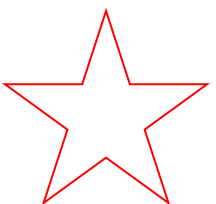
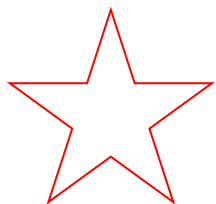
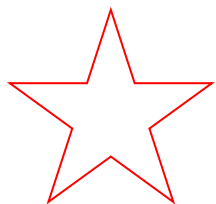
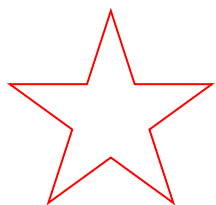


**Office of the Independent Ombudsman  
for State Supported Living Centers**



**Biannual Report**  
**December 2013 through May 2014**

# Table of Contents

Executive Summary.....	5
Aggregate Data .....	6
Demographics of State Supported Living Center Residents .....	6
Incident Reviews .....	8
H.E.A.R.T.S. Data .....	9
Disaggregate Data.....	16
Abilene State Supported Living Center.....	16
Abilene SSLC Demographics.....	17
H.E.A.R.T.S. Data .....	17
Austin State Supported Living Center.....	19
Austin SSLC Demographics.....	20
H.E.A.R.T.S. Data .....	21
Brenham State Supported Living Center .....	22
Brenham SSLC Demographics .....	23
H.E.A.R.T.S. Data .....	24
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 .....	34
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 (Designated Forensic Unit) .....	39
Mexia SSLC Demographics .....	41
H.E.A.R.T.S. Data .....	41
Richmond State Supported Living Center.....	43
Richmond SSLC Demographics.....	43
H.E.A.R.T.S. Data .....	44
Rio Grande State Center .....	45
Rio Grande State Center Demographics.....	46
H.E.A.R.T.S. Data .....	46
San Angelo State Supported Living Center .....	48
San Angelo SSLC Demographics.....	49
H.E.A.R.T.S. Data .....	49

San Antonio State Supported Living Center .....	51
San Antonio SSLC Demographics .....	52
H.E.A.R.T.S. Data .....	53
Organizational Chart .....	55

## **Glossary of Acronyms**

AIO	Assistant Independent Ombudsman
ADOP	Assistant Director of Programs
BCBA	Board Certified Behavior Analyst
CAP	Corrective Action Plan
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
OIG	Office of the Inspector General
OIO	Office of the Independent Ombudsman
PBSP	Positive Behavior Support Plan
PDP	Person Directed Plan
PIM	Program Improvement Manager
POC	Plan of Correction
PSP	Personal Support Plan
QDDP	Qualified Developmental Disability Professional
QIDP	Qualified Intellectual Disability Professional
QMRRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident
UIR	Unusual Incident Review

## Executive Summary

The Office of the Independent Ombudsman for State Supported Living Centers (OIO), established by the 81<sup>st</sup> Legislature, is required to issue a biannual report on the scope and activities of the Office. This report reflects that charge from December 1, 2013 to May 31, 2014. The Office was created to be an independent advocate and protection for the residents of the 12 State Supported Living Centers (SSLCs) and the ICF component of the Rio Grande State Center. The legislation mandates that this report provide data and analysis in an aggregate and disaggregate format. Included in each section is a profile of the current demographics, data, and analysis of each center, as well as of the system as a whole. Also, a brief narrative is included summarizing the activities at each center during this reporting period. The following general observations must be highlighted:

- The synopsis of the activities at each center was provided by the Assistant Independent Ombudsman (AIO) at that center and reflects their perspectives. They are intended to briefly highlight some of the activities at the individual centers and are not a comprehensive report of the center's events or status.
- The Austin SSLC remains a center with issues. The initiatives and progress made to date by Director Laura Cazabon-Braly are encouraging. We feel that stability is a major concern for this Center and our office will continue to work with the director and her team to address the issues at the Austin SSLC.
- A significant number of the Unusual Incident Reports (UIRs) reviewed by our Office occurred at the two centers which serve significant forensic populations. The data from the Mexia and San Angelo SSLCs demonstrates this population requires specifically focused oversight and specialized staff development. The statistics bear out the unique nature of this population.
- The OIO is partnering with DADS to certify our staff as Person Centered Thinking trainers. This is a two-year program directed by the Texas Center for Disabilities (UT- Austin) and the Center for Disabilities and Development (TAMU). The Office will then serve as a resource to catalyze the paradigm shift in care at all the centers.

My thanks to the Governor and his staff, the leadership of HHSC and the DADS team for their continued support. Our office also thanks the Texas Legislature for the confidence placed in this Office as we fulfill our designated mission to be a protection and source of assistance for residents of the SSLCs, their families, guardians and staffs.

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

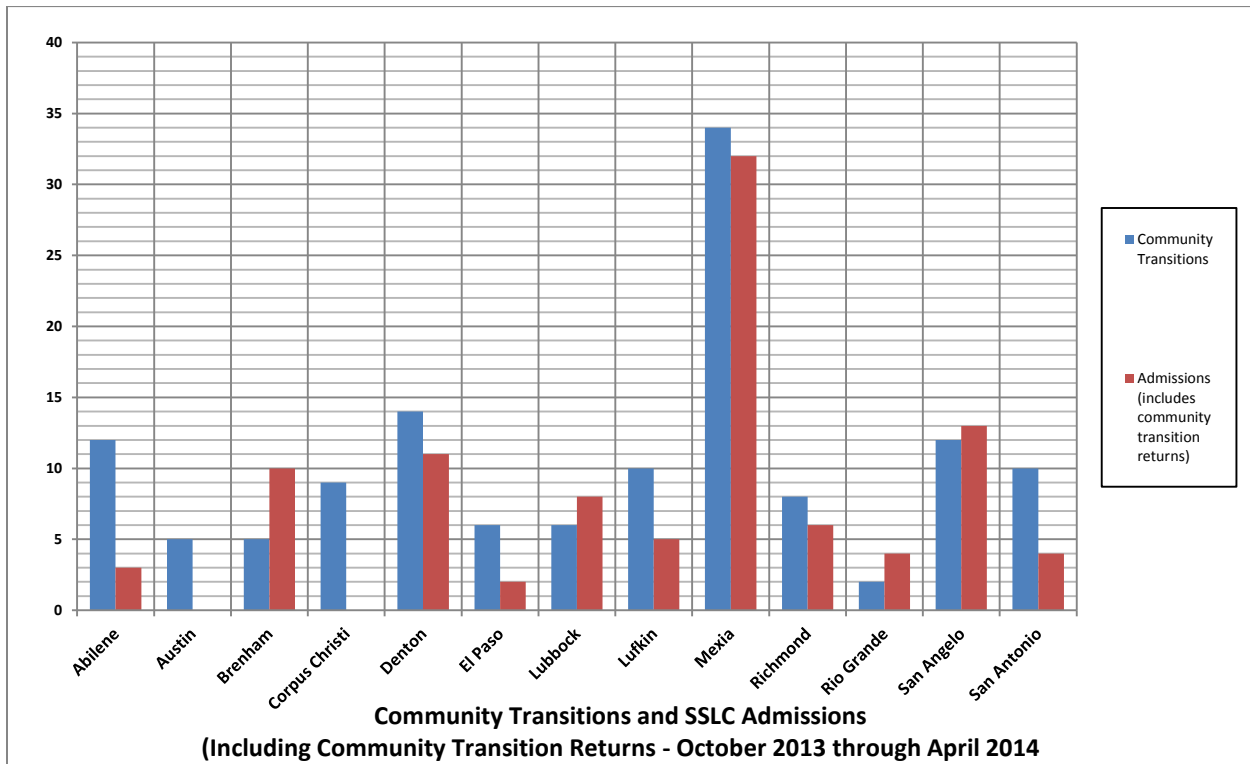
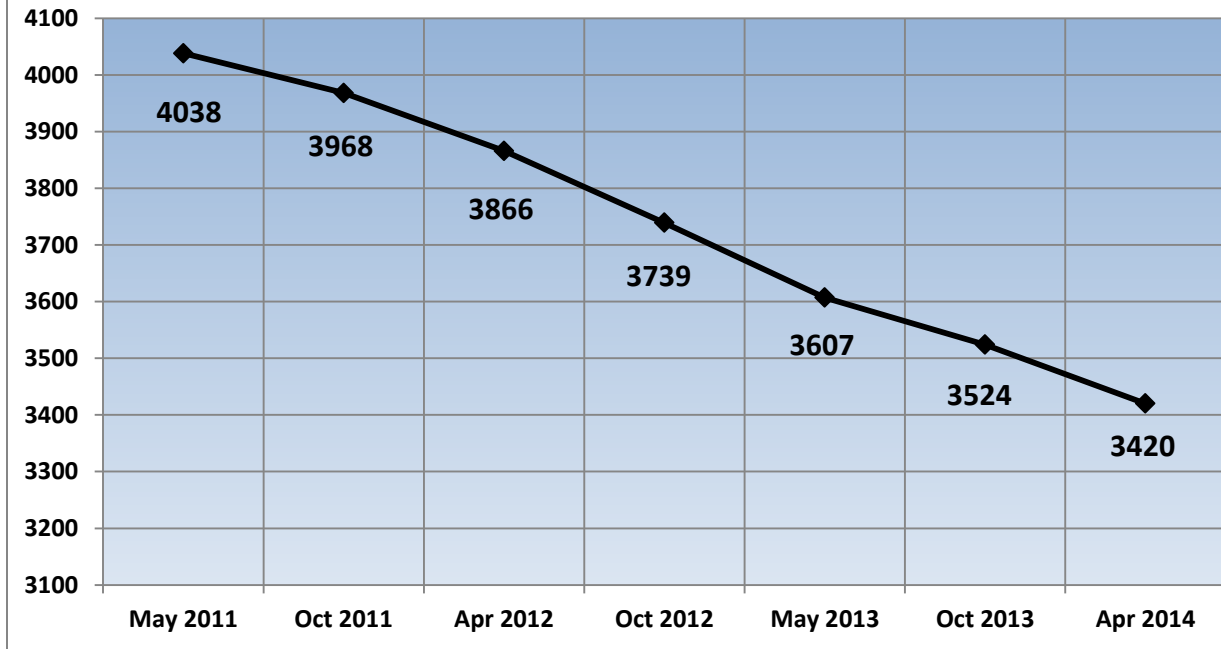
Criterion	As Of October 31, 2013	As Of April 30, 2014
Total Population	3524	3420
Male	60.78%	61%
Female	39.22%	39%
Ages ≤21	206 (5.85%)	196 (6%)
Ages 22-54	2037 (57.80%)	1960 (57%)
Ages 55+	1281 (36.35%)	1264 (37%)
Level of IDD Borderline	5 (0.14%)	5 (<1%)
Level of IDD Mild	527 (14.95%)	502 (15%)
Level of IDD Moderate	502 (14.25%)	488 (14%)
Level of IDD Severe	567 (16.09%)	553 (16%)
Level of IDD Profound	1894 (53.75%)	1830 (54%)
Level of IDD Unspecified	29 (0.82%)	42 (1%)
Health Status Moderate	1173 (33.29%)	1146 (34%)
Health Status Severe	339 (9.62%)	331 (10%)
No Legal Guardian Assigned	1468 (41.66%)	1376 (40%)
Alleged Offenders	257 (7.29%)	233 (7%)

Demographics, which have been provided by DADS, indicate that from October 31, 2013 to April 30, 2014, the total population decreased by 104 residents, or 3%. The number of residents 54 and younger decreased by 87, while the number of residents 55 and older decreased by 17. The percentage of residents 55 and older increased from 36.35% to 36.96%, however.

The following two charts emphasize two evident trends:

- Chart 1: Total census decline. The total number of residents at the centers system-wide continues to decrease. This population decrease has occurred from May 2011 through April 2014.
- 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 number of admissions at the Mexia and San Angelo SSLCs reflect the forensic character of the populations at these centers. These admissions are a result of judicial commitments. Secondly, there have been no admissions to the Austin or Corpus Christi SSLCs during this reporting period.

## Total Number of Residents at the SSLCs



## 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 completed by the SSLC and 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 or OIG.
- 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, 2013 to May 31, 2014.

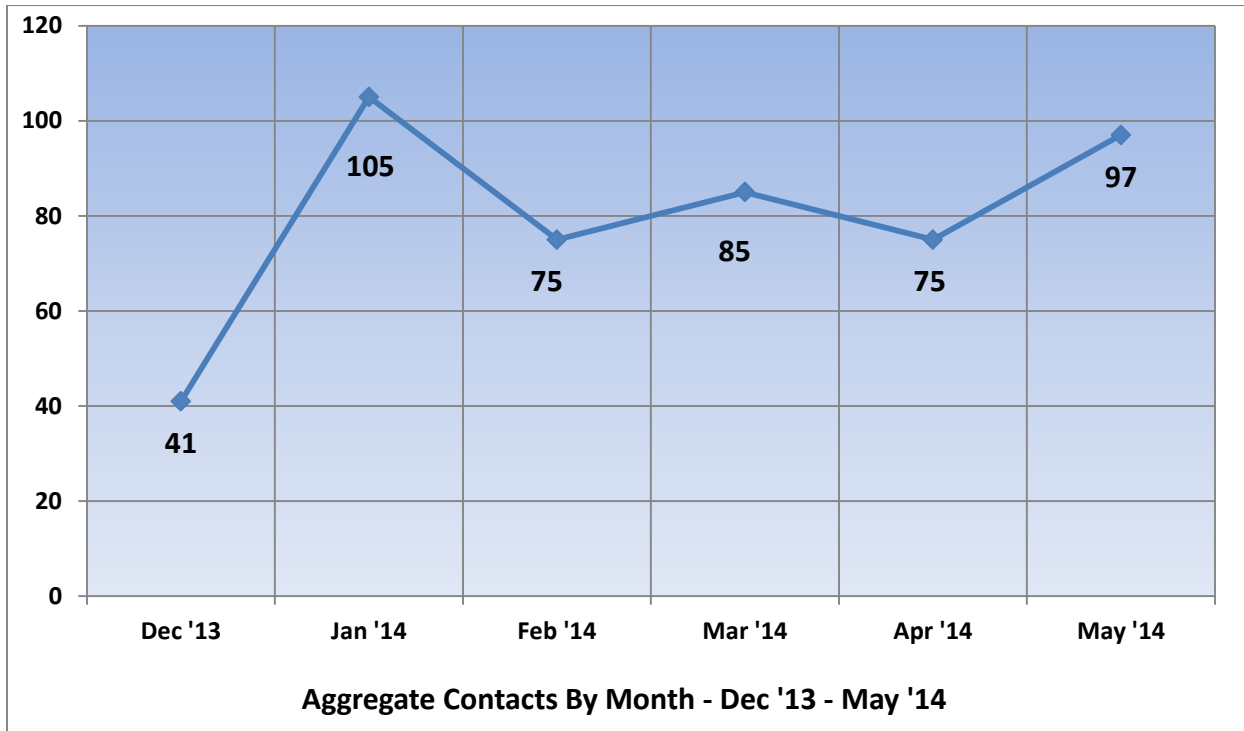
SSLC	Count	SSLC	Count
Abilene	120	Lufkin	96
Austin	147	Mexia	381
Brenham	77	Richmond	86
Corpus Christi	245	Rio Grande	18
Denton	125	San Angelo	396
El Paso	104	San Antonio	92
Lubbock	88	<b>Total</b>	<b>1975</b>

Incident Reviews, December 1, 2013 to May 31, 2014



## 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	Number of Contacts Per Month By SSLC						Total	% of Total
	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14		
Abilene	4	3	1	5	2	5	20	4%
Austin	0	5	6	8	6	7	32	7%
Brenham	4	11	4	5	5	4	33	7%
Corpus Christi	7	27	13	12	7	22	88	18%
Denton	4	5	5	6	5	6	31	7%
El Paso	8	6	8	9	7	7	45	9%
Lubbock	4	4	2	4	4	0	18	4%
Lufkin	1	7	9	6	5	7	35	7%
Mexia	0	3	5	6	9	8	31	6%
Richmond	0	11	3	2	9	5	30	6%
Rio Grande	2	4	3	4	3	3	19	4%
San Angelo	0	7	8	10	7	9	41	9%
San Antonio	7	12	8	8	6	14	55	12%
<b>TOTALS</b>	<b>41</b>	<b>105</b>	<b>75</b>	<b>85</b>	<b>75</b>	<b>97</b>	<b>478</b>	<b>100%</b>

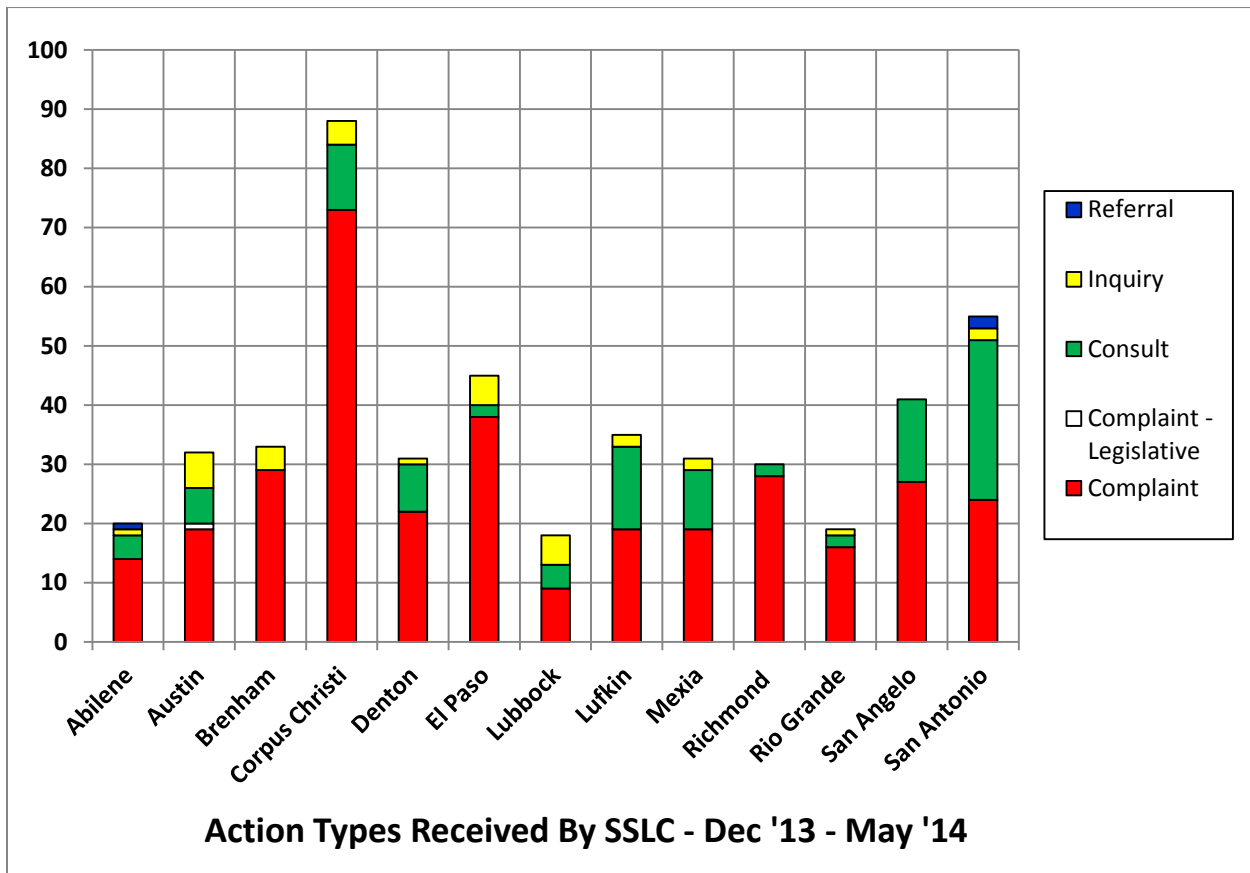
Source: H.E.A.R.T.S.

The graph that follows shows the volume of each action type by SSLC. Contacts made to the OIO are categorized in order to identify the type of action required of the office. Action types are defined in the table below.

<b>Action Types</b>	
<b>Action Type</b>	<b>Description</b>
Complaint	An expression of dissatisfaction
Complaint-Legislative	An expression of dissatisfaction identified from a legislative office; completed by Central Office
Consult	Caller consults ombudsman for his/her expertise
Inquiry	Caller asks a question that does not require action of the ombudsman; clarification
Referral	An expression of dissatisfaction from a caller referred by another entity

The graph shows that the highest number of complaints made which required an investigation in this reporting period were in Corpus Christi, with the fewest from Lubbock. The highest number of consults were in Corpus Christi and San Antonio. There were no consults documented for Brenham.

