)	2
Ombudsman	9
Staff	25
TOTAL CONTACTS	36

Mexia State Supported Living Center (Designated Forensic Unit)

Lynda Mitchell, Assistant Independent Ombudsman

Mexia SSLC provides services to individuals who function in the profound to mild range of intellectual disabilities. Forty-four percent of the individuals function within the mild range of intellectual disabilities. Senate Bill 643 designated Mexia SSLC as the forensic facility, and all new admissions come through the court system. Of the total population of 334, there are 191 alleged offenders, which accounts for 57% of the facility population. Eighty-six percent of the total population is male. Mexia SSLC is working to facilitate transfers of individuals (who are non-forensic) to community settings or to other SSLCs.

There are five units on campus, and three of those units are designated as forensic. Longhorn Unit houses up to 72 juvenile male alleged offenders. There are currently 52 minors, or 15% of the population of the facility. One of the six homes, Longhorn 4, is locked. Whiterock Unit houses up to 102 adult alleged offenders in eight homes, with Whiterock 7 and 8 being locked homes. Shamrock Unit houses up to 96 adult male alleged offenders in five homes.

Barnett Unit houses up to 68 males, ages 18 and up. Most of the individuals are ambulatory, and some need some staff assistance with completing their self-care and daily living skills. Martin Unit houses up to 112 individuals, both male and female. The most medically fragile individuals live within the Martin Unit. Individuals are both ambulatory and non-ambulatory, and they require more staff assistance than any of the other units. Martin Unit provides 24 hour nursing care. There are fewer individuals with challenging behaviors living in the Martin Unit.

All school-aged individuals attend classes off campus in Mexia. There are 70 students who have been enrolled in public school this year, with 11 individuals having received their high school diplomas.

During the past six months, Mexia has continued to move forward in establishing its forensics facility designation as mandated in S.B. 643. The executive leadership is committed to this mandate. Director Mike Davis is holding staff accountable and is working to improve collaboration between departments and integration of services. The result is better services being provided to residents. Facility policies are being revised and developed to specifically address the forensic population.

Three of the five units on campus are now classified as forensic. Individuals living in Longhorn, Shamrock and Whiterock Units who are not forensic admissions are being transitioned to the community, transferring to other SSLCs and transferring to the two non-forensic units on campus.

Training has been provided in the Individual Service Planning process. New employee orientation and ongoing training curriculums have been revised to meet the needs of the changing population including specialized forensics training for employees as well to provide the highest level of service to all who reside in the Mexia SSLC. Human Rights Officers and HRC members have received training provided by H&W and by state office personnel.

Construction projects of perimeter fencing and hardening of several of the homes are planned to begin in the near future. This should result in providing for a safer and less restrictive environment for individuals residing in the Mexia State Supported Living Center.

Ms. Valerie McGuire (former MSSLC QDDP Director) of the Hogg Foundation works with the facility in the areas of restraint reduction and trauma-informed care. Restraints are being reduced in numbers and in intensity. There are currently 285 residents who require Behavior Support Plans.

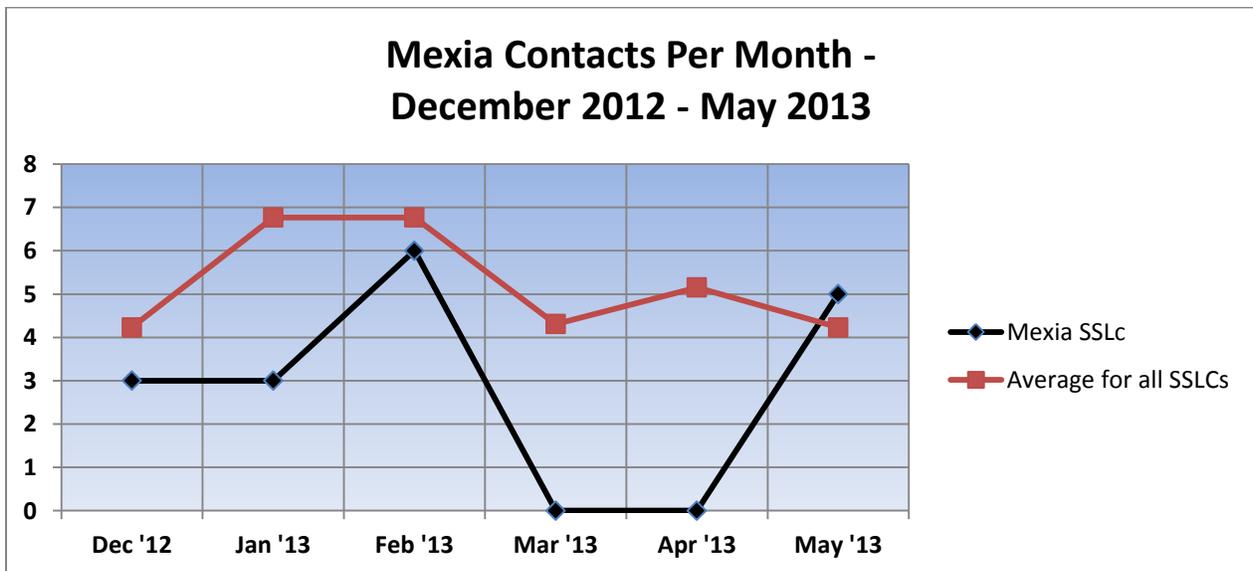
DADS Regulatory has been on campus at least monthly to investigate incidents and complaints. Mexia currently is working to clear one Condition of Participation. The annual survey is anticipated following the Settlement Agreement Monitor visit the week of June 3. Following the clearing of the Condition of Participation, three previously uncertified homes are expected to be recertified by DADS Regulatory.



