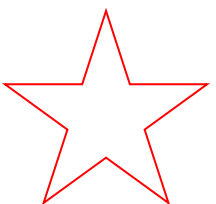
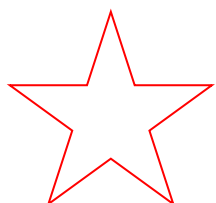
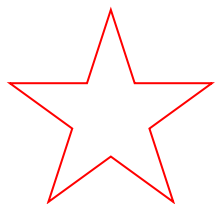
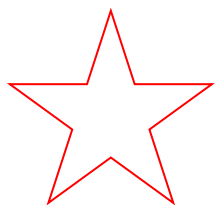
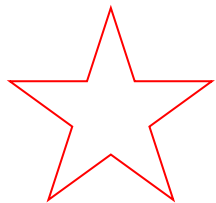


**Office of the Independent Ombudsman  
for State Supported Living Centers**



**Biannual Report**

**December 2014  
through May 2015**

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## **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
DCP	Direct Care Professional
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
QMRP	Qualified Mental Retardation Professional
SSLC	State Supported Living Center
UI	Unusual Incident
UIR	Unusual Incident Review

## Executive Summary

The purpose of this biannual report is to give a summary of the work and activities of the Office of the Independent Ombudsman for State Supported Living Centers (SSLCs). The report provides data and analysis for the reporting period from December 2014 – May 2015 in both an aggregate and disaggregate format as required by the enabling Legislation. This report presents disaggregate demographic profiles, provided by the Department of Aging and Disability Services (DADS), a brief narrative of activities at each center, as well as statistical data and analysis of the activities of our office. The primary responsibility of our Office is to “investigate, evaluate and secure the rights of the residents and clients of the state supported living centers and the ICF-IDD component of the Rio Grande State Center.” The trends, such as the increasing number of staff which utilize the office and the substantial number of issues with the delivery of residential services substantiated by data, are providing insight to the underlying issues which affect the centers. It must be noted that during this reporting period there was unfortunate turmoil in the system due to the anxiety of staff while the issues outlined within the Sunset process and the subsequent legislative session were debated. With these issues being resolved this uncertainty will hopefully be alleviated. Additionally, during this reporting period, the monitoring process of the Department of Justice (DOJ) settlement agreement has entered a new phase. It is anticipated the new methodology will assist the centers to better identify both their strengths and challenges, which will assist the centers to provide the residents a more fulfilled life.

There are ongoing activities of the Office that are not reflected in data presented in this report. They are essential dimensions of our work and must be noted. There is continuous monitoring, analysis, refinement of the tools for the Program Review of the SSLCs which will be reported on in our yearly Annual Report. This report will be issued in February 2016. The OIO continues the process to certify our staff as Person Centered Thinking Trainers. As of this report date, Ms. Susan Aguilar, AIO at the Brenham SSLC, and I have completed the mentored program and have been certified as Person Centered Trainers. An additional group of eight members of the office have begun the process to become certified. This program is 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. Fulfilling one of the duties stipulated for the Office during this reporting period, I reviewed three appeals from residents of the SSLCs. These appeals concerned the non-consensus within the Interdisciplinary Team (IDT) for community placement. They were evaluated as to their adherence to policy, procedure and due process.

The success of any effort is not measured by statistics, numbers or words in a report, but by the commitment and dedication of the people involved in the endeavor. My thanks to the staff of

the Office: Ms. Candace Jennings, Deputy Independent Ombudsman, the Assistant Ombudsmen at each of the State Supported Living Centers and at State Office, and the support staff which continuously provides assistance to the work of our Office. The names of our entire team are noted in the organizational chart included in the report. My gratitude to Governor Abbott, his staff, the leadership and members of the State Legislature for their support and confidence. Most of all my thanks to the individuals we serve and their families. Their safety, confidence and support are our best reward.