The data from the Corpus Christi SSLC merits elucidation. The activity of our office at the Corpus Christi facility is reflective of several factors. The tenure, commitment, background and education of the AIO at Corpus have given rise to a strong bond with the residents and a heightened awareness of the services offered by our office. The resulting trust relationships are revealed in the readiness of the residents and staff to seek the resources of our office.



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

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 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 residential service delivery. The second largest case type is in the area of personnel, with the third largest being medical service delivery. The high number of contacts which are defined by the case type “personnel” reflect staff at SSLCs bringing human resources issues to the AIO. The policy of the OIO is to listen respectfully to the respondent, explain that the office is not authorized to assist staff in these matters and to refer the complainant to the appropriate administrative office. We feel that the practice of bringing these issues to the AIO reflects confusion in the minds of staff as to where to go to address HR questions.

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.

Case Type	Abilene	Austin	Brenham	Corpus Christi	Denton	El Paso	Lubbock	Lufkin	Mexia	Richmond	Rio Grande	San Angelo	San Antonio	TOTALS
Service Delivery-Residential	8	10	8	44	7	17	7	6	7	13	7	16	19	169
Personnel	1	8	10	6	9	1	4	2	5	12	0	1	1	60
Service Delivery-Medical	2	1	4	3	5	0	1	6	2	0	4	3	12	43
Discharge/Transfer	1	6	3	1	1	7	3	5	7	1	0	6	1	42
Rights	3	2	1	7	1	3	1	9	3	1	5	1	3	40
Service Delivery-Behavioral	1	1	2	10	2	5	1	4	3	0	0	1	1	31
Abuse Neglect & Exploitation	1	0	1	1	2	6	0	2	0	0	1	3	9	26
Other	0	1	3	5	0	2	1	1	1	1	0	3	4	22
Service Delivery-Vocational	0	0	0	6	0	0	0	0	2	1	1	1	1	12
Guardianship	0	0	1	0	0	1	0	0	0	1	1	5	2	11
Non-SSLC Issue	2	0	0	5	0	2	0	0	0	0	0	0	0	9
Request for OIO Information	0	3	0	0	1	1	0	0	0	0	0	0	2	7
Staff Issues	1	0	0	0	3	0	0	0	0	0	0	0	0	4
High Risk Determination	0	0	0	0	0	0	0	0	1	0	0	1	0	2
<b>TOTALS</b>	<b>20</b>	<b>32</b>	<b>33</b>	<b>88</b>	<b>31</b>	<b>45</b>	<b>18</b>	<b>35</b>	<b>31</b>	<b>30</b>	<b>19</b>	<b>41</b>	<b>55</b>	<b>478</b>

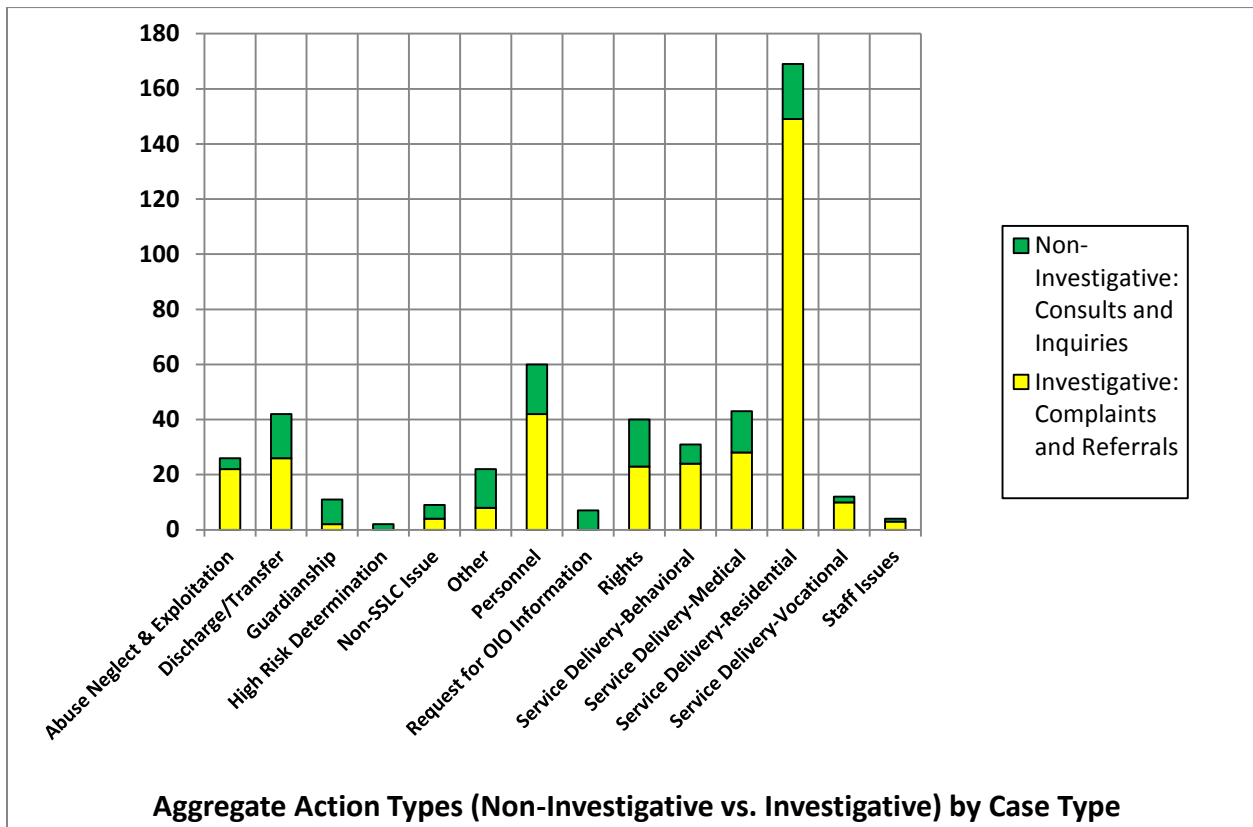
Source: H.E.A.R.T.S.

Case Types	
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
High Risk Determination	Involving the SSLC process of high risk determination; individual comes to facility from a criminal court commitment
Non-SSLC Issue	Involving an issue not related to issue(s) involving the SSLC
Other	Involves an issue not identified by any other case type
Personnel	Involving specific employment issues not involving retaliation; caller referred by ombudsman to appropriate entity
Request for OIO Information	Caller requests information 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, rehabilitative 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
Staff Issues	Issues that clearly don't involve Human Resources or a referral to administration for personnel matter; involving staff training or behavior

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, neglect or exploitation. 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 AIOs are utilized. 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 with regard to the rights of the individuals and the expertise of our AIOs in this subject matter.

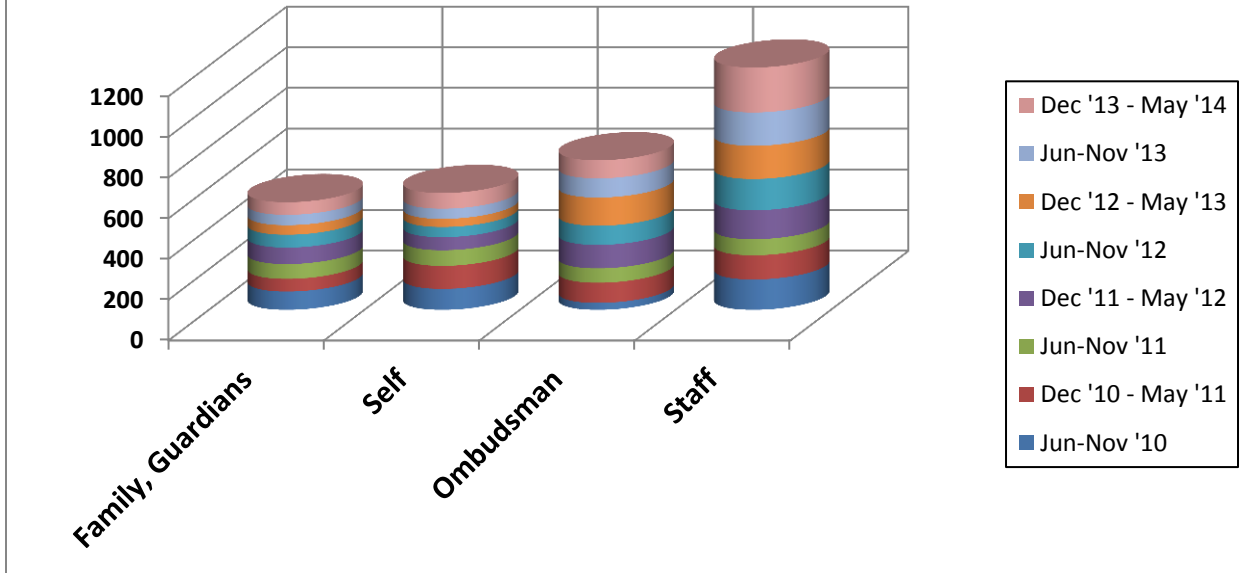


The H.E.A.R.T. System is also able to track the caller’s relationship to the resident. This is helpful in order to show the group that utilizes our office with the greatest frequency. In each reporting period since the OIO’s creation, Staff has had the highest aggregate percentage of callers to initiate contact with the AIOs. The chart below provides a comparison of the callers’ relationships from the last seven 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 (34%).

The second largest source of contact is the Ombudsman. The ombudsman or AIO may initiate a complaint on behalf of a resident. Many of the residents at each center are unable to express themselves using words 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 the ombudsman initiating an investigation.

The residents are the third largest number of contacts, with self as the relationship to client being the source for a total of 577 cases from July 1, 2010 to May 31, 2014 (16.3% of total cases). Family members, guardians and legally authorized representatives of residents represent the fourth largest source of contacts to the OIO, initiating 15% of total cases since July 1, 2010.

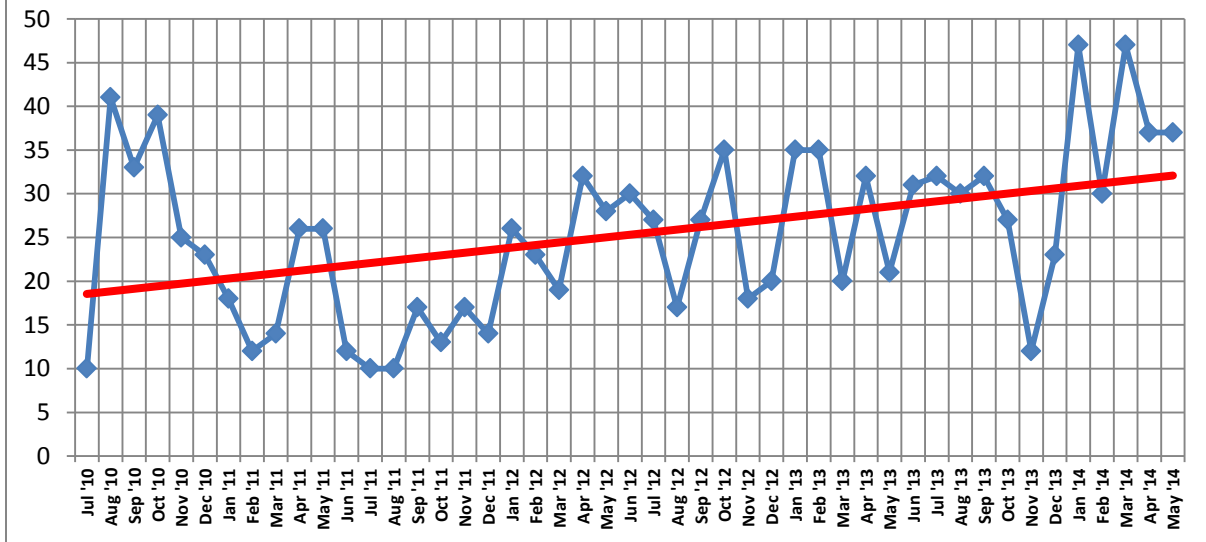
## Most Prevalent Contact Relationships to Resident Comparison of Last Eight 6-Month Periods



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

The importance of the staff as our leading source of contact cannot be overestimated. The trend line in the graph below shows the overall increase in the number of contacts made by staff members of the SSLCs over the last four years. It 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 at the facilities.

## Number of Staff Contacts Per Month July '10 through May '14



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

# Disaggregate Data

## Abilene State Supported Living Center

Jill Antilley, Assistant Independent Ombudsman

The Abilene State Supported Living Center is the home to people who function in various capacities. This Center cares for people who require 24-hour nursing assistance and total staff care to people who are more independent who need less staff assistance. There are also minor males in one home. These young men attend different schools in the community. There are 22 homes consisting of four units and an Infirmary at the facility. Each unit ranges in the number of homes from four to seven homes in the Unit. In the past there were six units with six Unit Directors. One home has moved to a different building in the last six months. This center also has its own habilitation department, a dental office, a place where wheelchair modifications can be done, several workshops, and an eatery called "The Diner."

Abilene SSLC became a tobacco-free facility on January 1, 2014. This is the first State Supported Living Center to ban tobacco use by employees and visitors. Staff cannot smoke, dip, or use vapor cigarettes anywhere on the facility grounds. The people who live at the Abilene State Supported Living Center that smoke, dip, or use vapor cigarettes are still allowed to use tobacco in the designated smoking areas around their homes. Smoking cessation classes were offered on several occasions to the staff who work at the center.

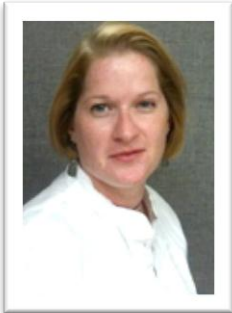
In January of 2014 the facility closed all of the entrances and set up a monitor at one gate due to an incident involving a minor who stole a vehicle. The young man was returned to the SSLC safely the same day. The gates were opened back up a just over a month later when other protections were in place to prevent similar incidents.

Other significant events:

- The use of restraints has decreased in the number of frequency, duration and number of injuries.
- Ten BCBA's are now employed by the facility. Eight of them were products of the facility's development system.
- Eleven Guardianships have been obtained in the past six months. Five of those guardianships were completed with funding from the Guardian Assistance Program (Funding from Volunteer Service Council)
- The facility received three new para transit vehicles on May 29, 2014. This was accomplished by donations to the Volunteer Services Council.
- There has not been success in finding a second full time dentist for the facility. The position is now being advertised internationally.
- The previous QA Director retired in December of 2013 and a new QA Director was hired. The new QA Director has experience with both the Abilene Center and State Office.
- After a long and successful career at the Abilene SSLC, the Community Relations Director retired from state service.
- A new Hospital Liaison was hired. The previous Hospital Liaison was promoted within to another position.



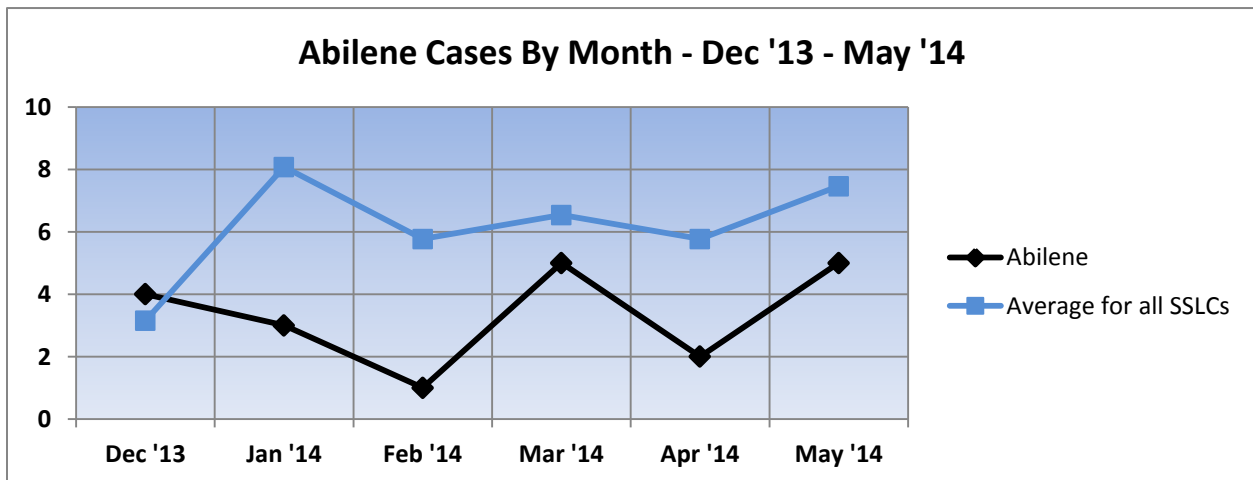
- DADS Regulatory made several visits for complaint investigations which did not result in deficiencies cited. The annual review resulted in standard level deficiencies, but no conditions placed.



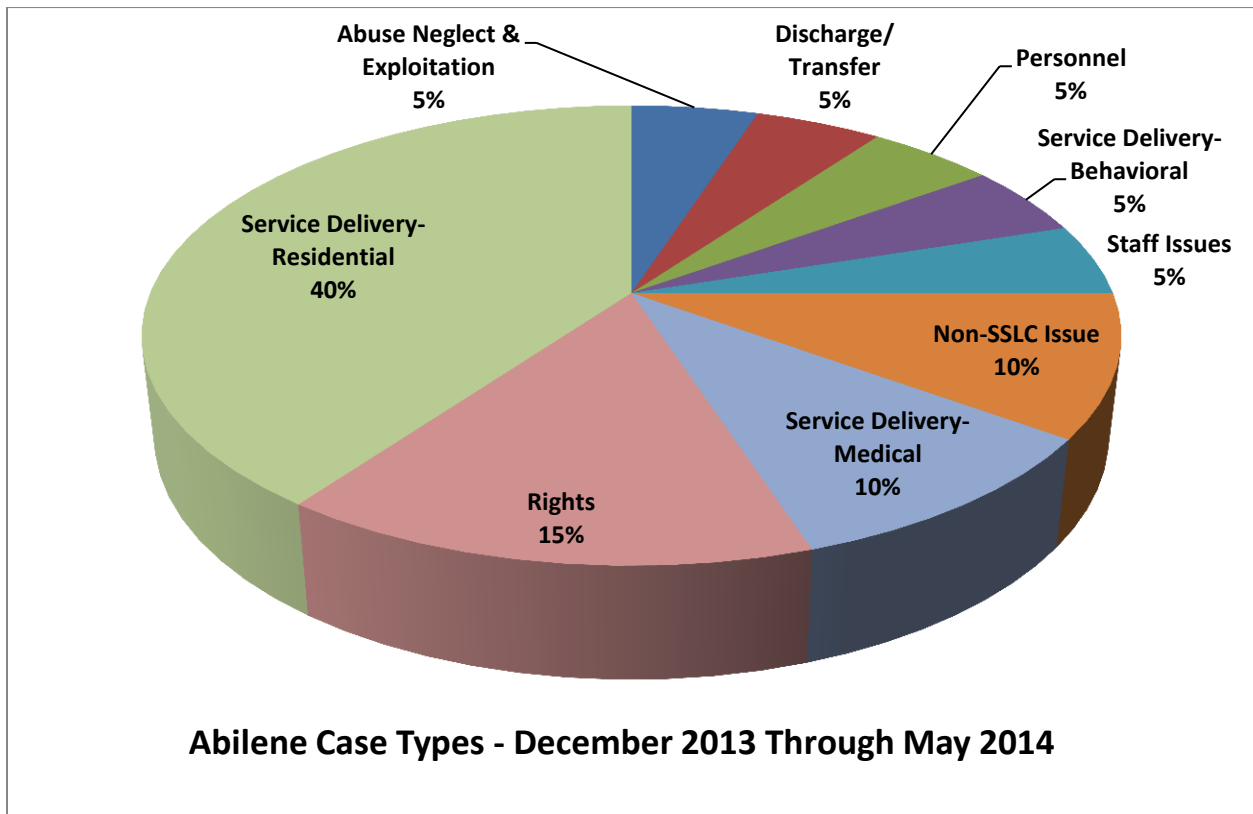
*Ms. Antilley has worked for the Abilene State Supported Living Center for several years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's Degree in Police 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.*

<b>Abilene SSLC Demographics</b>			
<b>Year Established</b>	1957	<b>Level of IDD Moderate</b>	14%
<b>Population</b>	362	<b>Level of IDD Severe</b>	15%
<b>Male</b>	50%	<b>Level of IDD Profound</b>	62%
<b>Female</b>	50%	<b>Level of IDD Unspecified</b>	<1%
<b>Ages ≤21</b>	8	<b>Health Status Moderate</b>	148
<b>Ages 22-54</b>	203	<b>Health Status Severe</b>	34
<b>Ages 55+</b>	151	<b>No Legal Guardian Assigned</b>	42%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0%
<b>Level of IDD Mild</b>	8%		

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



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

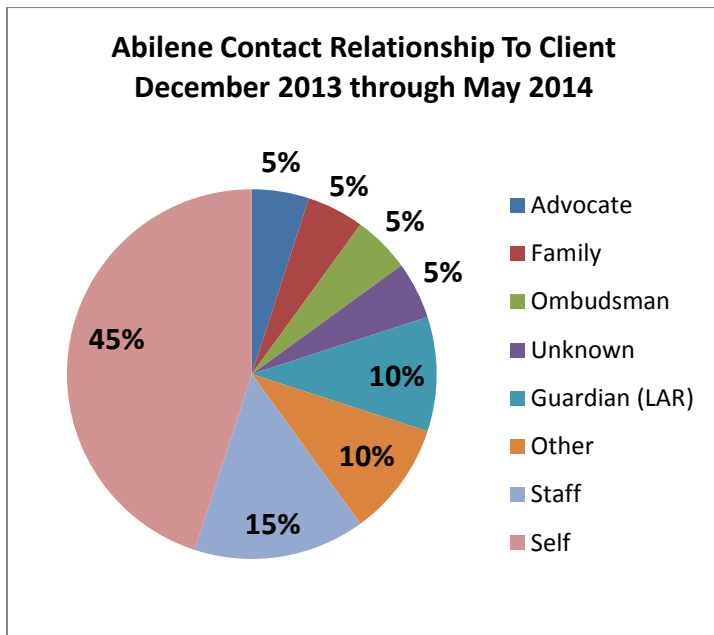


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Personnel	1
Service Delivery-Behavioral	1
Staff Issues	1
Non-SSLC Issues	2
Service Delivery-Medical	2
Rights	3
Service Delivery-Residential	8
<b>TOTAL</b>	<b>20</b>

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 2013 through May 2014:

Advocate	1
Family	1
Ombudsman	1
Unknown	1
Guardian (LAR)	2
Other	2
Staff	3
Self	9
<b>TOTAL</b>	<b>20</b>

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 274 individuals *[as of May 31, 2014]* with varying degrees of intellectual disabilities, a number of whom also have physical disabilities. The Center is comprised of four residential units. Residents of the first unit require extensive nursing and personal care supports. All of these residents use wheelchairs for mobility and many receive nutrition via enteral feeding. The second unit serves females and the third unit serves males, both of which require behavioral supports. The fourth unit, formed in May 2014, is comprised of four homes providing specialty services for people who are medically fragile with behavioral challenges, males and females requiring more extensive behavioral supports, and people needing supports associated with autism spectrum challenges. There is great diversity in the level of support needed to perform functional living skills among residents. A small number of individuals at the facility 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.