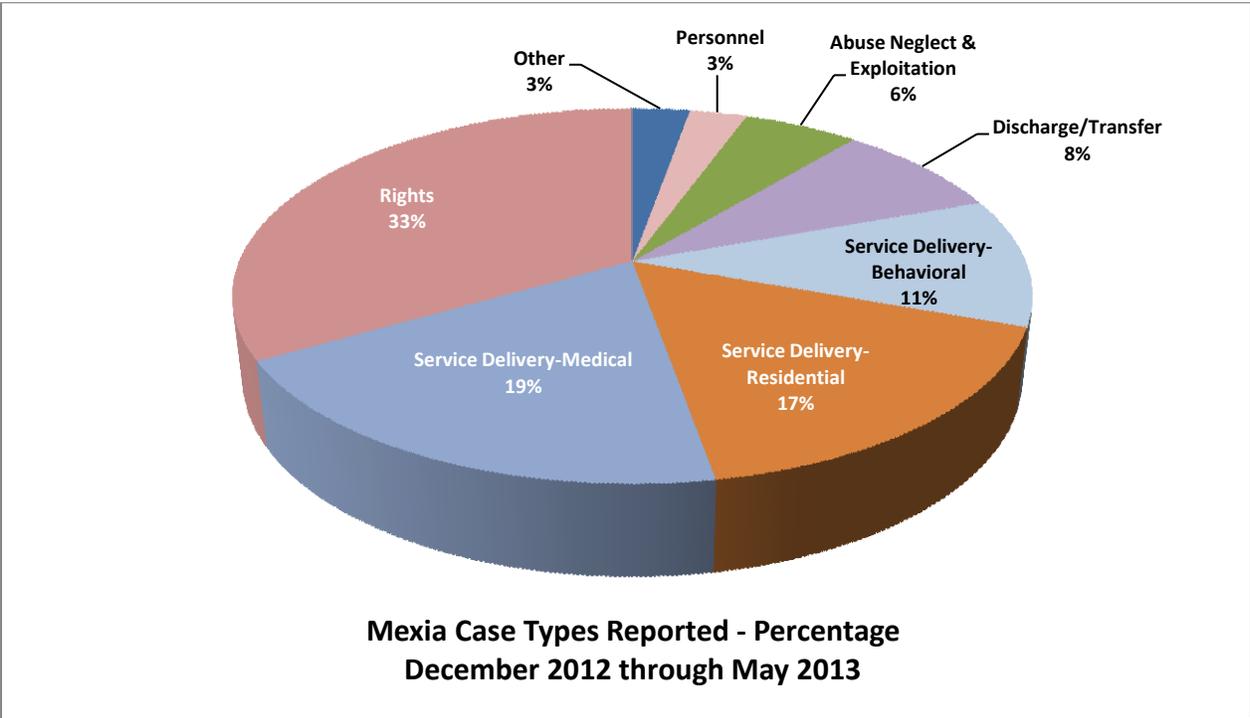
Ms. Mitchell is a Licensed Social Worker. She earned her BSW from the University of Mary Hardin-Baylor and her M.Ed from Stephen F. Austin State University. Ms. Mitchell has more than 30 years' experience working with and advocating for individuals with intellectual and developmental disabilities and their families. She worked for Child Protective Services in Navarro County, where she investigated abuse and neglect and provided case management services. She served as the Human Rights Officer for Mexia State Supported Living Center prior to becoming Assistant Independent Ombudsman for the facility.

Mexia SSLC Demographics			
Year Established	1946	Level of IDD Moderate	45.50%
Population	334	Level of IDD Severe	5.99%
Male	86%	Level of IDD Profound	22.46%
Female	14%	Level of IDD Unspecified	0.60%
Ages ≤21	98	Health Status Moderate	55
Ages 22-54	169	Health Status Severe	3
Ages 55+	67	No Legal Guardian Assigned	64.67%
Level of IDD Borderline	0.59%	Alleged Offenders	57.19%
Level of IDD Mild	44.01%		

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



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

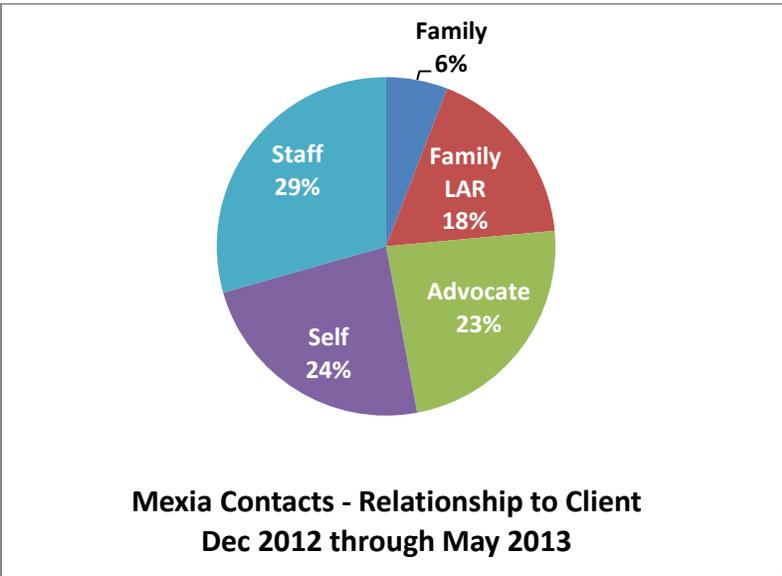


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Other	1
Personnel	1
Abuse Neglect & Exploitation	1
Discharge/Transfer	1

Service Delivery-Behavioral	1
Service Delivery-Residential	3
Service Delivery-Medical	3
Rights	6
TOTAL CONTACTS	17



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

Dec 2012 through May 2013:

Family	1
Family LAR	3
Advocate	4
Self	4
Staff	5
TOTAL CONTACTS	17

Richmond State Supported Living Center

Deatrice Potlow, Assistant Independent Ombudsman

The Richmond State Supported Living Center (RSSLC) opened in 1968. The facility provides residential treatment and training services to people with intellectual and developmental disabilities. The 241-acre state supported living center is home to 344 individuals, and employs approximately 1317 people. RSSLC has a total of 24 homes which make up five units.

RSSLC is divided into two population areas. The units are located on one side of the campus and the cottages are located on the opposite side of the campus. The individuals served in the cottages generally are ambulatory with no assistive devices, higher cognitive skills, independent, and able to perform simple job skills. The individuals served in the units are non-ambulatory and generally require total care with little to no self-help skills.