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

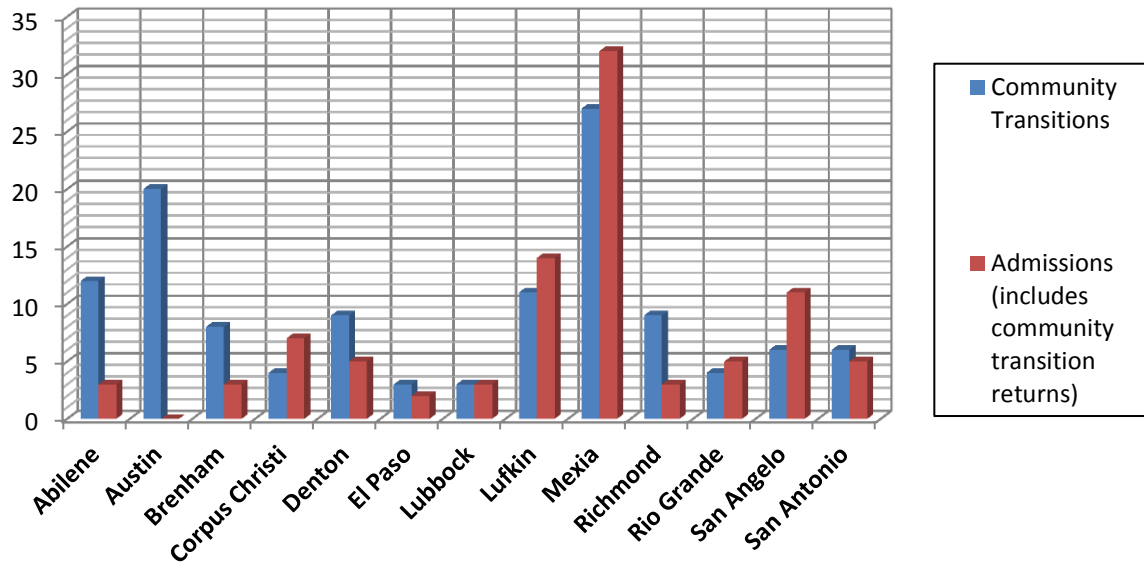
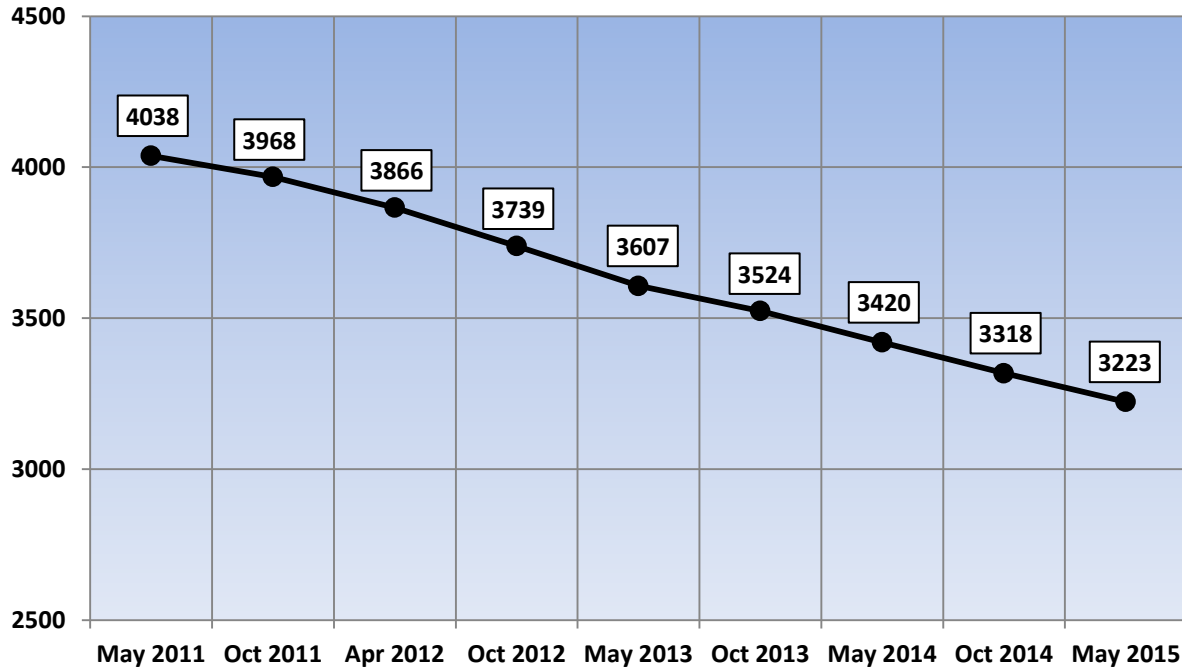
Criterion	As Of November 30, 2014	As Of April 30, 2015
Total Population	3318	3223
Male	60%	61%
Female	40%	39%
Ages ≤21	177 (5%)	173 (5%)
Ages 22-54	1876 (57%)	1800 (56%)
Ages 55+	1265 (38%)	1250 (39%)
Level of IDD Borderline	7 (<1%)	0 (0%)
Level of IDD Mild	490 (15%)	511 (16%)
Level of IDD Moderate	474 (14%)	475 (15%)
Level of IDD Severe	532 (16%)	511 (16%)
Level of IDD Profound	1765 (53%)	1701 (53%)
Level of IDD Unspecified	50 (2%)	10 (<1%)
Level of IDD Not Indicated	-----	15 (<1%)
Health Status Moderate	1133 (34%)	1128 (35%)
Health Status Severe	316 (10%)	296 (9%)
No Legal Guardian Assigned	1259 (38%)	1195 (37%)
Alleged Offenders	213 (6%)	206 (6%)