The Center continues to experience significant turnover in positions at all levels, including all executive and most mid-management positions. Laura Cazabon-Braly, the newly hired Director as of January 1, 2014 immediately began implementing systemic changes to build permanent, sustainable systems that will enhance individualized service delivery as well as facility management over the long-term.

The many on-going changes at the Austin SSLC will be evaluated based on monitoring for compliance with ICF-IID regulatory, Settlement Agreement, and Systems Initiative Agreement (SIA) requirements. The Systems Initiative Agreement, finalized in January 2014 with the Centers for Medicare and Medicaid Services (CMS) after the Austin SSLC failed to demonstrate compliance with previously cited deficiencies, will end August 31, 2014. Five of the required monthly monitoring visits by the SIA Compliance Officer have been completed with reported improvement in all areas of focus.

The seventh Settlement Agreement monitoring in February 2014 resulted in a gain of compliance for 14 provisions, maintenance of compliance in 19 provisions, and a failure to maintain compliance in seven provisions. Six of the seven provisions not maintaining compliance were related to administrative process in the area of Protection from Harm. Systemic changes have been implemented and plans of correction are in place to address deficiencies.

The DADS Regulatory Annual Survey to determine compliance with federal ICT-IID requirements resulted in three Immediate Jeopardy, five Conditions of Participation, and three Standard Level citations. A vast improvement is demonstrated by the May 14, 2014 DADS Regulatory follow-up monitoring visit which averted the possibility of lost revenue through decertification prior to the completion of the SIA. All Conditions of Participation were cleared and two standard level citations remain, which were not reviewed as they are included in the SIA ending on August 31, 2014.

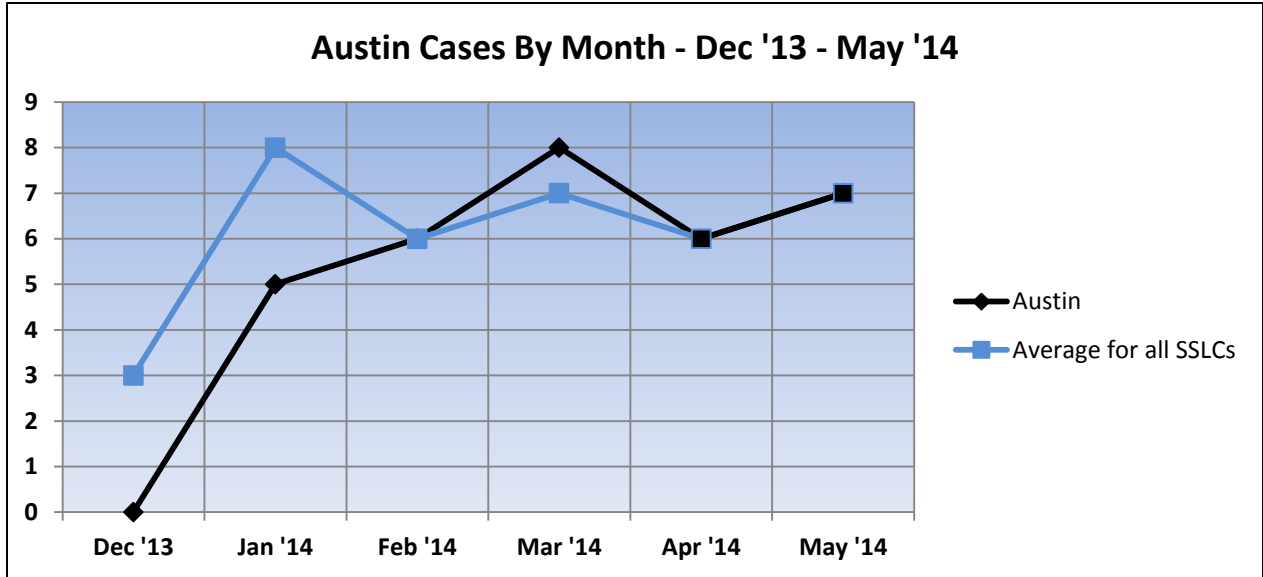


*Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has many years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for 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*

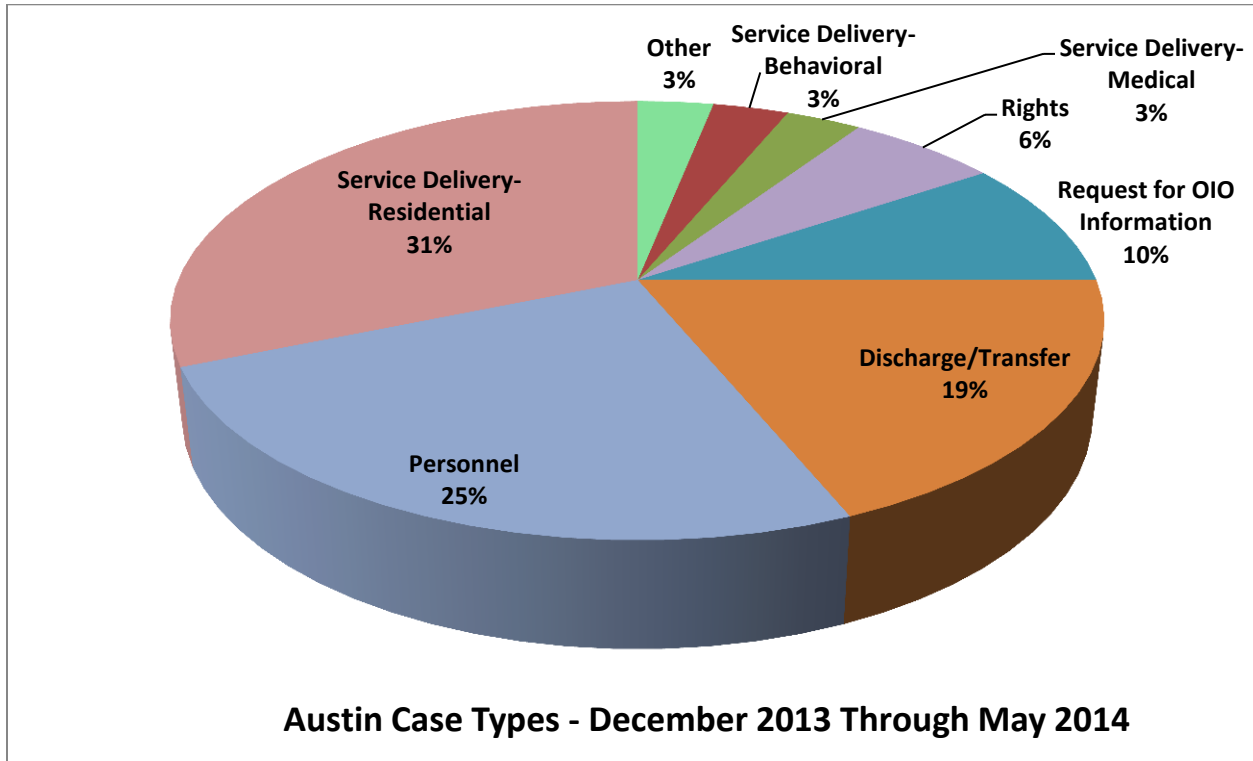
*Services (DADS), she engaged in improvement efforts for State facilities serving people with intellectual and developmental disabilities during the negotiations and finalization of the U.S. Department of Justice Settlement Agreement. She accepted the Assistant Independent Ombudsman position in May 2012.*

<b>Austin SSLC Demographics</b>			
<b>Year Established</b>	1917	<b>Level of IDD Moderate</b>	11%
<b>Population</b>	278	<b>Level of IDD Severe</b>	23%
<b>Male</b>	55%	<b>Level of IDD Profound</b>	58%
<b>Female</b>	45%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	3	<b>Health Status Moderate</b>	66
<b>Ages 22-54</b>	117	<b>Health Status Severe</b>	49
<b>Ages 55+</b>	158	<b>No Legal Guardian Assigned</b>	15%
<b>Level of IDD Borderline</b>	<1%	<b>Alleged Offenders</b>	<1%
<b>Level of IDD Mild</b>	8%		

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



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

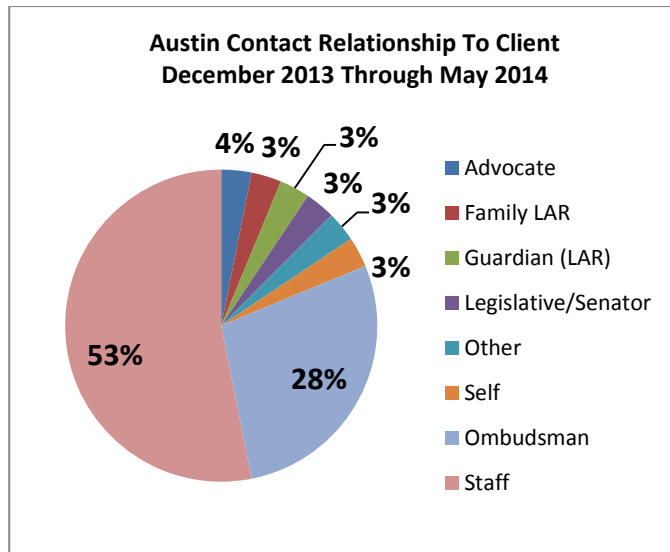


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Other	1
Service Delivery-Behavioral	1
Service Delivery-Medical	1
Rights	2
Request for OIO Information	3

Discharge/Transfer	6
Personnel	8
Service Delivery-Residential	10
<b>TOTAL CONTACTS</b>	<b>32</b>



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

Dec 2013 through May 2014:

Advocate	1
Family LAR	1
Guardian (LAR)	1
Legislative/Senator	1
Other	1
Self	1
Ombudsman	9
Staff	17
<b>TOTAL</b>	<b>32</b>

## Brenham State Supported Living Center

Susan Aguilar, Assistant Independent Ombudsman

The Brenham SSLC provides services to individuals with intellectual disabilities that range from profound to mild. Many of these residents require behavioral supports and some also require psychiatric services. Brenham SSLC is one of the centers that serves children and adolescents and they reside in cottages. Educational services are provided by Brenham Independent School District (BISD), and as of September 2013, all school aged residents are served at local schools.

The center currently has a census of 287 individuals and is made up of three residential units. The first unit is comprised of two systems buildings, one of which serves individuals with significant medical and/or physical needs, and the other residential building serves primarily older individuals who have health conditions and physical management needs associated with aging. The second unit is comprised of a systems building as well as three 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. One home in this unit has been designated as the environmentally safe home and has specialized supports geared towards the needs of individuals who are known to ingest non-food items. The third unit serves males and is comprised of a systems building and four cottages. These individuals represent a wide range of ages and many are employed in some capacity.

The center also provides a variety of work opportunities on- and off-campus. Employment Services continues to provide employment in various capacities for several persons who live in group homes and this is viewed as a mutually beneficial relationship. Employment Services leadership continues to have involvement with the Brenham Chamber of Commerce in order to promote awareness of the types of employment services offered in the community.

The center continues to experience a high rate of turnover with QIDPs. This has resulted in larger caseloads being the norm as opposed to the exception and does impact the QIDP’s ability to provide timely and effective monitoring, and take needed action. This is also of concern to family members since the QIDP is responsible for coordinating service delivery and typically serves as a primary contact for families. Families have brought this concern to the attention of the AIO as well as to administration.

The center continues to include the AIO in Unusual Incident Review committee meetings and takes any concerns expressed by the AIO into account when recommending actions to be taken. Incident Management and this committee continue to show a commitment towards keeping residents safe by engaging in thoughtful discussion of relevant issues and recommending appropriate actions.

During this reporting period, DADS Regulatory was at the facility to investigate reportable incidents as well as complaints. Investigation of reportable incidents resulted in the center receiving standard level deficiencies in January which were later cleared. Three deficient practices were cited in April as a result of a complaint investigation and these have not yet been cleared.

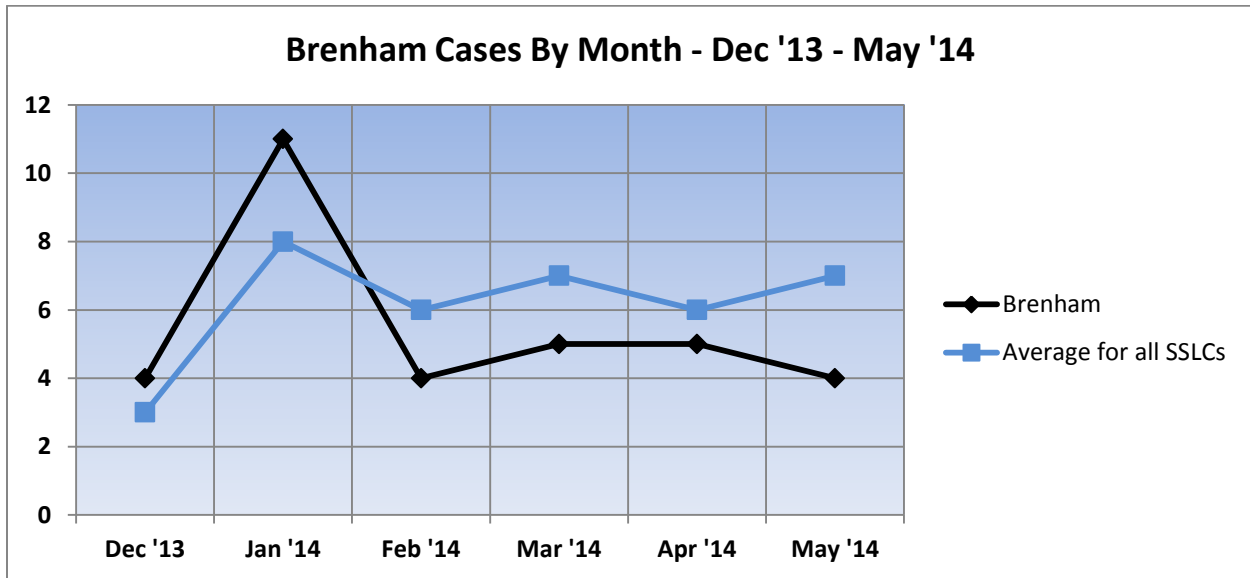
The center recently celebrated a 40th anniversary with a full day of events for residents, family and staff. This celebration was attended by the Assistant Commissioner of DADS, local officials and representation from Representative Kolkhorst and Representative McCaul’s offices. The Family Association contributed to and supported this event as did others from the local community.



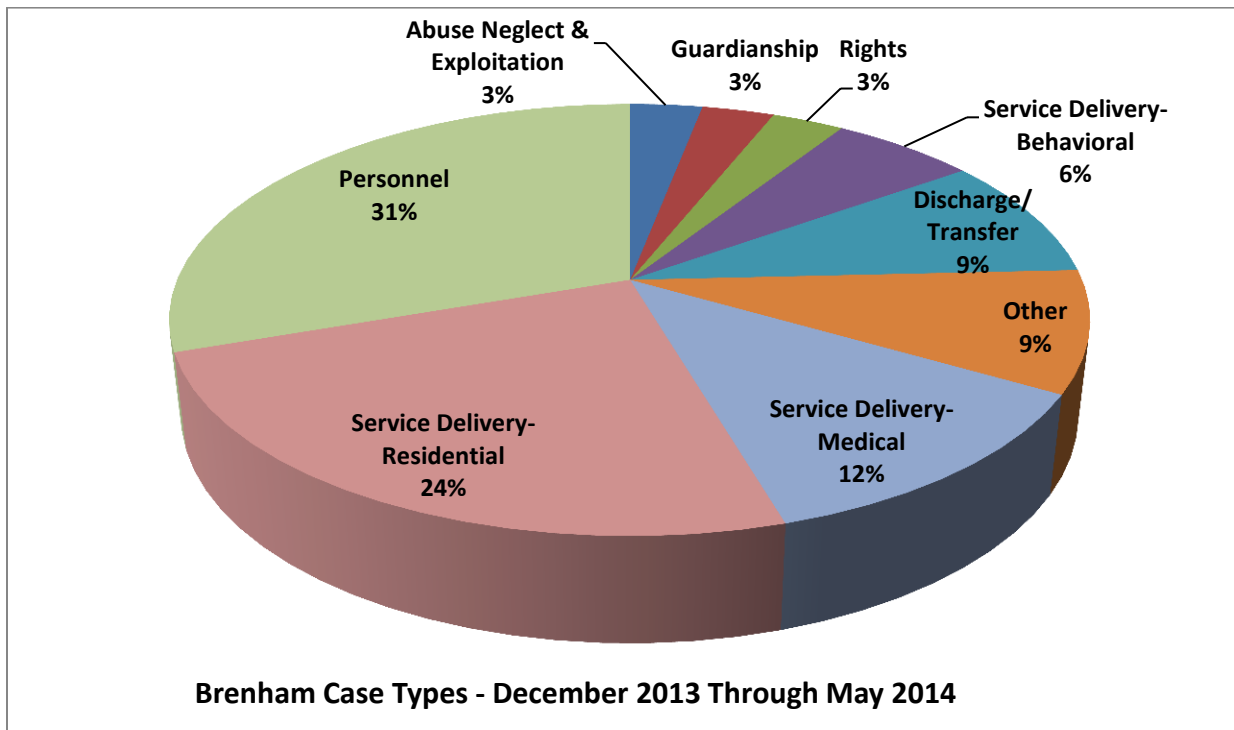
*Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center 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.*

<b>Brenham SSLC Demographics</b>			
<b>Year Established</b>	1974	<b>Level of IDD Moderate</b>	18%
<b>Population</b>	287	<b>Level of IDD Severe</b>	17%
<b>Male</b>	63%	<b>Level of IDD Profound</b>	62%
<b>Female</b>	37%	<b>Level of IDD Unspecified</b>	<1%
<b>Ages ≤21</b>	27	<b>Health Status Moderate</b>	84
<b>Ages 22-54</b>	185	<b>Health Status Severe</b>	7
<b>Ages 55+</b>	75	<b>No Legal Guardian Assigned</b>	14%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0%
<b>Level of IDD Mild</b>	2%		

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



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



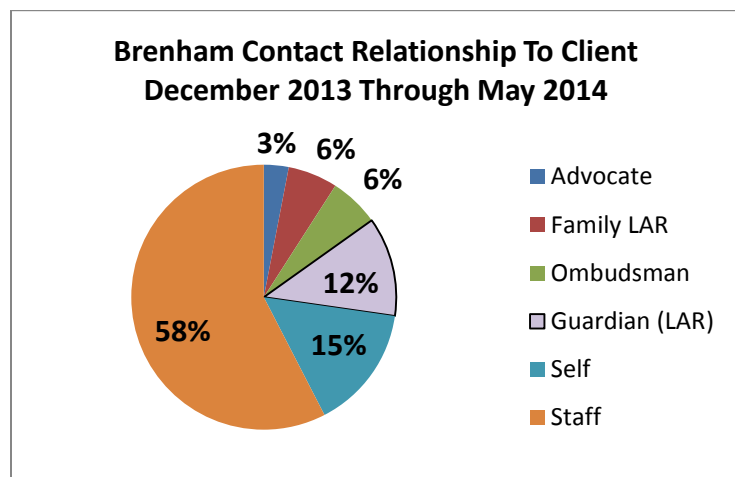
Source: H.E.A.R.T.S.