There are three workshops on campus to serve residents on weekdays from 8:00-4:00pm. The main workshop has a program designed for individuals who perform job skills and receive pay on a production rate. The Angelina Workshop offers one area that serves as a satellite for the main workshop and another area as a calm place for individuals with autism. The Colorado Pica Workshop has a program designed for individuals that exhibit pica behavior. The materials used at this workshop are approved for a safe environment for these individuals. Workshop staff assigned to this area conduct pica sweeps before, during, and after to ensure safety. There is also a vocational area on campus for geriatrics. The program includes areas for arts, crafts, music, nature, sensory enhancement, gaming and entertainment.

The individuals who live at RSSLC attend family picnics, dances, and participate in a variety of worship services. They are employed during the week, or participate in an array of recreational opportunities both on- and off-campus.

Over the past six months Richmond SSLC has continuously improved the services for the people who call the center home. Richmond State Support Living has hosted several community events including the community services provider fair.

The positions for the Assistant Director of Programs, Incident Management Director, and QDDP Coordinator were filled. Additionally, the Center hired a physician for two homes, two Registered Dieticians, and a Medical Transcriptionist.

During mid- January, DADS Regulatory arrived to the Center to conduct the annual recertification review. Two citations were received in client protections and active treatment. Surveyors recommended recertification.

During the past six months, the Office of the Independent Ombudsman promoted awareness by doing presentations for New Employee Orientation and participating in the Self Advocacy Meetings.

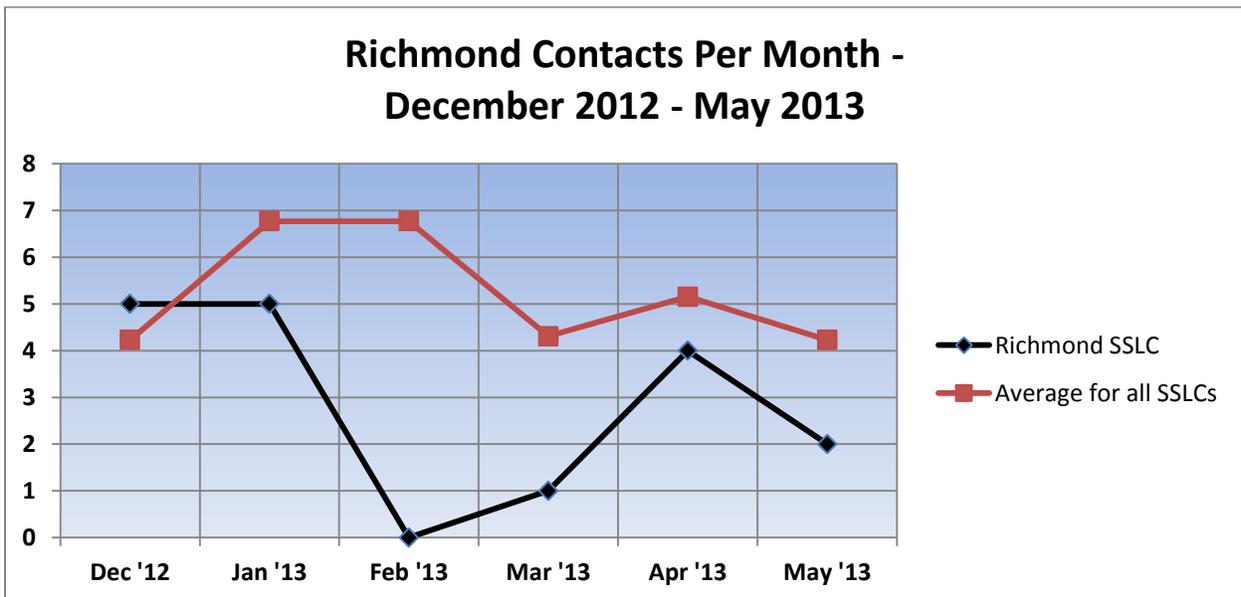


Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement, and began a career with the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

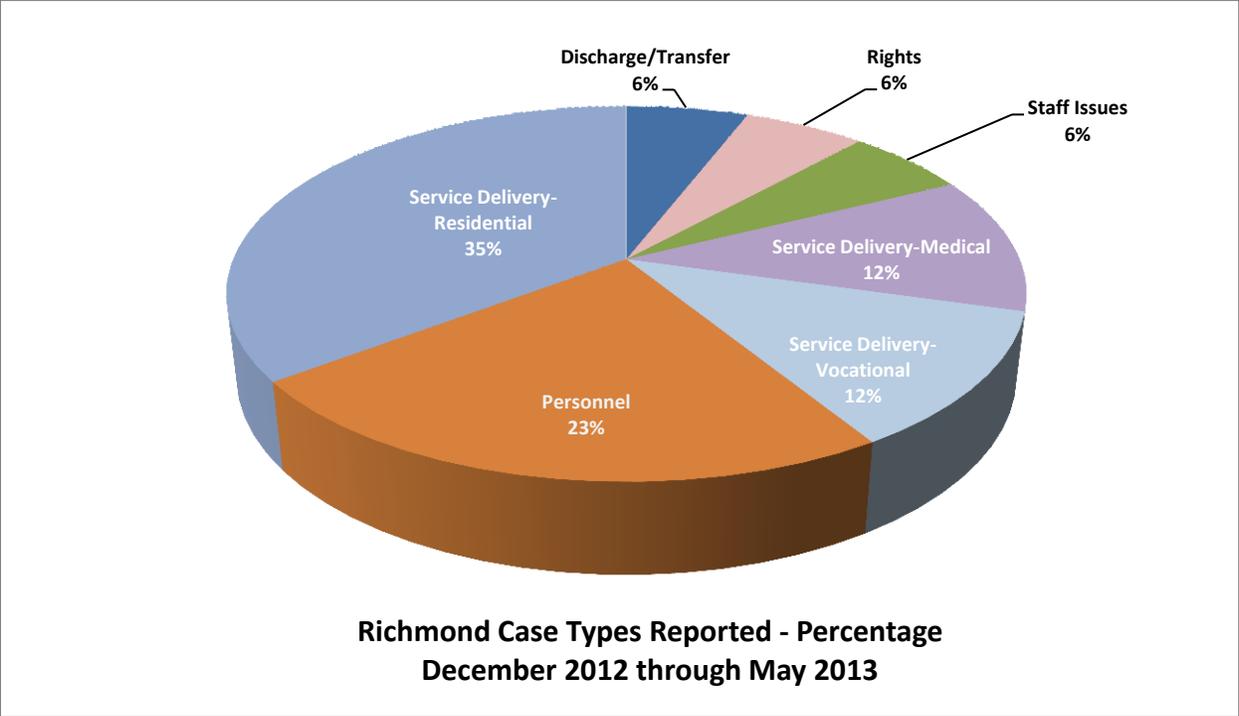
Investigator who was responsible for investigating allegations of abuse, neglect and exploitation at the Richmond SSLC.