Demographic information, which has been provided by DADS, indicates that from November 1, 2014 to April 30, 2015, the total population decreased by 95 residents, or 3%. The number of residents 54 and younger decreased by 76, and the number of residents 55 and older decreased by 15; however, the percentage of residents 55 and older increased from 38% to 39%.

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 May 2015.
- 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. Many of the admissions are a result of judicial commitments. Secondly, there have been no admissions to the Austin SSLC during this reporting period.

## Total Number of Residents at the SSLCs



**Community Transitions and SSLC Admissions  
(including Community Transition Returns - Dec 2014 through May 2015)**



## 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 Office of 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.

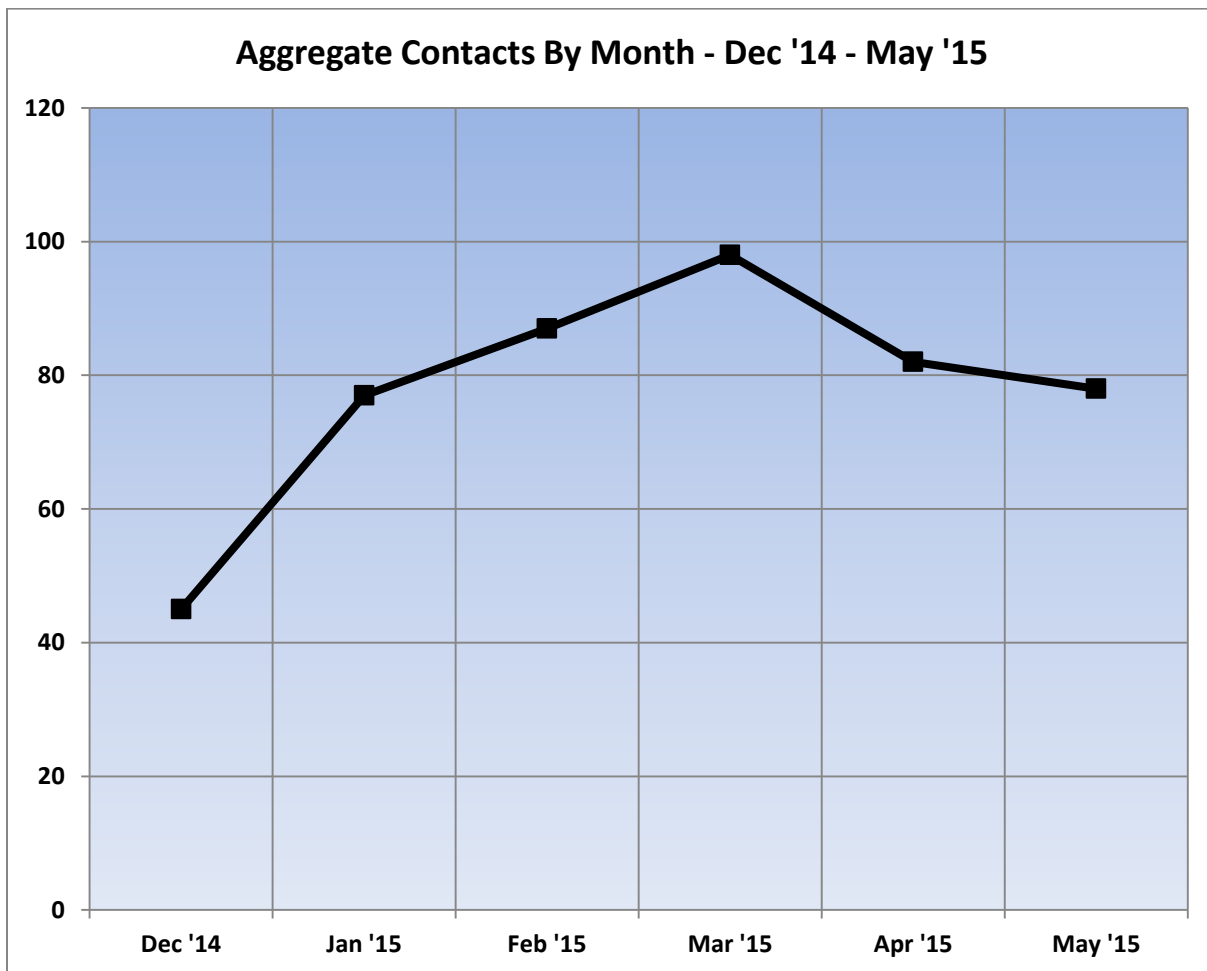
The table below shows the number of incident reports that the AIO at each SSLC has reviewed from December 1, 2014 to May 31, 2015.

Unusual Incident Reviews - Dec 1, 2014 - May 31, 2015					
Abilene	140	El Paso	113	Richmond	18
Austin	59	Lubbock	144	Rio Grande Center	7
Brenham	124	Lufkin	85	San Angelo	314
Corpus Christi	144	Mexia	268	San Antonio	147
Denton	125	<b>TOTAL</b>			<b>1688</b>

## Contact Analysis

Data provided in this report will show the volume and various reasons 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.