Dec 2013 through May 2014:

Abuse Neglect & Exploitation	1
Guardianship	1
Rights	1
Service Delivery-Behavioral	2

Discharge/Transfer	3
Other	3
Service Delivery-Medical	4
Service Delivery-Residential	8
Personnel	10



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

Dec 2013 through May 2013:

Advocate	1
Family LAR	2
Ombudsman	2
Guardian (LAR)	4
Self	5
Staff	19
<b>TOTAL CONTACTS</b>	<b>33</b>

## Corpus Christi State Supported Living Center

Dee Medina, Assistant Independent Ombudsman

The Corpus Christi State Supported Living Center (CCSSLC) serves 228 residents *[as of May 31, 2014]*. 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. Since the last report, there have been a total of three discharges into the community and no new admissions.

The facility has three units and a total of 11 homes. Corpus Christi SSLC residents have access to a variety of classes, active treatment sites, various employment opportunities, a facility computer lab, gymnasium and swimming pool among other supports to promote independence and growth. The individuals who live at CCSSLC can attend weekly dances or participate in numerous community outings. Many are employed during the week and take part in an array of recreational opportunities both on- and off-campus.

There has been much activity at the facility. In the past six months, some important activities at the Corpus Christi SSLC included:

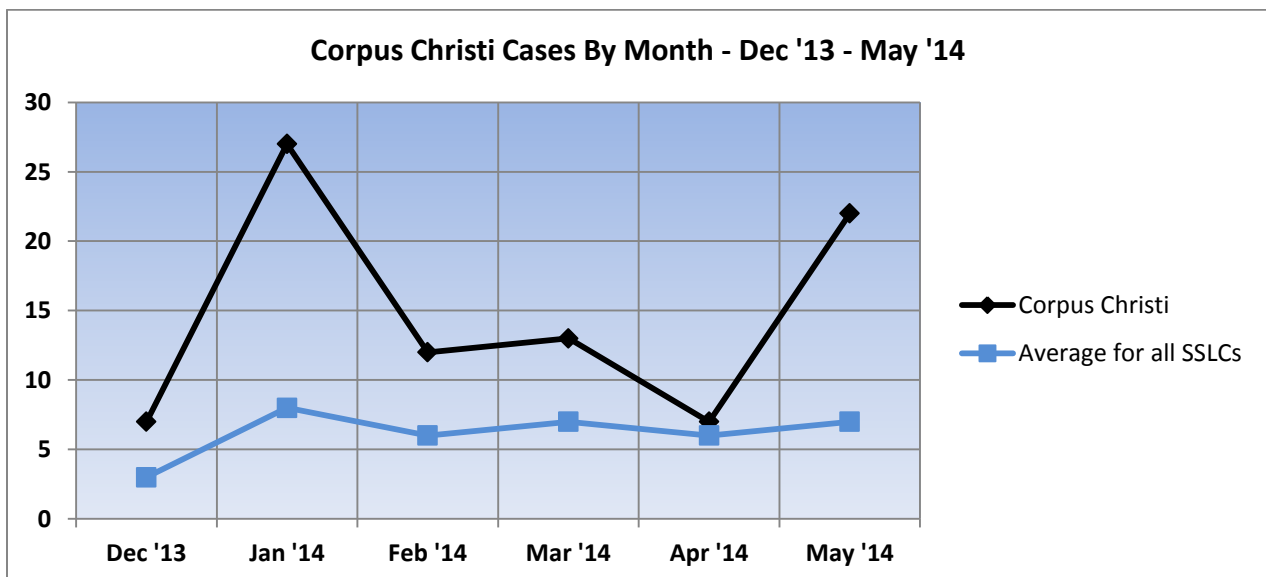
- Quarterly meetings with DFPS, OIG, DADS Regulatory to enhance interagency relationships and discuss investigative issues;
- Hosting a "Friends and Family" barbeque on April 26, 2014;
- Multiple DADS Regulatory visits for complaints and incidents; some deficiencies were identified and the facility has been working on a plan of correction;

- The Settlement Agreement Monitors visit that occurred the week of March 31, 2014;
- Transitioning several individuals to group homes into the community. There are several other individuals currently awaiting a community transition;
- Participation in Special Olympics events by several residents; and
- Revisions to several policies including Levels of Supervision and Restraints.

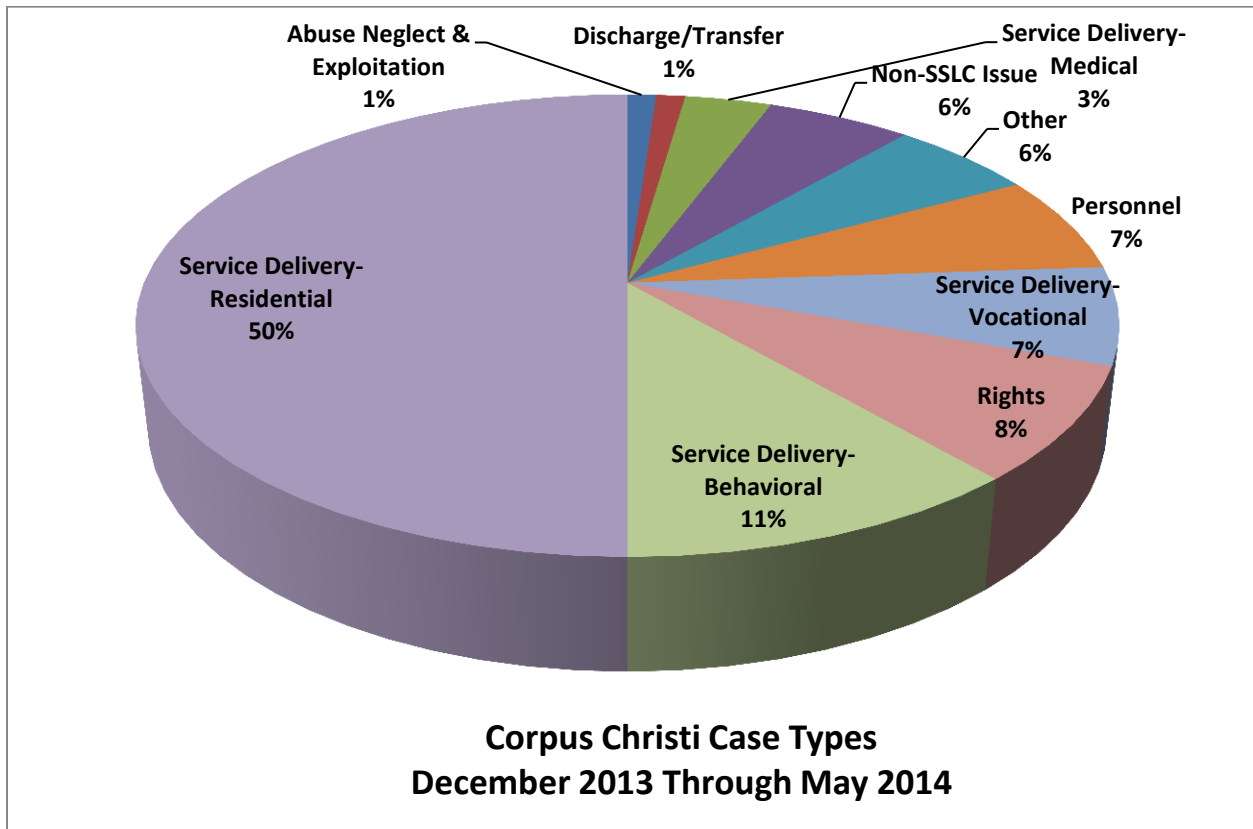
*Ms. Medina was born and raised in South Texas. She is a Licensed Professional Counselor, Licensed Baccalaureate Social Worker and has a Master's in Business Administration. Ms. Medina has over 20 years of experience in the behavioral health services. Over the course of her career, she has served diverse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

<b>Corpus Christi SSLC Demographics</b>			
<b>Year Established</b>	1970	<b>Level of IDD Moderate</b>	10%
<b>Population</b>	229	<b>Level of IDD Severe</b>	10%
<b>Male</b>	57%	<b>Level of IDD Profound</b>	62%
<b>Female</b>	43%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	2	<b>Health Status Moderate</b>	96
<b>Ages 22-54</b>	132	<b>Health Status Severe</b>	13
<b>Ages 55+</b>	95	<b>No Legal Guardian Assigned</b>	66%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	4%
<b>Level of IDD Mild</b>	18%		

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



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

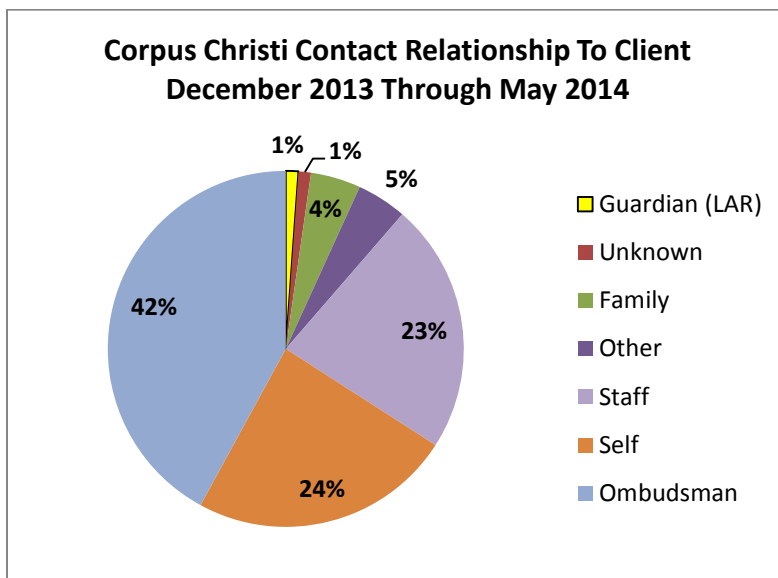


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Abuse Neglect & Exploitation	1
Discharge/Transfer	1
Service Delivery-Medical	3
Non-SSLC Issue	5
Other	5

Personnel	6
Service Delivery-Vocational	6
Rights	7
Service Delivery-Behavioral	10
Service Delivery-Residential	44
TOTAL	88



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

Dec 2013 through May 2014:

Guardian (LAR)	1
Unknown	1
Family	4
Other	4
Staff	20
Self	21
Ombudsman	37
TOTAL	88

## Denton State Supported Living Center

Jerome Young, Assistant Independent Ombudsman

Denton SSLC currently provides services to 461 individuals with cognitive and physical disabilities. The level of developmental disability ranges from mild to profound. The facility consists of six units. Houston Park and Cedar Falls units serve individuals who are medically fragile and therefore 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. The other units serve individuals who are more independent and require behavioral services. Although most of the population consists of older individuals, there are two individuals who attend public school. There are several programming and life skills areas throughout the facility, including a senior activities center. Individuals are also provided the opportunity to work with a job coach in the community.

DSSLC has closed the East Field Unit due to a road expansion that is anticipated to run less than 200 yards from the home. For safety, the decision was made to close this unit and assimilate the current residents into other homes.

The main gas lines at the facility were replaced because the original gas lines were over 50 years old. The project was completed in April 2014. The completion of this project will allow for the safety of the individuals as well as the continued provision of services.

Denton SSLC has had several outside groups who have come and offered special music for the residents. Trietsch United Methodist Youth Choir came and sang for the residents one Sunday. The adult special-needs class at Prince of Peace Lutheran Church came and sang during the Christmas season and distributed gift bags to the residents. Prince of Peace also brought two professional soccer players from the Dallas Sidekicks who gifted jerseys for the residents. Another small church group came to perform songs for residents in the infirmary. The Denton Bell Band performed on two occasions and 176 people attended.

The 37th Annual Christmas Pageant was a great success. The residents worked hard, auditioned for parts, and practiced for two months before the pageant where 319 people attended. A professional orchestra accompanied the residents.

The annual Taste of Denton SSLC was held in May. Employees use their culinary skills to create the perfect bite-sized morsel. Money raised from this event goes towards the annual Christmas party.

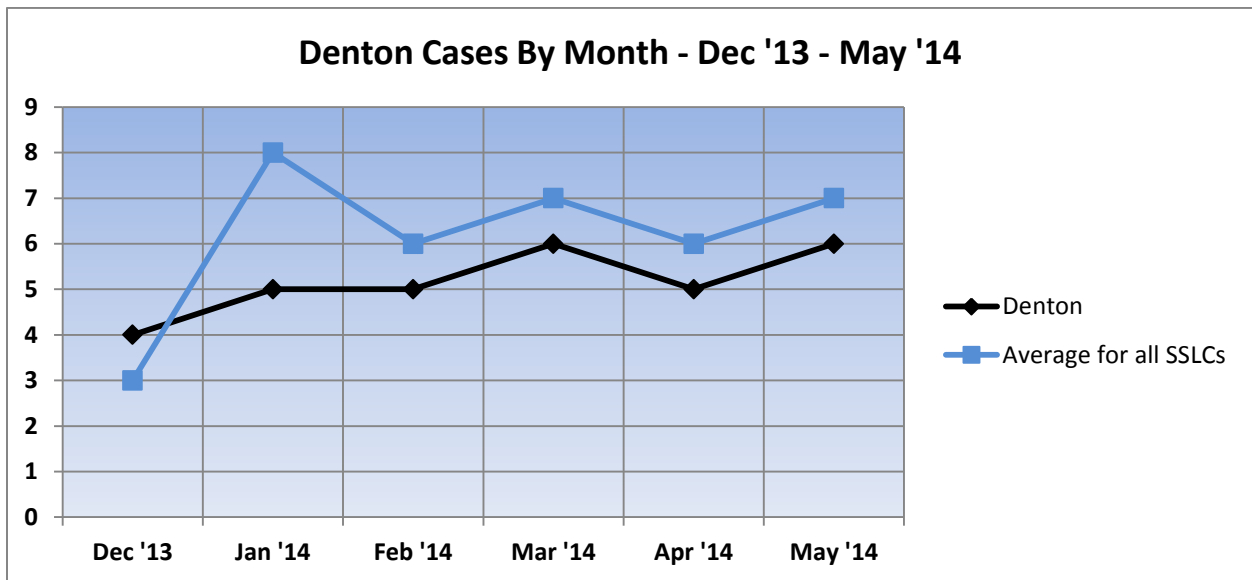
The facility received positive feedback during the exit of the Settlement Agreement Monitors visit in January 2014. A successful annual ICF review was completed in April 2014.



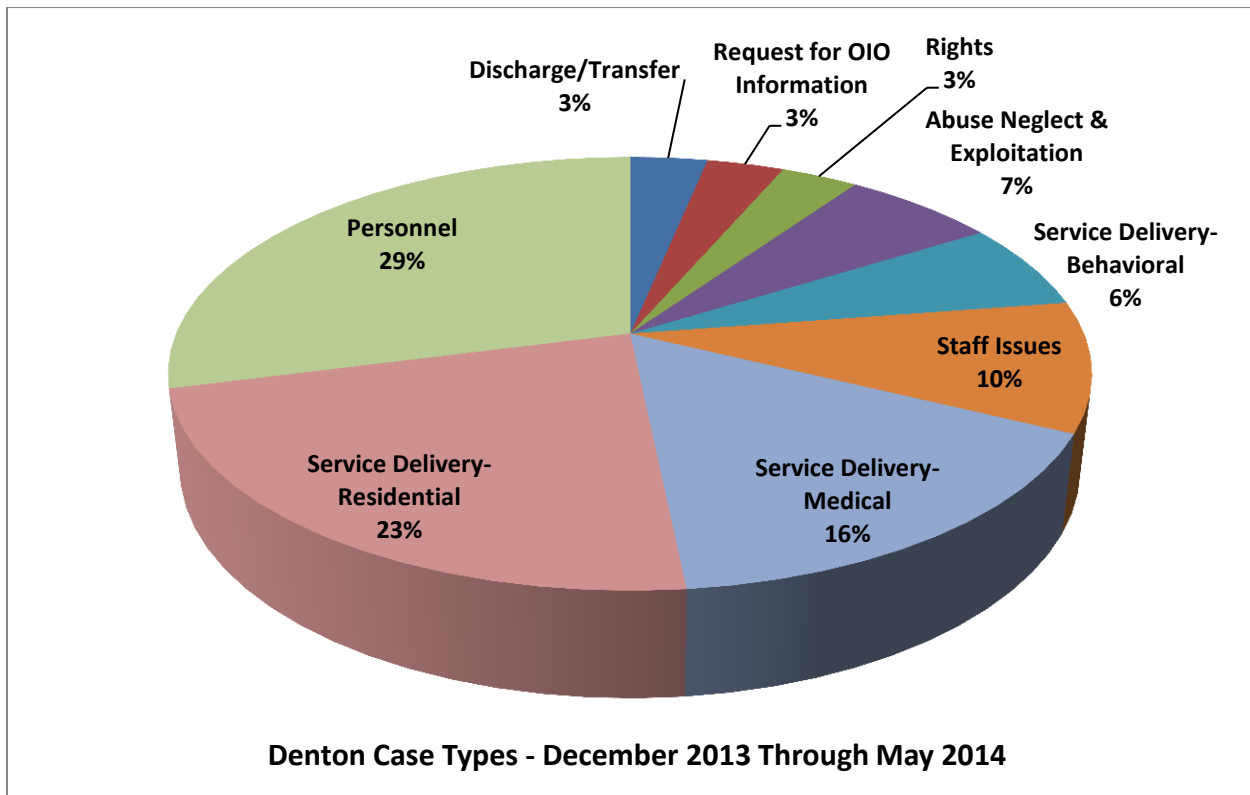
*Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton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

<b>Denton SSLC Demographics</b>			
<b>Year Established</b>	1960	<b>Level of IDD Moderate</b>	13%
<b>Population</b>	461	<b>Level of IDD Severe</b>	18%
<b>Male</b>	57%	<b>Level of IDD Profound</b>	57%
<b>Female</b>	43%	<b>Level of IDD Unspecified</b>	2%
<b>Ages ≤21</b>	8	<b>Health Status Moderate</b>	175
<b>Ages 22-54</b>	233	<b>Health Status Severe</b>	99
<b>Ages 55+</b>	220	<b>No Legal Guardian Assigned</b>	31%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	<1%
<b>Level of IDD Mild</b>	10%		

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



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

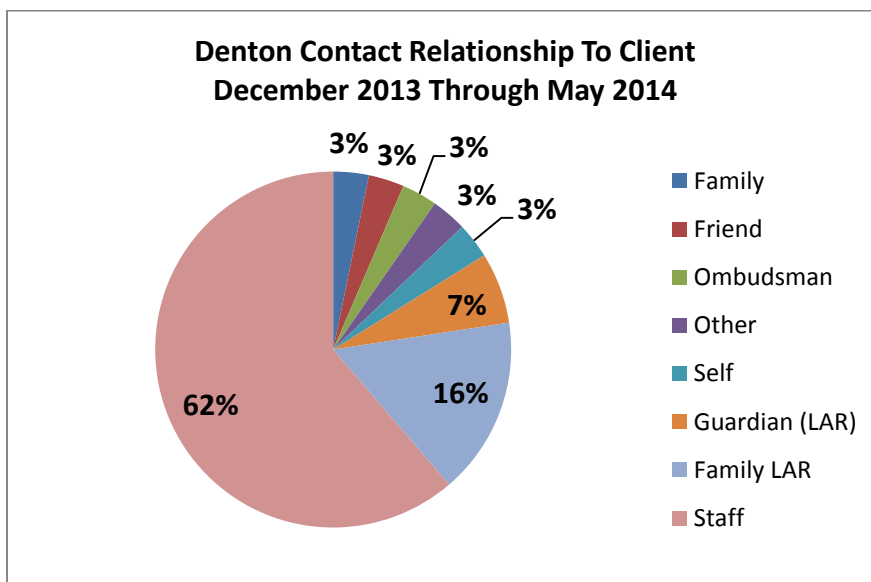


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Discharge/Transfer	1
Request for OIO Information	1
Rights	1
Abuse Neglect & Exploitation	2
Service Delivery-Behavioral	2

Staff Issues	3
Service Delivery-Medical	5
Service Delivery-Residential	7
Personnel	9
TOTAL	31



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

Dec 2013 through  
May 2014:

Family	1
Friend	1
Ombudsman	1
Other	1
Self	1
Guardian (LAR)	2
Family LAR	5
Staff	19
TOTAL	31

## El Paso State Supported Living Center

Isabel Ponce, Assistant Independent Ombudsman

The El Paso SSLC has a current census of 111 residents [as of May 31, 2014]. There are eight cottages with one currently closed for remodeling. The individuals served in these homes have profound to mild intellectual disabilities. Some have physical disabilities but most are ambulatory and have a higher degree of independence in self-care and activities of daily living. There are also more individuals who require attention with challenging behaviors in these homes. The cottages are either all male or all female. Each home serves eight to 14 residents. Currently there is only one individual still attending school outside the facility. On the other side of the facility, the large homes on Kirkland Circle are divided into three sections identified as A, B and C. Each home serves from 12 to 14 residents, both men and women who have greater physical and medical needs. The medical, dental, habilitation, and psychiatric clinics are located in these buildings as well. There is no chapel at the facility but all religious affiliations are served through visits to outside services with the exception of Judaism. Residential and Volunteer Services are still working on arrangements for residents of the Jewish faith. The facility has one workshop and group activities building which is centrally located. There is also an activity center in another building for residents of retirement age.