Richmond SSLC Demographics			
Year Established	1968	Level of IDD Moderate	6.10%
Population	344	Level of IDD Severe	17.73%
Male	57%	Level of IDD Profound	62.21%
Female	43%	Level of IDD Unspecified	3.89%
Ages ≤21	4	Health Status Moderate	169
Ages 22-54	224	Health Status Severe	11
Ages 55+	116	No Legal Guardian Assigned	44.48%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	10.17%		

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



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

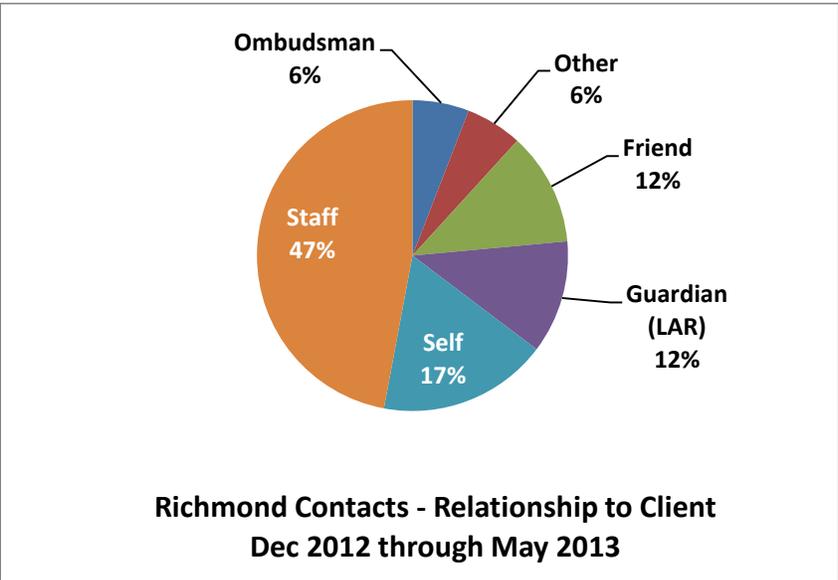


Source: H.E.A.R.T.S.

Dec 2012 through May 2013:

Discharge/Transfer	1
Rights	1
Staff Issues	1
Service Delivery-Medical	2

Service Delivery-Vocational	2
Personnel	4
Service Delivery-Residential	6
TOTAL CONTACTS	17



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

Dec 2012 through May 2013:

Ombudsman	1
Other	1
Friend	2
Guardian (LAR)	2
Self	3
Staff	8
TOTAL CONTACTS	17

Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Rio Grande Center is composed of an ICF component, a Mental Health Facility, and an Out Patient Clinic for the public. The Mental Health Facility recently celebrated its 50th Anniversary and the ICF Component celebrated its 40th anniversary. The ICF Component came into being due to the lobbying efforts of the parents of many of the individuals who would reside at the SSLC. The facility serves 61 individuals with intellectual and development disabilities ranging from profound to mild.

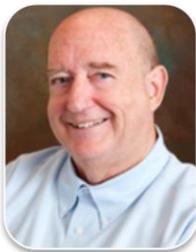
The Center has been taking steps to make the homes safer:

- As some of the population becomes older, they will need more direct assistance due to visual, coordination, and other geriatric problems.
- The exhaust fans will be replaced in the shower rooms making them much safer.
- The facility has also been looking into another type of covering for the floor to provide a safer surface.

The number of injuries has been decreasing significantly due to efforts of the Program Improvement Monitor, ICF Director, and the Dorm Supervisor. After concerns were raised about the level of violent crime in the area, a perimeter fence was built around the homes and the ground had been leveled.

The center has hired a new Human Rights Officer for the ICF component. The AIO, Human Rights Officers and interdisciplinary team members attended training conducted by H&W Consultants on Human Rights Committee.

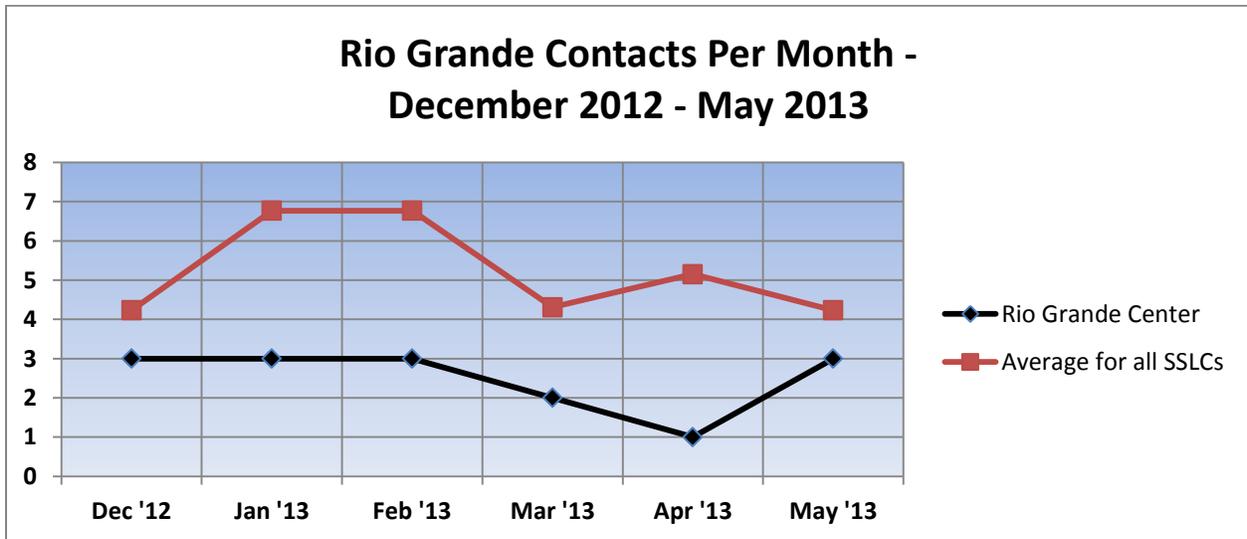
The AIO and nine residents are attending training at the local Arc of Texas on self-advocacy. Additionally, a Power Point Handout was designed to be used with the Ombudsman Training Handout to promote awareness of the office.



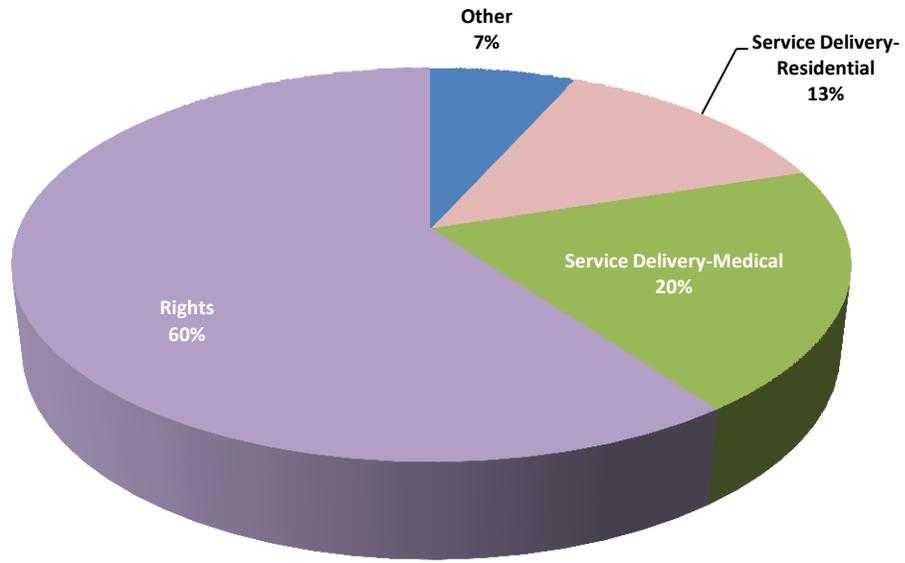
Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed 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	31.15%
Population	61	Level of IDD Severe	27.87%
Male	66%	Level of IDD Profound	36.07%
Female	34%	Level of IDD Unspecified	0%
Ages ≤21	1	Health Status Moderate	18
Ages 22-54	44	Health Status Severe	1
Ages 55+	16	No Legal Guardian Assigned	68.85%
Level of IDD Borderline	0%	Alleged Offenders	0%
Level of IDD Mild	4.92%		

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



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



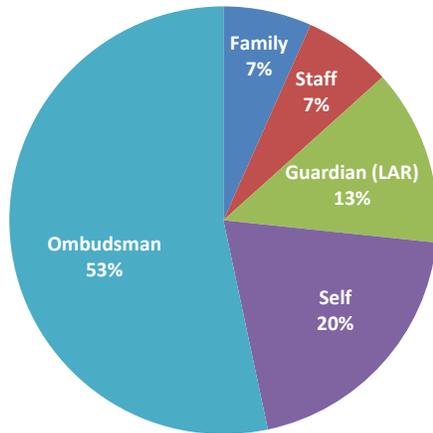
**Rio Grande Center Case Types Reported - Percentage
December 2012 through May 2013**

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

Dec 2012 through May 2013:

Other	1
Service Delivery-Residential	2

Service Delivery-Medical	3
Rights	9
TOTAL CONTACTS	15



**Rio Grande Contacts - Relationship to Client
Dec 2012 through May 2013**

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

Dec 2012 through May 2013:

Family	1
Staff	1
Guardian (LAR)	2
Self	3
Ombudsman	8
TOTAL CONTACTS	15

San Angelo State Supported Living Center

Melissa Deere, Assistant Independent Ombudsman

The San Angelo State Supported Living Center is the home for 215 individuals with profound to mild developmental and physical disabilities. The majority of the individuals are independent in their daily living skills and ambulate without assistance.

There are four homes which serve individuals who primarily use wheelchairs or need assistance when ambulating. One home serves juvenile females, many of whom were referred by the courts and were not competent to stand trial.

There are two homes that are dedicated to serving males who have inappropriate sexual behavior, many of whom currently have or have had charges pending for sexual offenses. The facility employs a Licensed Sexual Offender Treatment Therapist who guides the treatment program for these men. There is one locked home for males and one for females who are physically aggressive to themselves or others and/or have exhibited unauthorized departure.

A new Life Skills program primarily for individuals with autism was implemented. It offers various sensory activities including a vestibular swing, music, colored lights and many other exciting activities. The green house program continues to give individuals experience in growing flowering plants and vegetables from seeds and selling them to staff. They learn how to work hard and it gives them an opportunity to eat what they have grown and encourages them to make healthy choices.

The Self-Advocacy group on campus continues to grow and several new officers have been voted into office by their peers. The previous officers have moved to the community. These meetings are held monthly and give the individuals the chance to express their suggestions and concerns to each other and to brainstorm for solutions. Presentations have been given focusing on how to positively deal with frustration and negative feelings, making healthier snack and drink choices and ways they can improve the campus by cleaning up trash and reporting safety issues.

Due to serious concerns with the Pharmacy Department from Settlement Agreement monitors, the center has hired new pharmacists.

DADS Regulatory visited the campus several times each month to investigate complaints and incidents most of which were unsubstantiated.