There is a plan in place to remodel all the homes. One of the cottages has been finished and a second is nearly complete. The large buildings with three wings will be remodeled once the cottages are finished.

Media attention was greatly decreased for the center when open communication with outside advocacy groups was established by the Director, Laura Cazabon-Braly, before her accepting the position of SSLC director at Austin SSLC effective January 1, 2014. No requests for further meetings with the facility have been made. Olga Arciniega, formerly the Director of Family Relations, accepted the position of Facility Director in February 2014. The Assistant Director of Programs (ADOP), Melissa Gongaware, accepted the opportunity to be the ADOP at Austin SSLC. Larry Blankenship, formerly from DADS Regulatory, has accepted the position as the new ADOP.

Settlement Agreement Monitors visited in March. While some improvements were noted, the team emphasized concerns over the many changes in upper management and how this relates to continued improvement in the settlement agreement.

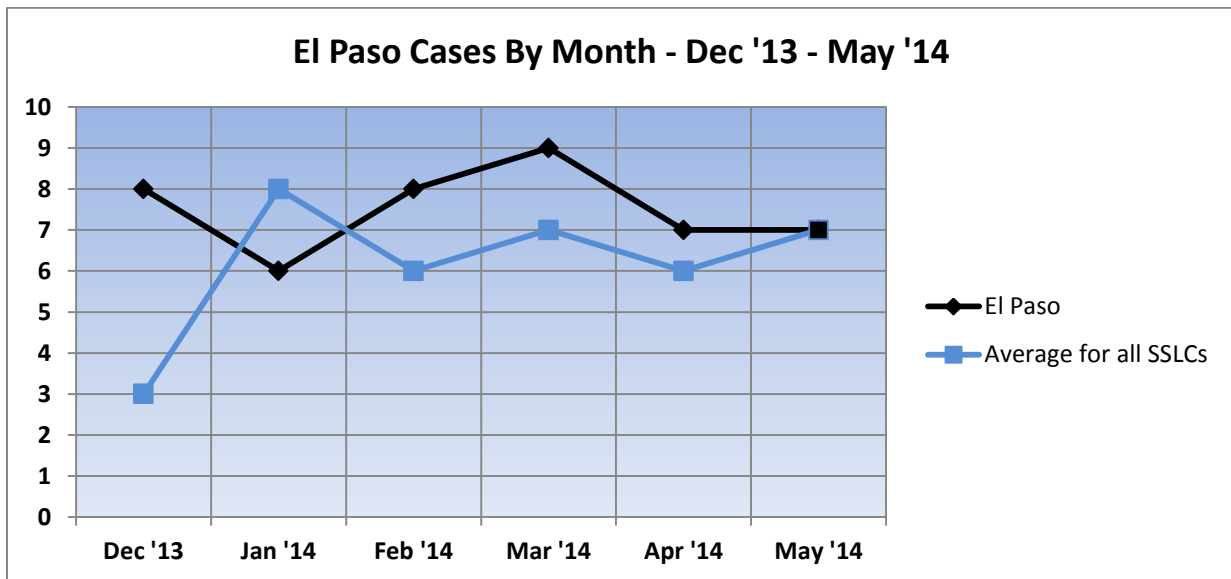
In April, the facility was informed of changes to statewide DADS Regulatory operations during the quarterly meeting with DFPS, OIG and Incident Management. DADS Regulatory will now consist of the same basic core group with a larger number of surveyors assigned to each visit. This is likewise true with the Life Safety Code survey team which will largely be comprised of the same people conducting life safety inspections.



*Born and raised in the Sun City, Ms. Ponce went from serving the aging 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.*

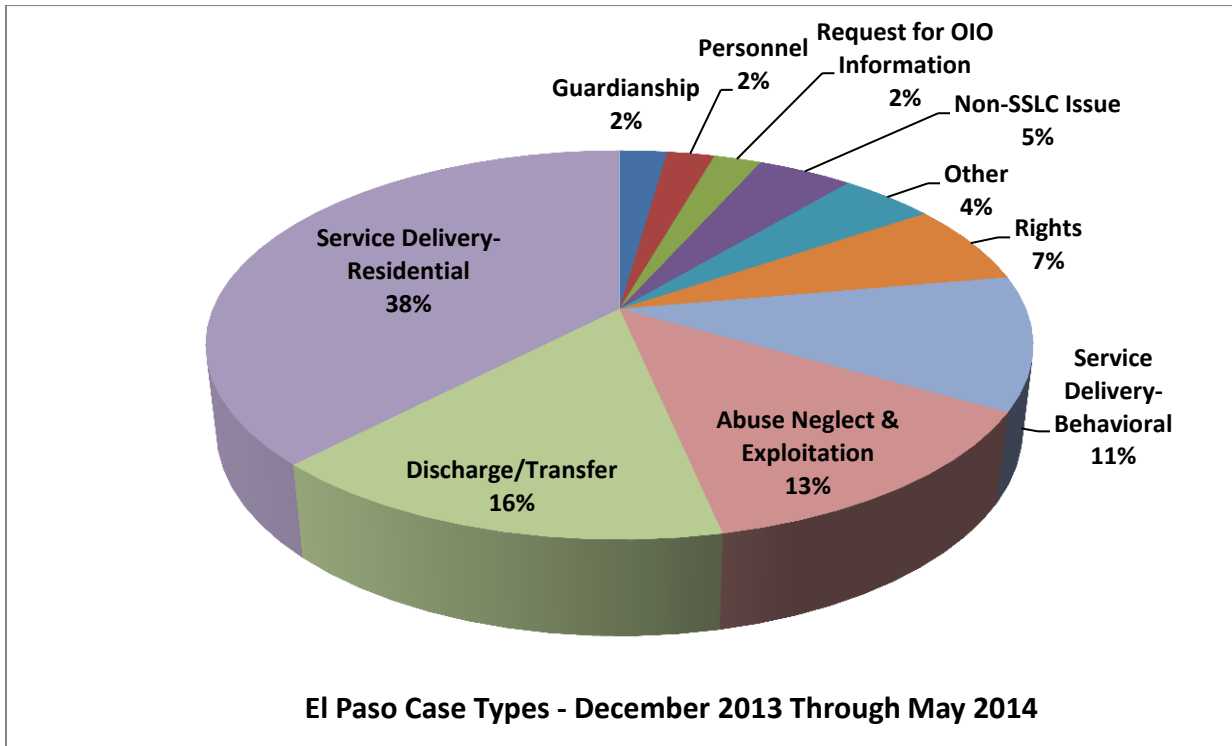
El Paso SSLC Demographics			
Year Established	1974	Level of IDD Moderate	17%
Population	112	Level of IDD Severe	20%
Male	57%	Level of IDD Profound	60%
Female	43%	Level of IDD Unspecified	0%
Ages ≤21	1	Health Status Moderate	34
Ages 22-54	76	Health Status Severe	8
Ages 55+	35	No Legal Guardian Assigned	41%
Level of IDD Borderline	0%	Alleged Offenders	<1%
Level of IDD Mild	3%		

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



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



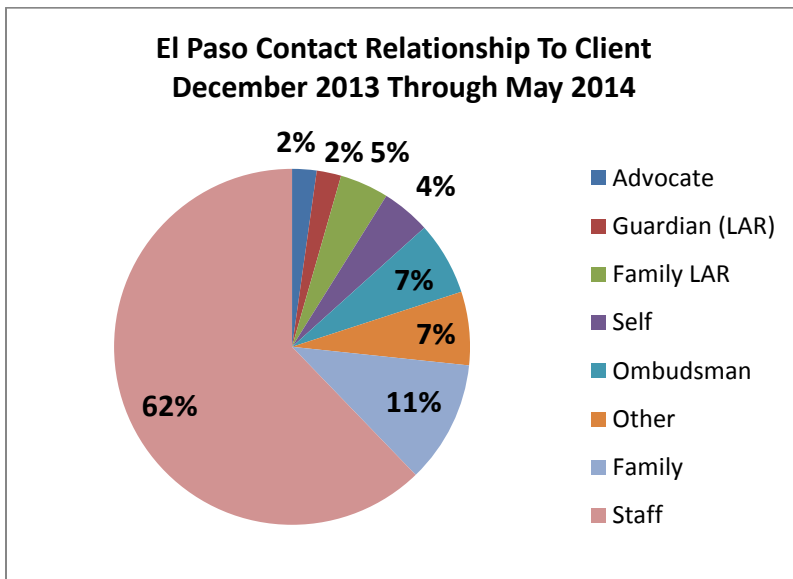


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Guardianship	1
Personnel	1
Request for OIO Information	1
Non-SSLC Issue	2
Other	2

Rights	3
Service Delivery-Behavioral	5
Abuse Neglect & Exploitation	6
Discharge/Transfer	7
Service Delivery-Residential	17
TOTAL	45



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

Dec 2013 through May 2014:

Advocate	1
Guardian (LAR)	1
Family LAR	2
Self	2
Ombudsman	3
Other	3
Family	5
Staff	28
TOTAL	45

## Lubbock State Supported Living Center

Ramona Rocha-Hughes, Assistant Independent Ombudsman *[retired April 30, 2014]*

The facility currently serves 205 residents at 15 homes. Three of the 15 homes serve female residents, one serving female residents who are dually diagnosed (both IDD and Mental Illness). There are four homes whose residents are medically fragile, with 24-hour nursing being provided at two of these. The remaining eight homes serve male residents. In March and April 2014, a reorganization effort was undertaken to further decrease the populations at the homes serving male residents with significant behavioral issues. As a result, a fourth home (Rose) was established to serve these residents. The current census of these four homes is 11 residents.

In March 2014, the Assistant Director of Administration resigned and the tenured Psychiatry Director retired. The Director of Residential Services retired in April 2014. The Assistant Director of Programs (ADOP) and the Dental Director provided notice of their intention to leave their positions on June 1, 2014. All positions were filled with the exception of the ADOP and Dental Director as of May 31, 2014.

The annual recertification survey exit was conducted on May 2, 2014 which resulted in five conditions of participation being cited (Governing Body, Client Protections, Facility Staffing, Active Treatment, and Physical Environment). Citations were mainly confined to two homes (Violet and Tulip) and two issues which were infection control and staffing issues. Regulatory entered seven additional times with one standard level deficiency being cited in Client Protections on January 15, 2014. The deficiency was cleared on February 27, 2014. Citations from the annual survey are pending the follow up visit.

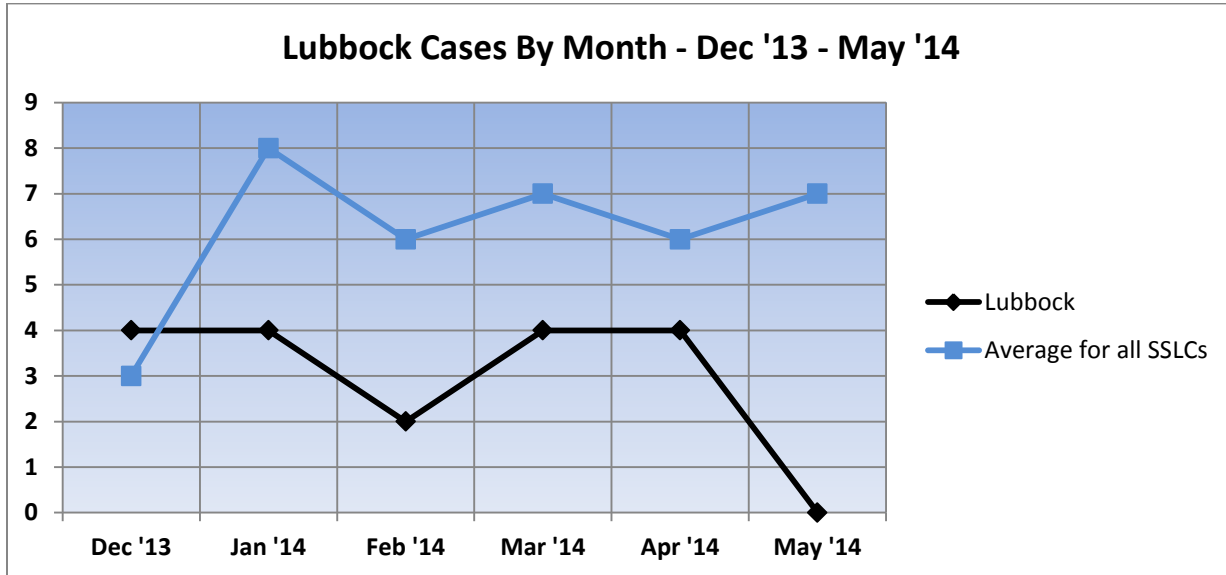
The Settlement Agreement Monitoring team entered the facility on January 6, 2014 and exited on January 10, 2014. The facility achieved compliance with all of Section D (Protection from Harm) of the Settlement Agreement. Additional compliance was also obtained in Sections O and P.



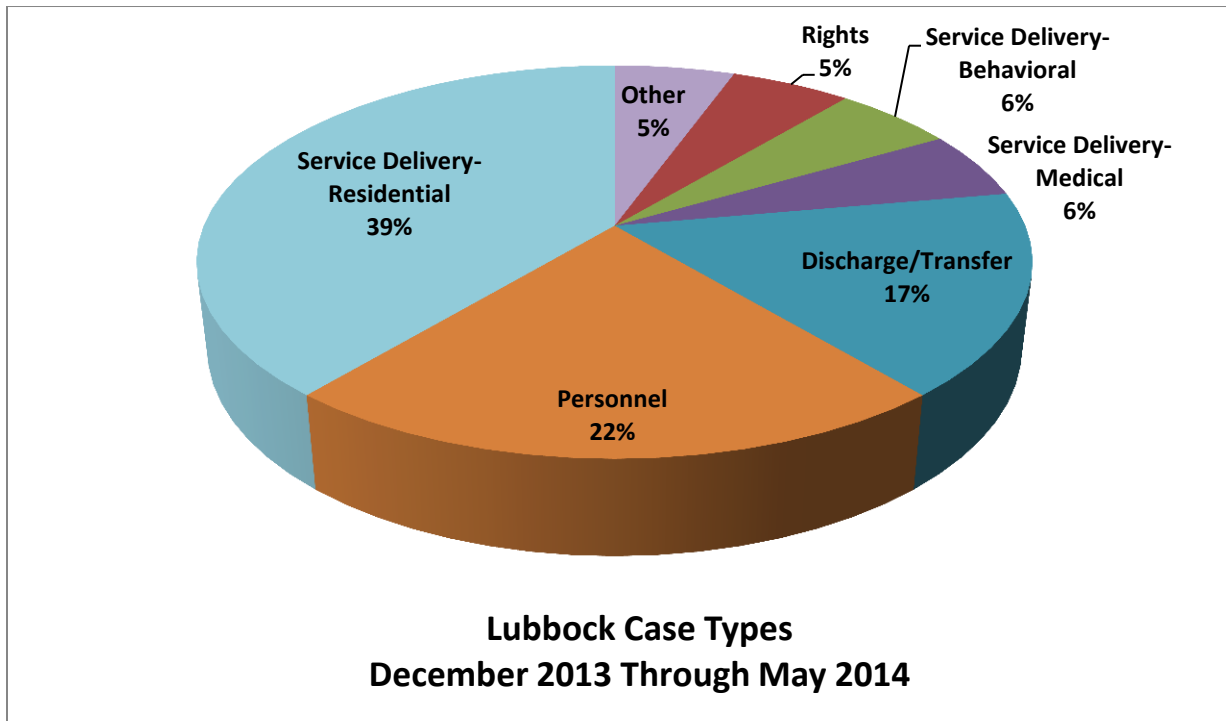
*Ms. Rocha-Hughes received a Bachelor of Science in Home Economics and a Bachelor of Arts in Social Work from Texas Tech University and is a Licensed Social Worker. Her 30+ years of service for the state of Texas have centered on working with people who have developmental disabilities. She began as direct-care 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. Ms. Rocha-Hughes retired from State service on April 30, 2014.*

<b>Lubbock SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	12%
<b>Population</b>	205	<b>Level of IDD Severe</b>	17%
<b>Male</b>	73%	<b>Level of IDD Profound</b>	58%
<b>Female</b>	27%	<b>Level of IDD Unspecified</b>	<1%
<b>Ages ≤21</b>	6	<b>Health Status Moderate</b>	87
<b>Ages 22-54</b>	142	<b>Health Status Severe</b>	32
<b>Ages 55+</b>	57	<b>No Legal Guardian Assigned</b>	30%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	2%
<b>Level of IDD Mild</b>	13%		

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



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

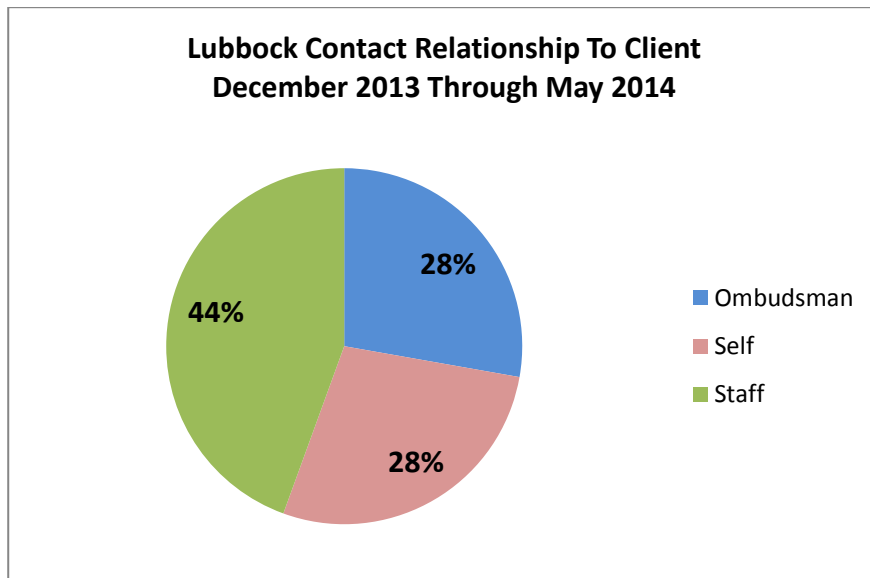


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Other	1
Rights	1
Service Delivery-Behavioral	1
Service Delivery-Medical	1

Discharge/Transfer	3
Personnel	4
Service Delivery-Residential	7
<b>TOTAL</b>	<b>18</b>



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

Dec 2013 through  
May 2014:

Ombudsman	5
Self	5
Staff	8
<b>TOTAL</b>	<b>18</b>

## Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin SSLC provides support services to 332 [as of May 31, 2014] people with profound to mild intellectual and physical disabilities. The population includes several people requiring intense Behavioral Health Services due to challenging behavior. Of the four designated units at the Center, two provide 24-hour nursing services to support people with a varying degree of severe physical and medical disabilities. There continues to be a focus on community transitions of residents. The Center is making efforts to increase the number of active referrals for community placement. Currently there are 23 active referrals. There are five individual homes the Center has designated as transition homes which are used to prepare people for transition to community living. Over the past six months the Center has transitioned 11 people into a community setting, transferred one to another Center, and admitted five. Admissions included predominantly adolescent boys with challenging behavior. There are several service areas the Lufkin SSLC has focused efforts to improve. Through analysis, policy change, and education the Center is actively working to reduce falls, improve overall infection control, assess and reduce the use of gastrointestinal tubes, and reduce pneumonia events. A focus on the reduction in use of protective/mechanical devices such as helmets has also occurred. These areas were noted as concerns by the Department of Justice Court Monitors. The Center is making strong efforts to improve the services it provides in these areas.