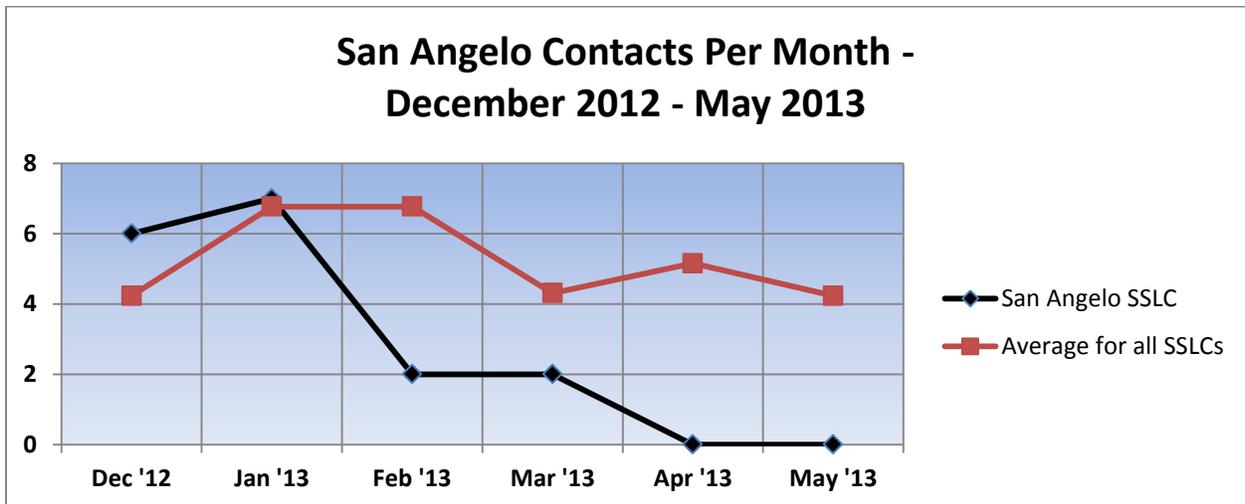
During this six month period, nine individuals were transitioned to community placements. The teams are working diligently to make preparations for several more individuals to transition into community placements within the coming months.



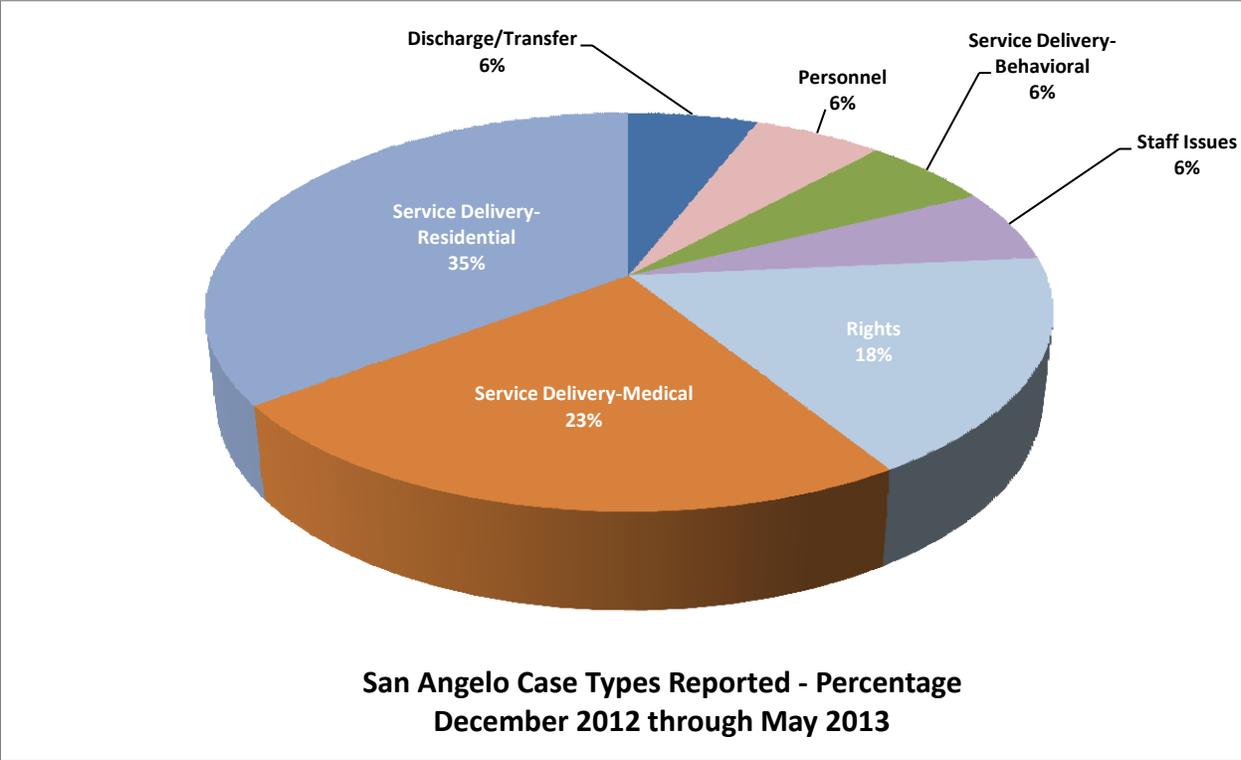
Ms. Deere has a Master’s Degree in Counseling Psychology from Angelo State University. She served as a facility investigator for DFPS Adult Protective Services (APS), during which time she received the “Sherlock Holmes Award” from her peers in 2008. She has over ten years of experience working with people who are intellectually and developmentally disabled. She accepted the position of Assistant Independent Ombudsman in 2010.

San Angelo SSLC Demographics			
Year Established	1969	Level of IDD Moderate	23.26%
Population	215	Level of IDD Severe	12.56%
Male	60%	Level of IDD Profound	12.10%
Female	40%	Level of IDD Unspecified	0.93%
Ages ≤21	12	Health Status Moderate	46
Ages 22-54	138	Health Status Severe	7
Ages 55+	65	No Legal Guardian Assigned	70.70%
Level of IDD Borderline	0.47%	Alleged Offenders	14.88%
Level of IDD Mild	50.70%		

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



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

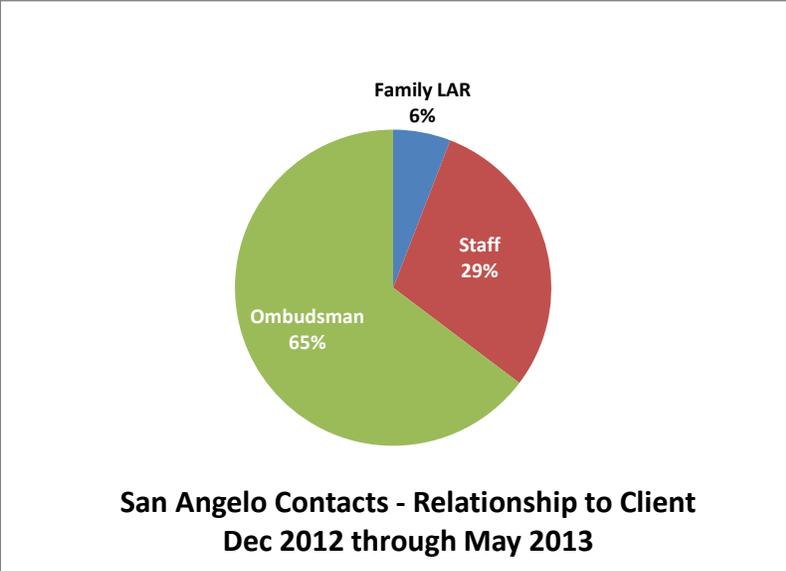


Source: H.E.A.R.T.

Dec 2012 through May 2013:

Discharge/Transfer	1
Personnel	1
Service Delivery-Behavioral	1
Staff Issues	1

Rights	3
Service Delivery-Medical	4
Service Delivery-Residential	6
TOTAL CONTACTS	17



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

Dec 2012 through May 2013:

Family LAR	1
Staff	5
Ombudsman	11
TOTAL CONTACTS	17

San Antonio State Supported Living Center

Jane Dahlke, Assistant Independent Ombudsman

The San Antonio SSLC provides services to 260 individuals with intellectual and developmental disabilities. The Residential Center is divided into three units consisting of eight residential homes. All homes have physical environments that attempt to model one's own home with personal decor and belongings, creating a home-like setting. Two of the homes cater to Individuals who require additional medical supervision, and in some cases total care by direct support professionals. Twenty-four hour nursing care is available in both of these homes. A large number of the individuals residing at San Antonio SSLC attend local schools. Due to their ages and commonalities, there is a home established for this population. The facility has two homes that accommodate males and females who have medical issues but do not necessarily require 24-hour on-site nursing care. Independence and choice are encouraged in daily activities. The Center also accommodates individuals that have court commitments and most live in a designated home on campus.

There are two remaining homes that serve males and females who are behaviorally challenged. These Individuals may need additional psychological and psychiatric services to assist them in accomplishing their daily goals. The Center also has a strong Self Advocacy Group that enables individuals to make their wants and needs known. This group consists of approximately 50 regular attendees that are actively involved in community activities. The Center also provides a strong on-site workshop with approximately 245 paid residents working full time. Contract work consists of various laundry tasks, packaging supplement vitamins, and completing printed materials. After vocational training, some Individuals advance to Community Competitive employment working at Wendy's, Whataburger, and Peter Piper Pizza. Individuals reaching retirement age are offered day programming in the Forever Young Program provided on campus. Various activities are provided for that age group.

Noteworthy activities at San Antonio SSLC in the past six months include:

- The Center has been enhancing agency relationships by meeting with DFPS quarterly to discuss investigative issues and resolution.
- Another harmonious quarterly meeting with DADS Regulatory was completed to discuss various updates. The Center has had various Regulatory visits for complaints and incidents. To date, Regulatory reviews have had successful outcomes.
- State Office representatives and consultants visited the Center and met with the Incident Management Team to provide guidance and training in the areas of incident management and protection from harm.
- The Assistant Commissioner shared recent Legislative decisions including potential raises for Direct Contact Staff.
- Administration at the Center has recently filled recently vacated positions of Assistant Director of Programs and QDDP Coordinator.
- Produced another successful annual Fiesta-sanctioned event involving the San Antonio community to raise funds for Volunteer Services projects that benefit the residents.
- Hosted H&W Consultants for training on Human Rights Committee which was attending by the AIO, Human Rights Officer, HRC members, and interdisciplinary team members.

- The Center continues to maintain a healthy atmosphere by transitioning individuals to group homes in the community. Many Individuals are currently awaiting a community selected home.
- Hosted H&W Consultants for training on Human Rights Committee which was attended by the AIO, Human Rights Officer, HRC members, and interdisciplinary team members.
- The Center continues to maintain a healthy atmosphere by transitioning individuals to group homes in the community. Many Individuals are currently awaiting a community selected home.