The Center continues to receive much needed community support. Through the Lufkin Host Lions Club, Texas Forestry Association, Kiwanis Club, Brookshire Brothers, United Way, Leadership Tomorrow, local schools, and many other organizations the Center is able to obtain needed equipment and funds to better the lives of those living at the Center. Through their work the Center has been able to purchase x-ray equipment, buy orthotics, purchase a UVDI room sanitizer, and much more. The Center also benefits from thousands of hours of volunteer work.

Staff changes over the past six months include the promotion of an existing Unit Director to the position of Director of Residential Services, and the hiring of two new Unit Directors to fill those vacancies. Earlier in the year the Center lost a physician to retirement, who had served over 20 years at Lufkin SSLC. The Center continues to have two Physicians and one Advanced Practitioner Registered Nurse on staff, and has utilized contract physicians to help provide medical services. A new Pharmacist has also been hired and began work in June 2014.

The Center had several visits from DADS Regulatory over the past six months to investigate complaints and incidents. Deficiencies in the areas of Facility Staffing, Active Treatment, and Direct Care Staff were cited. These areas of concern have been addressed by the Center.

The Settlement Agreement Monitors visit occurred in January 2014. The Center currently has compliance in 49 provisions and has shown progress in 34 provisions. Areas of concerns included mostly medical issues, and concerns with noted increases in falls and use of protective/mechanical devices. The Center has implemented plans to address these issues. In May 2014, the Settlement Agreement Monitors team lead and physician returned for a review of the facility's actions. The next scheduled visit is in July 2014.

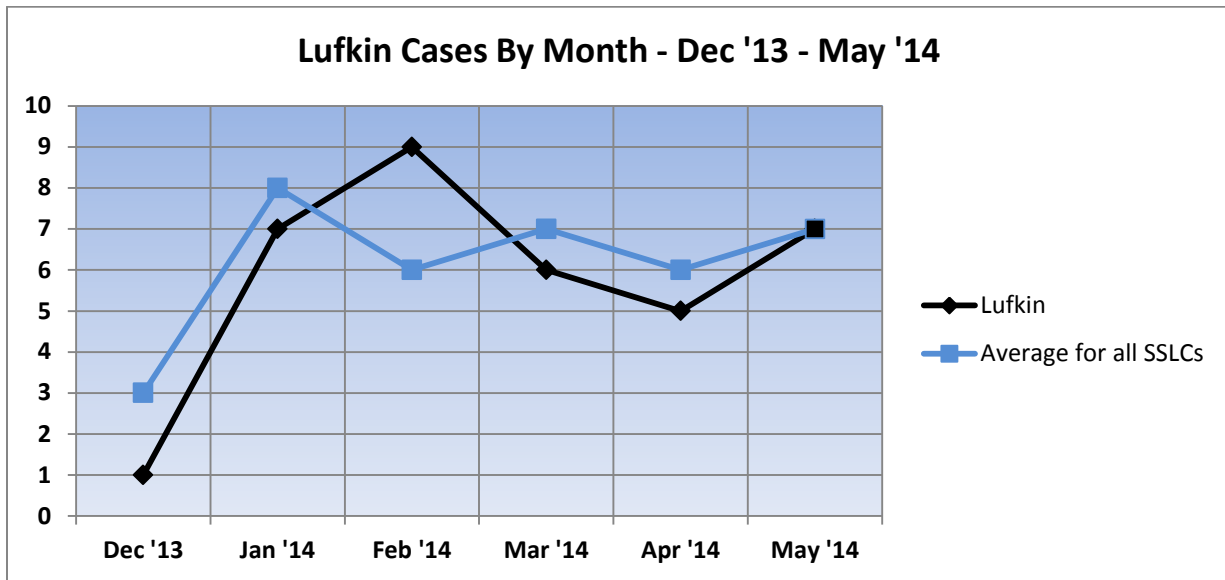


*Mr. Stewart received his Bachelor's Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for over 20 years, serving in various capacities such as Unit Psychologist 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*

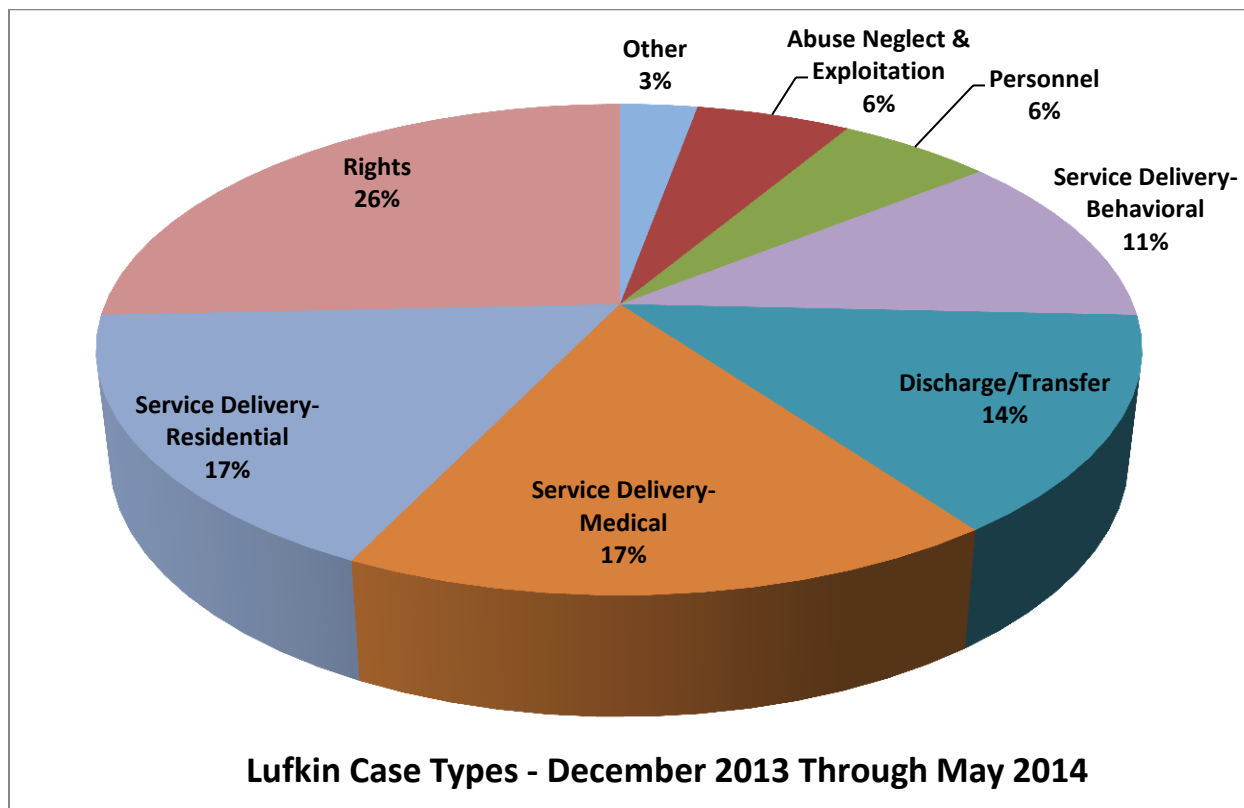
*position in August of 2011.*

<b>Lufkin SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	10%
<b>Population</b>	334	<b>Level of IDD Severe</b>	17%
<b>Male</b>	59%	<b>Level of IDD Profound</b>	66%
<b>Female</b>	41%	<b>Level of IDD Unspecified</b>	3%
<b>Ages ≤21</b>	25	<b>Health Status Moderate</b>	126
<b>Ages 22-54</b>	174	<b>Health Status Severe</b>	24
<b>Ages 55+</b>	135	<b>No Legal Guardian Assigned</b>	46%
<b>Level of IDD Borderline</b>	<1%	<b>Alleged Offenders</b>	<1%
<b>Level of IDD Mild</b>	4%		

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



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

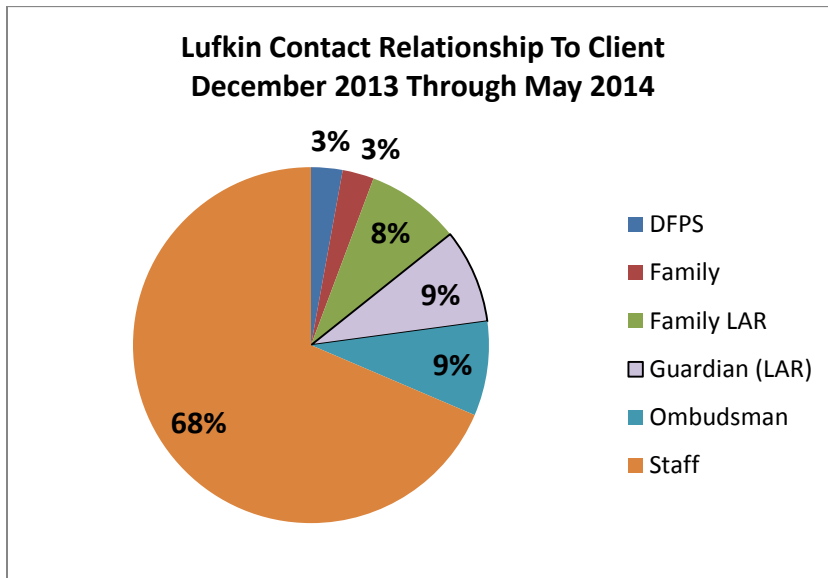


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Other	1
Abuse Neglect & Exploitation	2
Personnel	2
Service Delivery-Behavioral	4

Discharge/Transfer	5
Service Delivery-Medical	6
Service Delivery-Residential	6
Rights	9
<b>TOTAL</b>	<b>35</b>



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

Dec 2013 through May 2014:

DFPS	1
Family	1
Family LAR	3
Guardian (LAR)	3
Ombudsman	3
Staff	24
<b>TOTAL</b>	<b>35</b>

## Mexia State Supported Living Center (Designated Forensic Unit)

Lynda Mitchell, Assistant Independent Ombudsman *[retired February 28, 2014]*

Adam Parks, Assistant Independent Ombudsman *[became AIO February 24, 2014]*

Mexia SSLC provides services to individuals who function in the profound to mild range of intellectual disabilities. A large percentage of the individuals function within the mild range of intellectual disabilities. Senate Bill 643 designated Mexia SSLC as the forensic facility, and many admissions come through the court system. Of the total population of 296 *[as of May 31, 2014]*, there are 172 alleged offenders, which account for 58% of the facility population. Eighty-six percent of the total population is male. Also, 50% of the population is under the age of 30.

There are five residential units at the facility, and three of those units are designated as homes to meet the needs of those admitted as alleged offenders. The Longhorn Unit serves up to 72 juvenile male alleged offenders. One of the six homes, Longhorn 4, is a home which is locked. Whiterock Unit serves up to 102 adult alleged offenders in eight homes, with Whiterock 7 and 8 being locked homes. Shamrock Unit serves up to 96 adult male alleged offenders in five homes. Barnett Unit serves up to 68 males, ages 18 and up. Most of the individuals who live in these homes are independent yet may need some staff assistance with completing their self-care and daily living skills. The Martin Unit serves up to 112 individuals, both male and female individuals. The individuals who need the most medical care live within the Martin Unit which provides 24-hour nursing.

Vocational training is provided in several areas at the facility, as well as in the community. The large workshop has contract work. There is a greenhouse where individuals can assist with caring for plants, and two other smaller workshops. There is also a recycling crew that collects paper and cardboard from Mexia and neighboring cities as well as a mowing crew. The greenhouse sells plants to the public all year round, with a high volume of poinsettia sales during the holiday season. The facility woodshop repairs furniture in the facility and it also builds and sells wood outdoor furniture to the public. School-aged individuals attend classes at the Mexia ISD Development Center.

During the last six months, MSSLC has had several visits from DADS Regulatory which resulted in standard level deficiencies. MSSLC instituted new policies to address concerns. DADS Regulatory also recommended the re-certification of three homes at MSSLC during a visit in March. At the current time, Mexia is deficiency-free.

MSSLC is currently in the process of hiring a new Human Rights Officer. The previous Human Rights Officer has accepted another position at MSSLC. Training will be available to the new Human Rights Officer once selected.

Ms. Valerie McGuire 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 has been a 42% reduction in restraints over the last six months. There are currently 245 individuals who require Behavior Support Plans, which is 86% of the population.

MSSLC provides specialized forensics training for employees in order to better serve the individuals who are currently being admitted into the facility from community jails. MSSLC is also working to facilitate transfers of individuals who are non-forensic to community settings or to other SSLCs if they choose.

MSSLC has continued toward completion of the initial High Risk Determinations. Individuals are allowed the opportunity to appeal High Risk Determinations, with the first round of appeals to be heard June 13, 2014.

MSSLC currently has 45 areas of compliance with the Settlement Agreement and showed progress in 37. The next scheduled visit of Settlement Agreement Monitors is June 2-6, 2014.



*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. Ms. Mitchell retired from State service on February 28, 2014.*

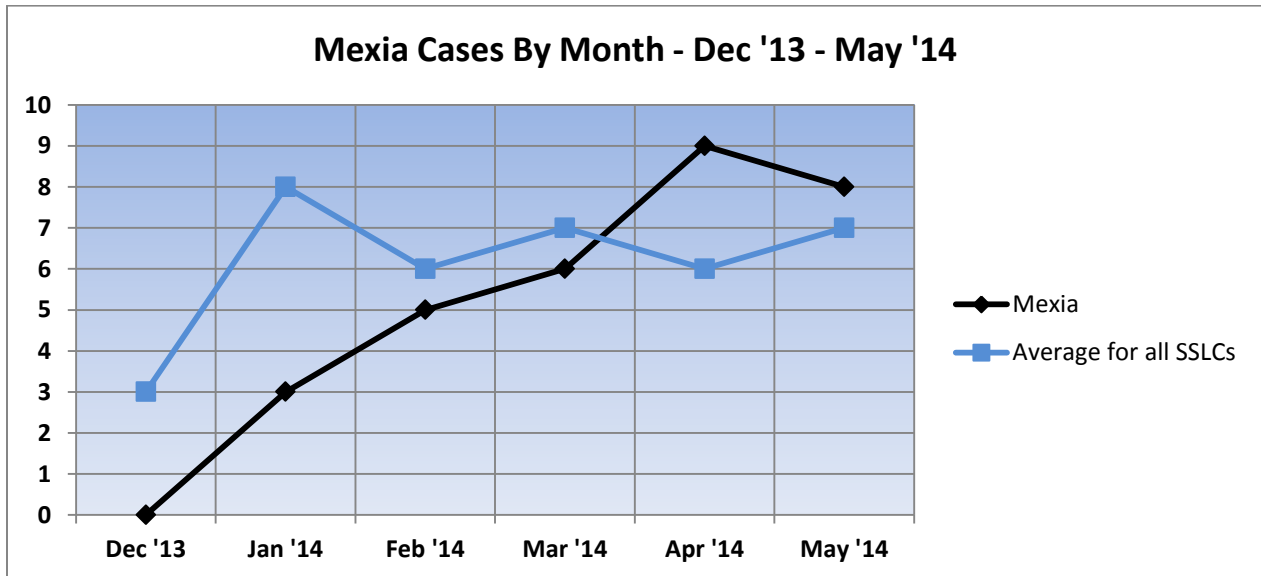


*Mr. Adam Parks was raised in Mexia, Texas. He attended Stephen F. Austin State University where he earned a Bachelor of Arts Degree in Psychology. After graduation, he began his professional career as a Conservatorship Caseworker for the Department of Family and Protective Services in Angelina and Shelby County Texas. Mr. Parks then accepted the position of QIDP at Lufkin State Supported Living Center. He was later appointed Lead QIDP for the Oak Hill Unit. He also served as a standing member of the Human Rights committee during his time working at Lufkin State Supported Living Center. Mr. Parks accepted the position of Assistant Independent Ombudsman of the Mexia State Supported Living Center in February 2014.*

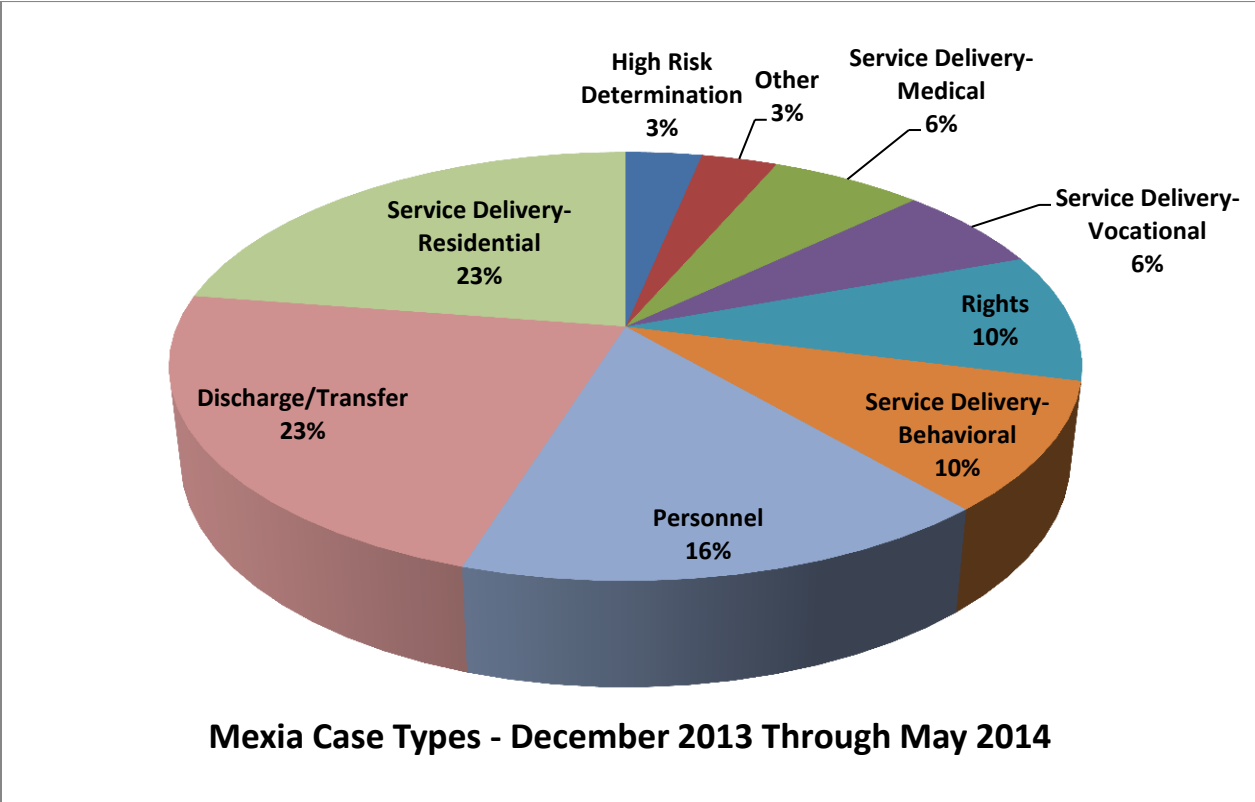


Mexia SSLC Demographics			
Year Established	1946	Level of IDD Moderate	26%
Population	302	Level of IDD Severe	6%
Male	86%	Level of IDD Profound	23%
Female	14%	Level of IDD Unspecified	0%
Ages ≤21	84	Health Status Moderate	59
Ages 22-54	154	Health Status Severe	2
Ages 55+	64	No Legal Guardian Assigned	59%
Level of IDD Borderline	1%	Alleged Offenders	58%
Level of IDD Mild	44%		

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



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

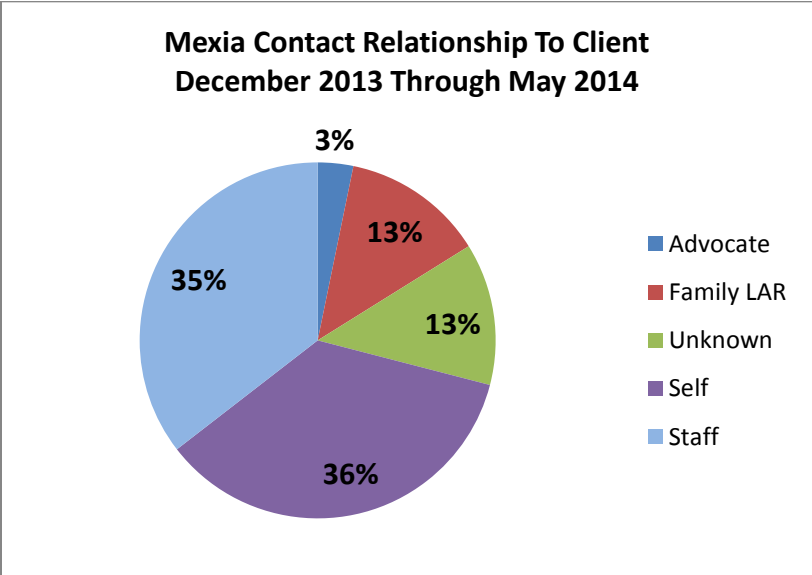


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

High Risk Determination	1
Other	1
Service Delivery-Medical	2
Service Delivery-Vocational	2
Rights	3

Service Delivery-Behavioral	3
Personnel	5
Discharge/Transfer	7
Service Delivery-Residential	7
<b>TOTAL</b>	<b>31</b>



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

Dec 2013 through May 2014:

Advocate	1
Family LAR	4
Unknown	4
Self	11
Staff	11
<b>TOTAL</b>	<b>31</b>

## Richmond State Supported Living Center

Deatrice Potlow, Assistant Independent Ombudsman

Richmond State supported Living Center (RSSLC) is a 241-acre facility, home to 336 individuals. There is a total of 24 homes. There are three vocational workshops at the facility that offer employment opportunities and job enhancement skills to the residents, as well as a day program specifically for residents of retirement age.