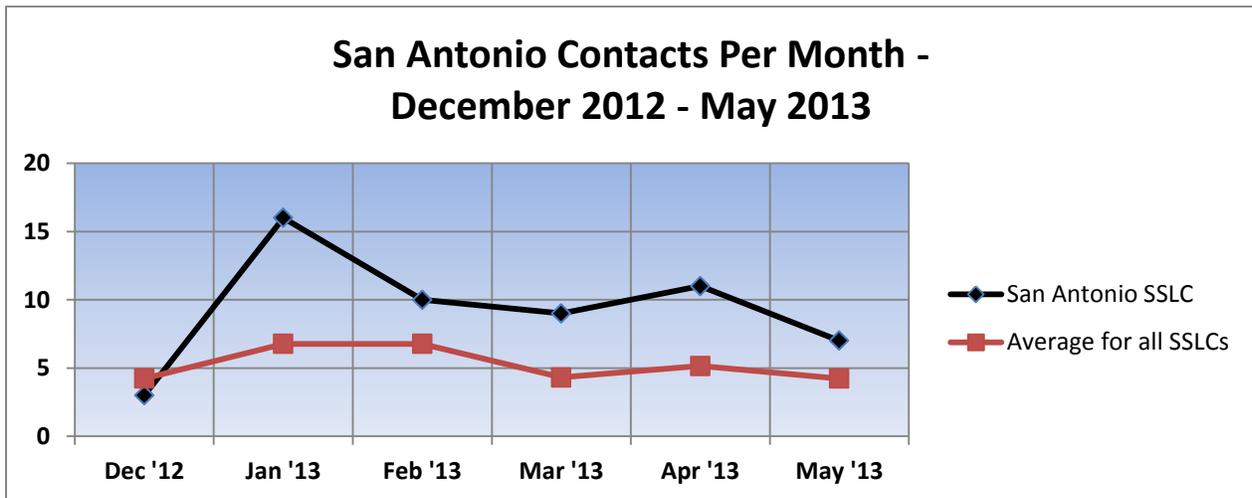


Ms. Dahlke graduated from Texas State University San Marcos with a Bachelor of Science in Recreation Administration. She is a Qualified Developmental Disability Professional, Program Director and a Licensed Social Worker. She is SMQT-certified (Surveyor Minimum Qualifications Test) to conduct Medicaid and Medicare long term care surveys. Ms. Dahlke served as an administrator for a 200-bed Intermediate Care Facility for persons with developmental disabilities/RC facility for ten years. In 1995 she accepted the position of Joint Trainer in ICF for

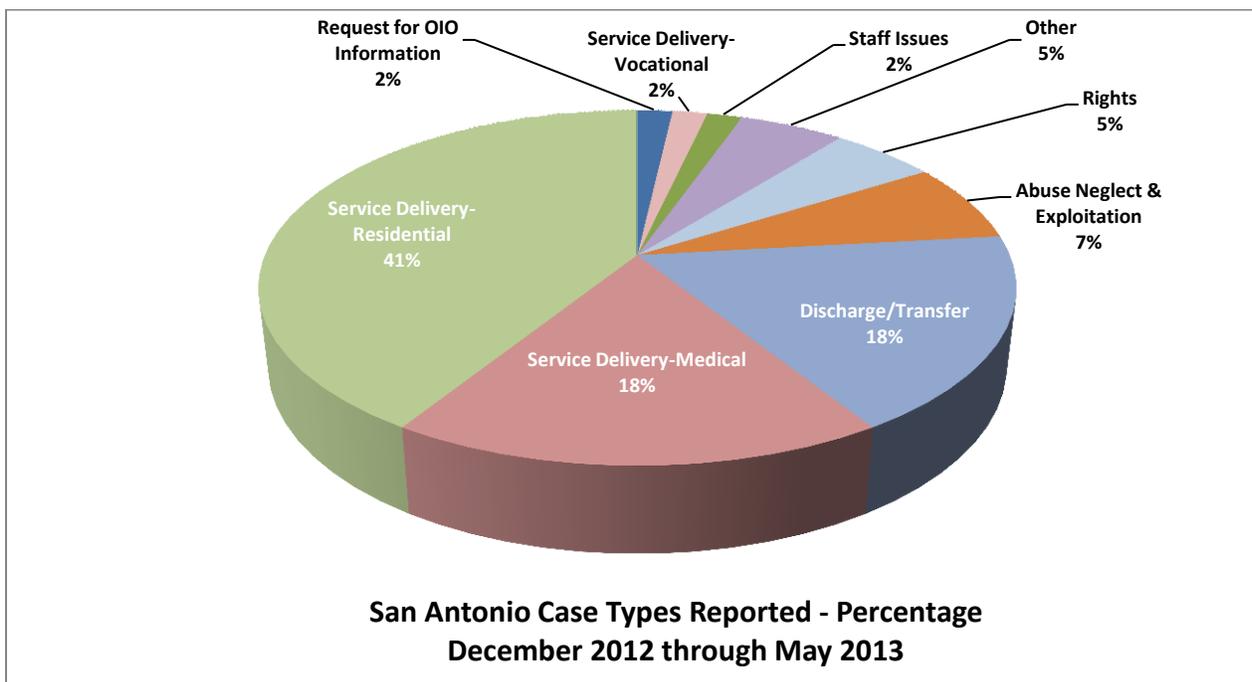
DADS Education Services. After serving as an ICF and Geriatrics Surveyor, Ms. Dahlke transferred to the San Antonio State Supported Living Center. She accepted the position of Assistant Independent Ombudsman in 2010. Although not commissioned at this time, Ms. Dahlke is a State of Texas Peace Officer.

San Antonio SSLC Demographics			
Year Established	1978	Level of IDD Moderate	18.46%
Population	260	Level of IDD Severe	16.92%
Male	62%	Level of IDD Profound	55.77%
Female	38%	Level of IDD Unspecified	0.77%
Ages ≤21	12	Health Status Moderate	87
Ages 22-54	168	Health Status Severe	28
Ages 55+	80	No Legal Guardian Assigned	73.46%
Level of IDD Borderline	0%	Alleged Offenders	1.15%
Level of IDD Mild	8.07%		

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



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

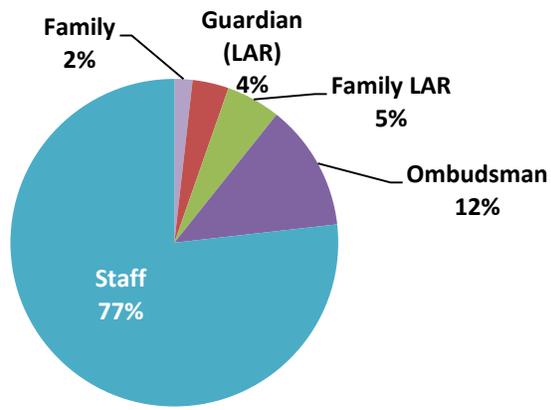


Source: H.E.A.R.T.

Dec 2012 through May 2013:

Request for OIO Information	1
Service Delivery-Vocational	1
Staff Issues	1
Other	3
Rights	3

Abuse Neglect & Exploitation	4
Discharge/Transfer	10
Service Delivery-Medical	10
Service Delivery-Residential	23
TOTAL CONTACTS	56



**San Antonio Contacts - Relationship to Client
Dec 2012 through May 2013**

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

Dec 2012 through May
2013:

Family	1
Guardian (LAR)	2
Family LAR	3
Ombudsman	7
Staff	43
TOTAL CONTACTS	56

Organizational Chart