During the last six months, RSSLC has undertaken parking lot expansion projects, and a major pool renovation to include the amenities in a community setting. The first biannual Diabetic Health Fair was held at the facility. RSSLC continues to support religious and cultural celebration by hosting various events at the facility. The SSLC also reopened the Lite Rock Café to provide a healthy delicatessen style meal experience for all of the residents and staff members.

Settlement Agreement Monitors visited in March. Richmond SSLC received substantial compliance for 42 provisions and progress was noted on an additional 45 provisions. Efforts are underway to reach compliance in all areas including the creation of abuse, neglect, and exploitation posters with steps indicating the order of how to report, Quality Assurance (QA) program monitors assigned to units and sections for the settlement agreement, units conducting Unit Quality Assurance/Quality Improvement meetings, and decreasing the use of bedrails. The Human Rights Officer is also including an educational segment during Self-Advocacy Meetings concerning the importance of reporting abuse, neglect, and exploitation within one hour.

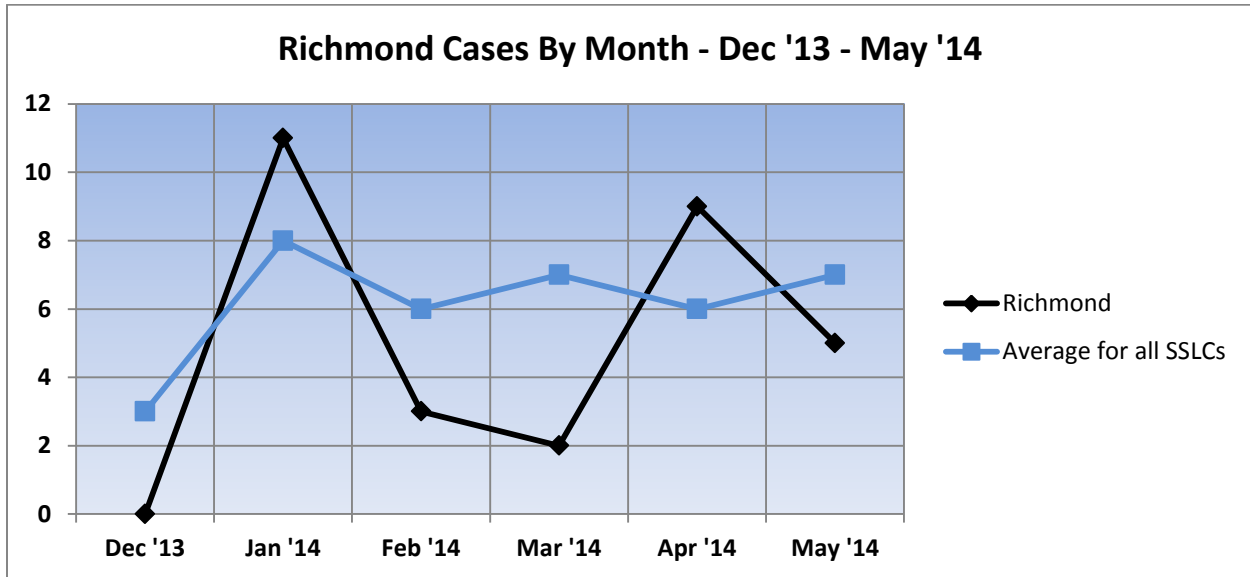


*Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement, and began a career with the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

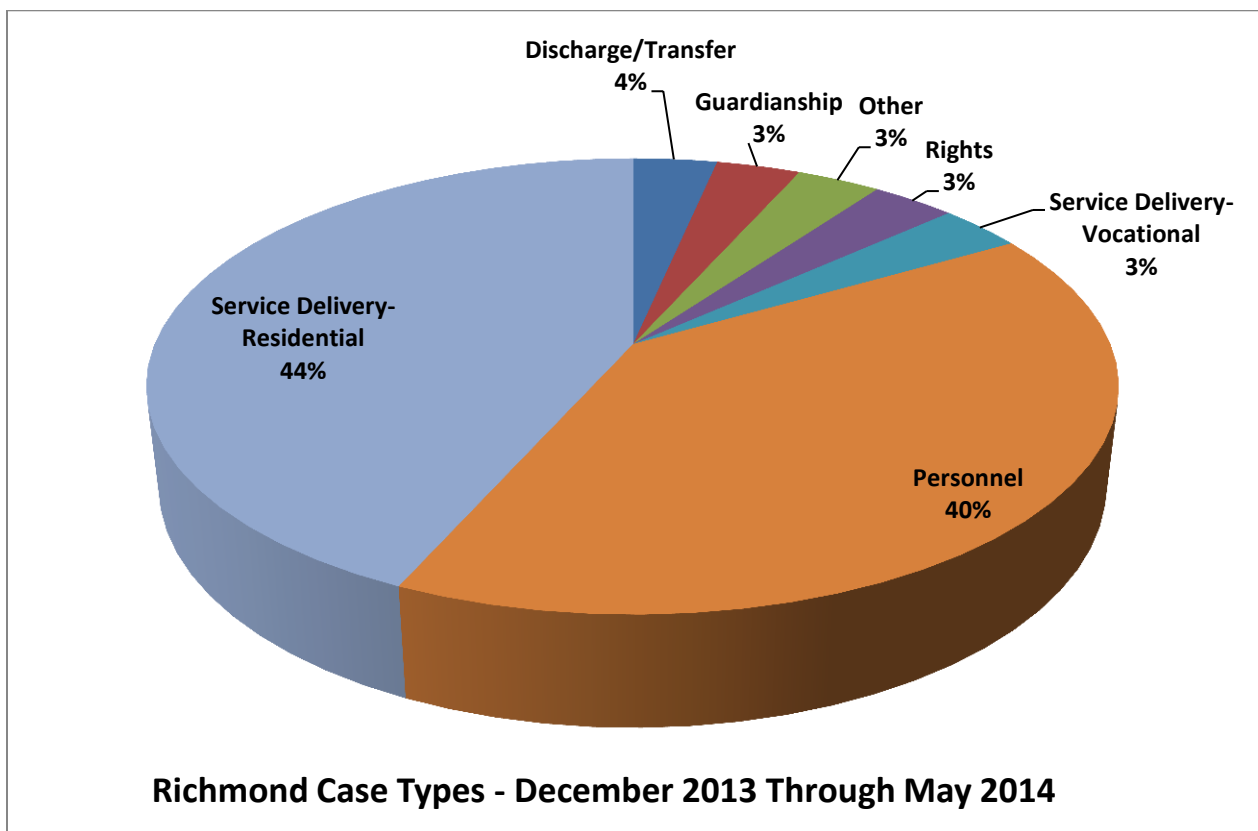
*Ombudsman, she worked as a Facility Investigator who was responsible for investigating allegations of abuse, neglect and exploitation at the Richmond SSLC.*

<b>Richmond SSLC Demographics</b>			
<b>Year Established</b>	1968	<b>Level of IDD Moderate</b>	7%
<b>Population</b>	337	<b>Level of IDD Severe</b>	18%
<b>Male</b>	56%	<b>Level of IDD Profound</b>	62%
<b>Female</b>	44%	<b>Level of IDD Unspecified</b>	1%
<b>Ages ≤21</b>	8	<b>Health Status Moderate</b>	154
<b>Ages 22-54</b>	212	<b>Health Status Severe</b>	18
<b>Ages 55+</b>	117	<b>No Legal Guardian Assigned</b>	32%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	0%
<b>Level of IDD Mild</b>	12%		

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



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

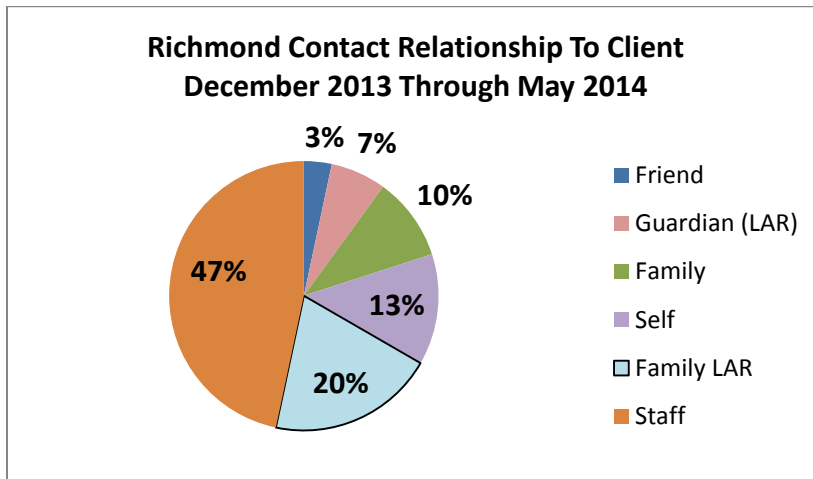


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Discharge/Transfer	1
Guardianship	1
Other	1
Rights	1

Service Delivery-Vocational	1
Personnel	12
Service Delivery-Residential	13
<b>TOTAL</b>	<b>30</b>



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

Dec 2013 through May 2014:

Friend	1
Guardian (LAR)	2
Famiy	3
Self	4
Family LAR	6
Staff	14
TOTAL	30

## Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Rio Grande State Center is composed of three separate components within the facility. It has inpatient mental health services with a ten-bed mental health forensic unit, an outpatient healthcare clinic, and an ICF which offers long-term care services for people with intellectual and developmental disabilities. The ICF component has a population of 65 [as of May 31, 2014]. Much of the population is requiring more extensive medical services due to aging.

The facility has a new activities director and there have been more resident activities planned at the center in the evenings. A dental hygienist has been hired and is helping with desensitization plans and supporting individuals to feel more comfortable receiving dental care and treatment.

There have been significant efforts to reduce the number of unauthorized departures. QIDP's are contacting family members to create awareness of residents' negative reactions when scheduled visits do not occur, and are asking them to contact staff when a visit needs to be cancelled. This allows individuals the opportunity to express their frustration in more positive ways.

Efforts to address an increase in resident falls has been made by the facility Program Improvement Manager (PIM) who has begun making sure that the nonslip coating on the bathroom floors is in good repair.

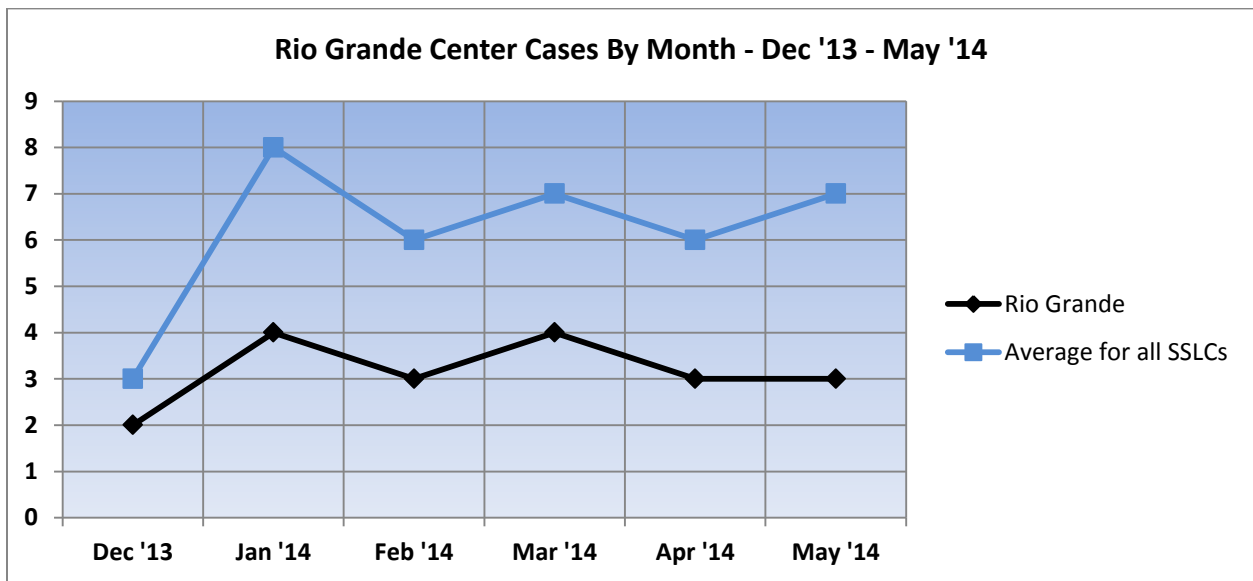
The Settlement Agreement Monitors visited in May. The team noted the importance of all possible injuries needing to be investigated within a timely manner.



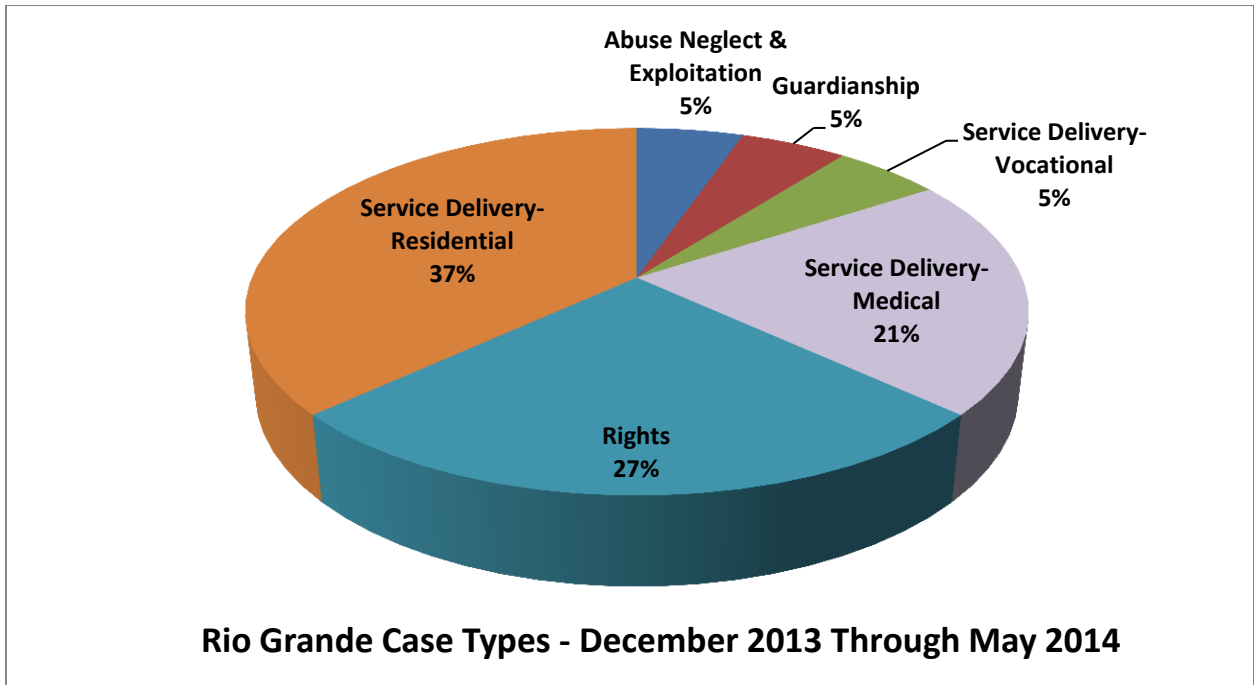
Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed 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	25%
Population	67	Level of IDD Severe	27%
Male	66%	Level of IDD Profound	31%
Female	34%	Level of IDD Unspecified	13%
Ages ≤21	3	Health Status Moderate	21
Ages 22-54	48	Health Status Severe	0
Ages 55+	16	No Legal Guardian Assigned	70%
Level of IDD Borderline	0%	Alleged Offenders	3%
Level of IDD Mild	3%		

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



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

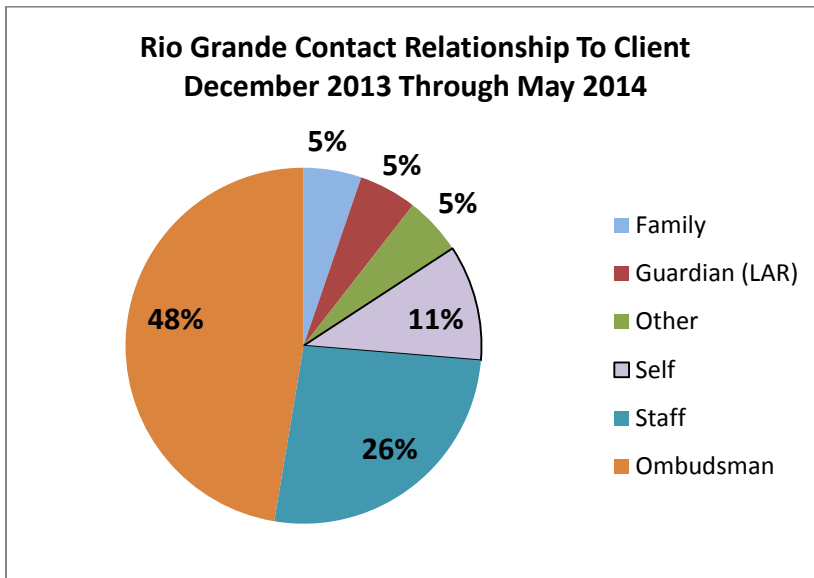


Source: H.E.A.R.T.

Dec 2013 through May 2014:

Abuse Neglect & Exploitation	1
Guardianship	1
Service Delivery-Vocational	1

Service Delivery-Medical	4
Rights	5
Service Delivery-Residential	7
TOTAL	19



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

Dec 2013 through  
May 2014:

Family	1
Guardian (LAR)	1
Other	1
Self	2
Staff	5
Ombudsman	9
TOTAL	19

## San Angelo State Supported Living Center

Janet Smith, Assistant Independent Ombudsman

The San Angelo State Supported Living Center, located about 15 miles north of San Angelo in Carlsbad, is home to 208 individuals *[as of May 31, 2014]* with profound to mild developmental and physical disabilities. There are 17 homes at the facility. The majority of the residents are independent in their daily living skills and ambulate without assistance. There are two homes dedicated to serving individuals who are aging and two additional homes that serve individuals with higher medical needs. One home serves females that are juvenile, many of whom were referred to the SSLC by juvenile courts. Two homes are dedicated to serving males who have inappropriate sexual behavior, some of whom have been charged with sexual offenses. The facility employs professional staff specializing in the treatment of sex offenders. The facility operates a competency restoration program for individuals admitted through the courts because they have been found incompetent to stand trial for criminal offenses.

During the last six months the facility has replaced the windows and sprinkler systems in all of the homes but one. The residents from that home have been temporarily moved into another home while that work is being completed. After those residents return to their home, the plan is to make the vacated building a Transition Home designed to assist residents in acclimating to community living. Major staff changes over the past six months included the hiring of a new Lead Psychiatrist, a Chief Nurse Executive, and an RN Case Manager Supervisor.

Three residents graduated from Water Valley High School in May. These students had a positive high school experience. They received encouragement and support from teachers, coaches and other students. Two residents, who will soon be moving to the community, attended the Senior Prom.

The Self-Advocacy group at the facility continues to be very active, with monthly meetings and other activities. In January the group had a barbeque which served 83 residents who had been active in the group over the past year. Presentations to the group have been made by a representative from Disability Rights Texas regarding voting, the dietitians regarding healthy eating, and another about using the local transit system.

The facility continues to face challenges to recruiting and retaining staff due to the oil field activity north of Carlsbad. High salaries being paid by the oil companies have resulted in the loss of tenured staff and a lack of replacements. In May, DADS Regulatory cited the facility for failure to provide sufficient staffing. The facility is in the process of planning how it will provide sufficient staffing to comply with those requirements.

Regulatory made 12 visits to the facility during the six-month period, including its annual survey February 10-15. Issues included concerns about the absence of guardians for individuals who lack capacity to give consent, and concerns about active treatment, adaptive equipment, documentation about whether residents are being invited to the Human Rights Committee, supervision of the female adolescent population, availability of kitchens on the homes, unsterile grooming kits, and staff ratios for coverage. All concerns have been addressed. The other 11 visits resulted in six substantiated complaints (on rights and protections and active treatment) and only one was cited (on insufficient staffing).

The Settlement Agreement monitors visited the SSLC February 17-21. The report for this visit found either progress or maintenance of substantial compliance in all areas except Integrated Protections, Services, Treatment and Support and Integrated Clinical Services. Abuse, Neglect, and Incident Management maintained compliance in most areas. The report was complimentary about Dental



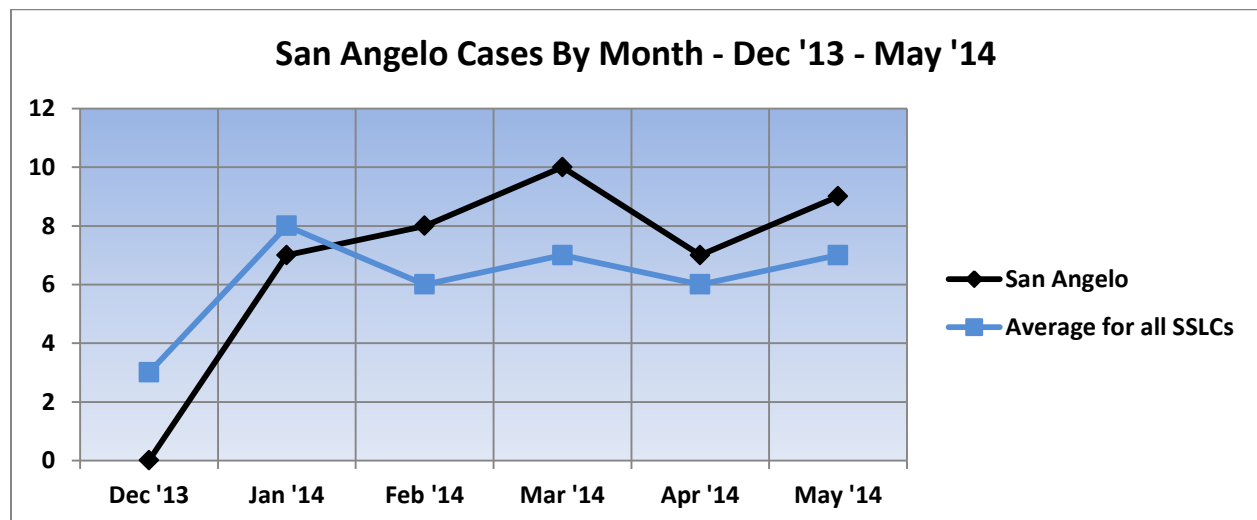
Services, stating that a great deal of progress was seen and that the facility is on the brink of achieving substantial compliance in that area.



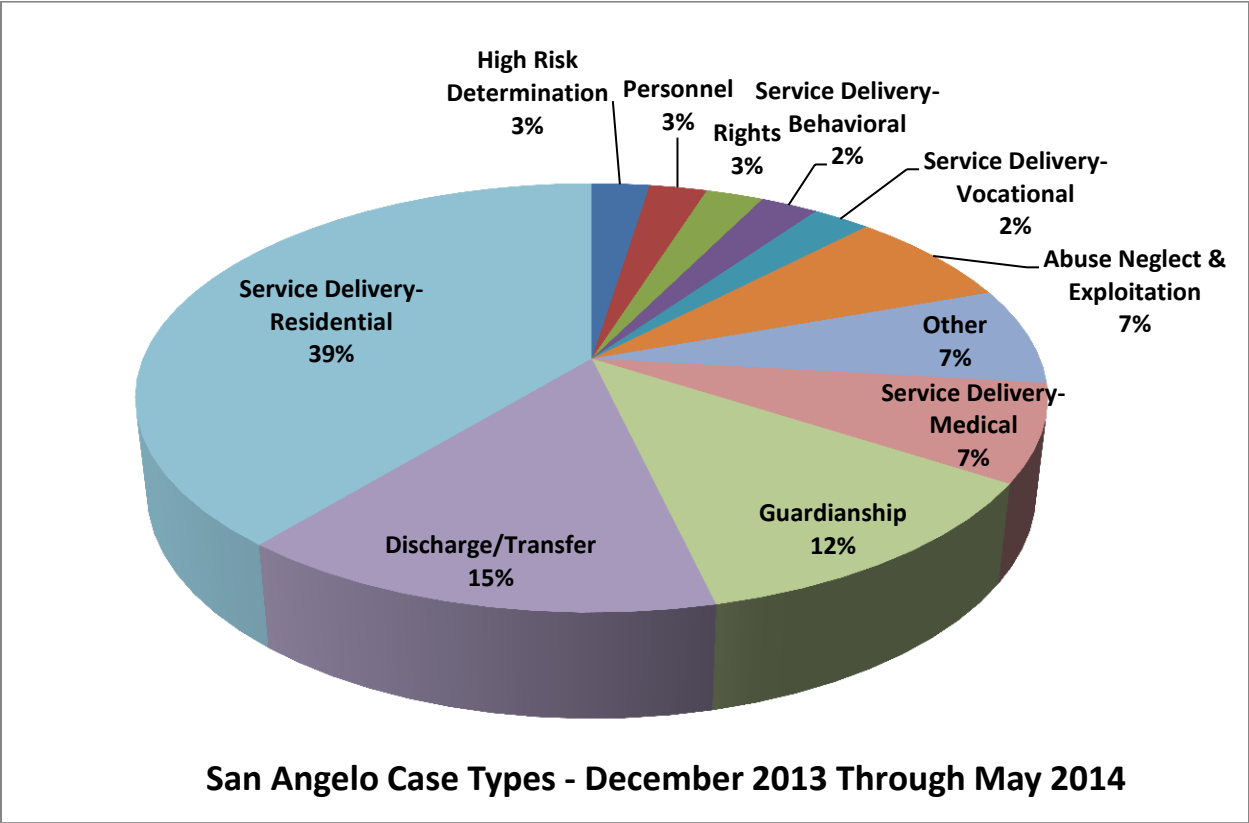
*Ms. Smith grew up in the Washington, DC area and obtained her Bachelor's Degree in Criminal Justice from The American University. She then earned a law degree from Georgetown University and has spent most of her career as a government attorney, first as an intern at the U.S. Department of Justice and then as a staff attorney at the United States Postal Service and U.S. Department of Commerce. During this time she was also involved in volunteer work at the DC Public Defender's Service, Habitat for Humanity, Lighthouse for the Blind, Ronald McDonald House, and My Sister's Place, a shelter for battered women. In 1998 she moved to Texas and handled child protection cases in Travis County, as well as becoming a CASA volunteer. She accepted a position with the Department of Mental Health and Mental Retardation in 2001. As an attorney with MHMR, and later DADS and DSHS, Ms. Smith has worked with the State Supported Living Centers and State Hospitals in many areas, including human rights, confidentiality, ethics, employee discipline, contracts, and litigation. After relocating to San Angelo, Ms. Smith joined the Office of the Independent Ombudsman in December of 2013.*

<b>San Angelo SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	18%
<b>Population</b>	211	<b>Level of IDD Severe</b>	11%
<b>Male</b>	60%	<b>Level of IDD Profound</b>	11%
<b>Female</b>	40%	<b>Level of IDD Unspecified</b>	1%
<b>Ages ≤21</b>	14	<b>Health Status Moderate</b>	40
<b>Ages 22-54</b>	138	<b>Health Status Severe</b>	4
<b>Ages 55+</b>	59	<b>No Legal Guardian Assigned</b>	61%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	16%
<b>Level of IDD Mild</b>	58%		

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



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

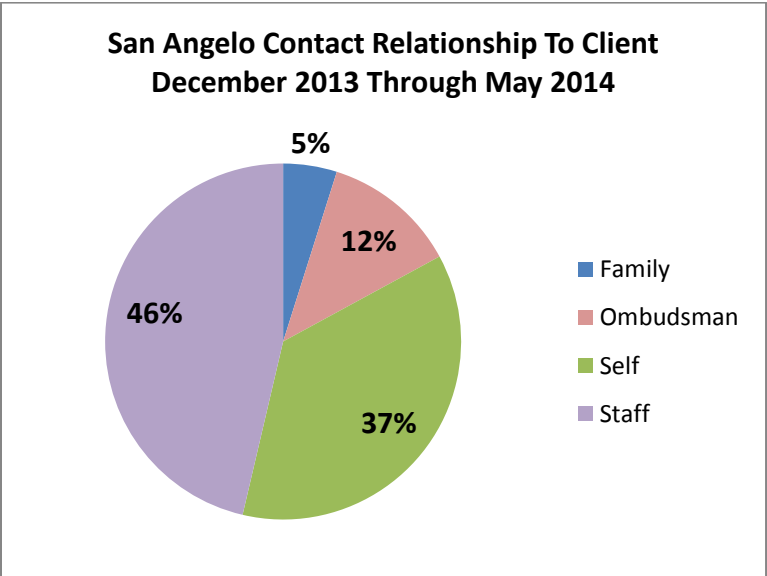


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

High Risk Determination	1
Personnel	1
Rights	1
Service Delivery-Behavioral	1
Service Delivery-Vocational	1
Abuse Neglect & Exploitation	3

Other	3
Service Delivery-Medical	3
Guardianship	5
Discharge/Transfer	6
Service Delivery-Residential	16
<b>TOTAL</b>	<b>41</b>



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

Dec 2013 through May 2014:

Family	2
Ombudsman	5
Self	15
Staff	19
<b>TOTAL</b>	<b>41</b>

## **San Antonio State Supported Living Center**

Jane Dahlke, Assistant Independent Ombudsman *[retired end of March 2014]*

Gevona Hicks, Assistant Independent Ombudsman *[became AIO beginning of April 2014]*

The San Antonio State Supported Living Center (SASSLC) currently serves 236 individuals *[as of May 31, 2014]* with cognitive disabilities ranging from mild to profound. The San Antonio SSLC is comprised of eight residential homes. Two homes specialize in providing medical monitoring and 24-hour nursing services. The other six homes provide services ranging from individuals needing total care and physical management to minimal assistance with activities of daily living activities and support for individuals with behavioral challenges. San Antonio also continues to provide services to individuals qualifying and receiving public education services.

The residents have access to a developmental center which accommodates vocational workshops, habilitation programs, gymnasium, swimming pool and computer lab. The facility also has a dental clinic, volunteer pavilion, clinical services offices and administration offices. San Antonio SSLC currently has seven residents competitively employed and working off-site at community establishments. Residents continue involvement in advocacy and civil service organizations. The SOLO Advocacy Group and Mission City Aktion Club meet monthly.

San Antonio SSLC remains active with regard to admissions to the center and community transitions. Twenty individuals have successfully transitioned into community in the last 12 months, with six transitions occurring since December 2013. There are currently 28 individuals who have initiated referrals for community transition. There have been six admissions and/or transfers to the center since December 2013, one having returned to the center from community.

San Antonio SSLC participated in the City of San Antonio annual Fiesta celebrations, which marked the center's 20th Anniversary as "official" Fiesta events with the San Antonio SSLC Coronation Ball (held on April 11, 2014 to crown the elected "Fiesta Royalty" from each residential home) and San Antonio SSLC Fiesta Festival (held on April 19, 2014 with highlights including parade, local entertainers' performances, and merchandise and food booths). Over \$25,000 was raised through Fiesta activities and events to benefit the residents.

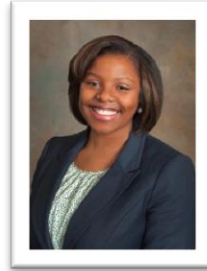
The Settlement Agreement Monitors visited in April. The visit was marked by a monitor's preliminary comments describing the interaction style of the Direct Support Professionals with individuals as "extremely pleasant, positive and even joyful". The monitoring team also described improvements in healthcare services, however expressed concern related to medical data management and analysis, particularly regarding the death of eight residents in six months, which was noted as a significant death rate for the size of the facility.

San Antonio has struggled with employee turnover within medical and clinical positions, but has been able to maintain services through use of contracted clinicians.



*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. She accepted the position of Assistant Independent Ombudsman in 2010, and retired from State service in March 2014.*

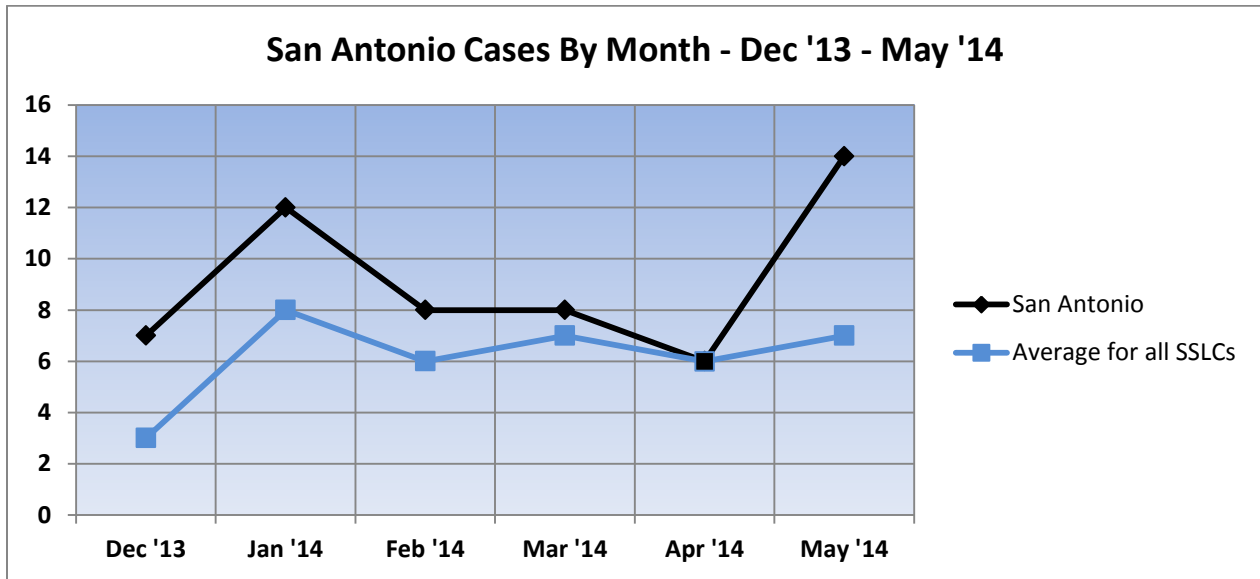


*A native of Birmingham, Alabama, Ms. Hicks received her Bachelor of Science in Psychology from the University of Alabama at Birmingham, where she also received a certificate in Gerontology.*

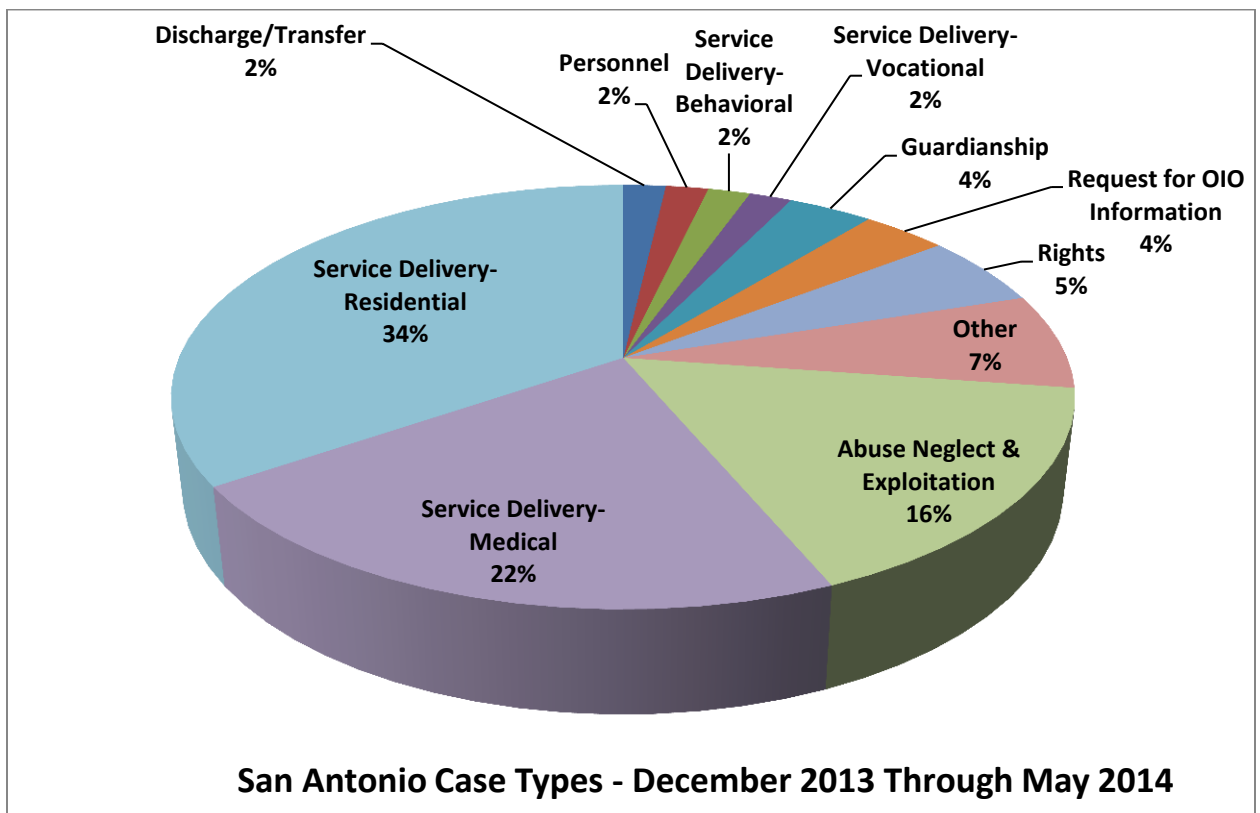
*She relocated to San Antonio, Texas in 2001 and worked with infants and toddlers at a local children's shelter. She began her career supporting children and adults with developmental disabilities as a Team Lead and then Case Manager, supervising multiple group homes in San Antonio, for an Intermediate Care Facility and Home and Community Service provider. Ms. Hicks began her employment with the state of Texas in 2006 at Austin SSLC prior to transferring to San Antonio SSLC where she worked as a QIDP. Ms. Hicks served as Human Rights Officer for three years prior to joining the Office of the Independent Ombudsman for the San Antonio SSLC in April 2014.*

<b>San Antonio SSLC Demographics</b>			
<b>Year Established</b>	1978	<b>Level of IDD Moderate</b>	16%
<b>Population</b>	235	<b>Level of IDD Severe</b>	17%
<b>Male</b>	61%	<b>Level of IDD Profound</b>	57%
<b>Female</b>	39%	<b>Level of IDD Unspecified</b>	2%
<b>Ages ≤21</b>	7	<b>Health Status Moderate</b>	56
<b>Ages 22-54</b>	146	<b>Health Status Severe</b>	41
<b>Ages 55+</b>	82	<b>No Legal Guardian Assigned</b>	53%
<b>Level of IDD Borderline</b>	0%	<b>Alleged Offenders</b>	1%
<b>Level of IDD Mild</b>	9%		

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



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

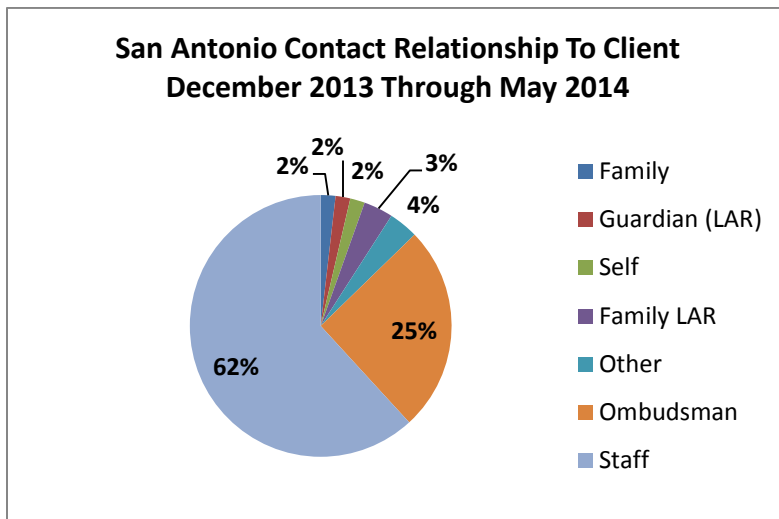


Source: H.E.A.R.T.S.

Dec 2013 through May 2014:

Discharge/Transfer	1
Personnel	1
Service Delivery-Behavioral	1
Service Delivery-Vocational	1
Guardianship	2
Request for OIO Information	2

Rights	3
Other	4
Abuse Neglect & Exploitation	9
Service Delivery-Medical	12
Service Delivery-Residential	19
TOTAL	55



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

Dec 2013 through May 2014:

Family	1
Guardian (LAR)	1
Self	1
Family LAR	2
Other	2
Ombudsman	14
Staff	34
TOTAL	55



## Organizational Chart