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



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

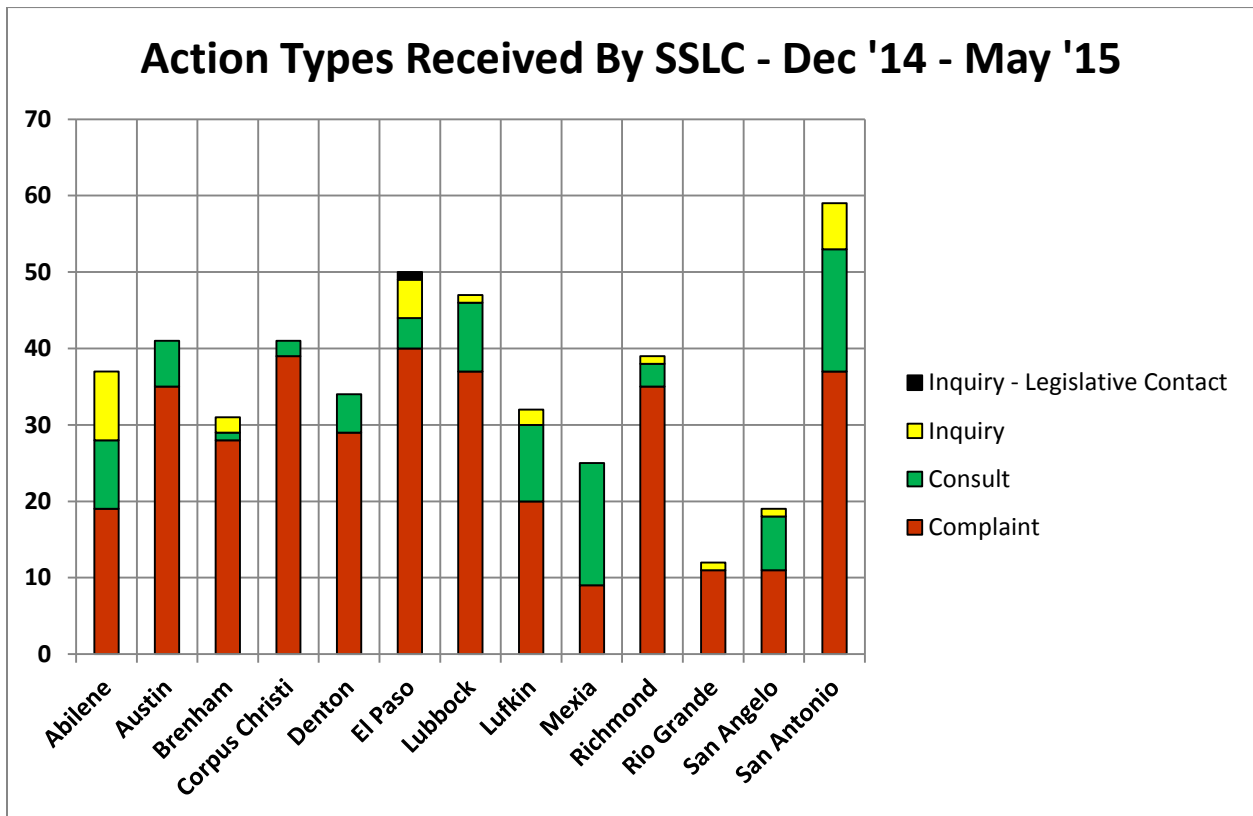
SSLC	Number of Contacts Per Month By SSLC							
	Dec '14	Jan '15	Feb '15	Mar '15	Apr '15	May '15	Total	% of Total
Abilene	5	6	3	12	6	5	37	8%
Austin	3	5	12	11	8	2	41	8%
Brenham	5	3	6	4	6	7	31	7%
Corpus Christi	1	4	10	9	4	13	41	9%
Denton	5	7	7	5	5	5	34	7%
El Paso	7	7	7	10	10	9	50	11%
Lubbock	3	14	8	9	8	5	47	10%
Lufkin	2	7	6	11	3	3	32	7%
Mexia	6	4	3	3	5	4	25	5%
Richmond	0	7	8	8	6	10	39	8%
Rio Grande	1	1	0	2	3	5	12	3%
San Angelo	2	6	6	4	1	0	19	4%
San Antonio	5	6	11	10	17	10	59	13%
<b>TOTALS</b>	<b>45</b>	<b>77</b>	<b>87</b>	<b>98</b>	<b>82</b>	<b>78</b>	<b>467</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.

Action Types	
Action Type	Description
Complaint	An expression of dissatisfaction
Consult	Caller consults ombudsman for his/her expertise
Inquiry	Caller asks a question that does not require action of the ombudsman; clarification
Inquiry – Legislative Contact	Caller asks a question that does not require action; clarification – from a legislative office.

The graph shows that the highest number of complaints made which required an investigation in this reporting period were in El Paso. The highest number of consults were in Mexia and San Antonio.



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

Data is also tracked using several categories called case types. The following table 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 rights, with the third largest being medical service delivery.

The fourth largest case type, personnel, reflects 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.

The remaining case types make up a little less than one-third of the total number of contacts in this reporting period. Following the table are definitions for case types that are used to categorize the subject matter.

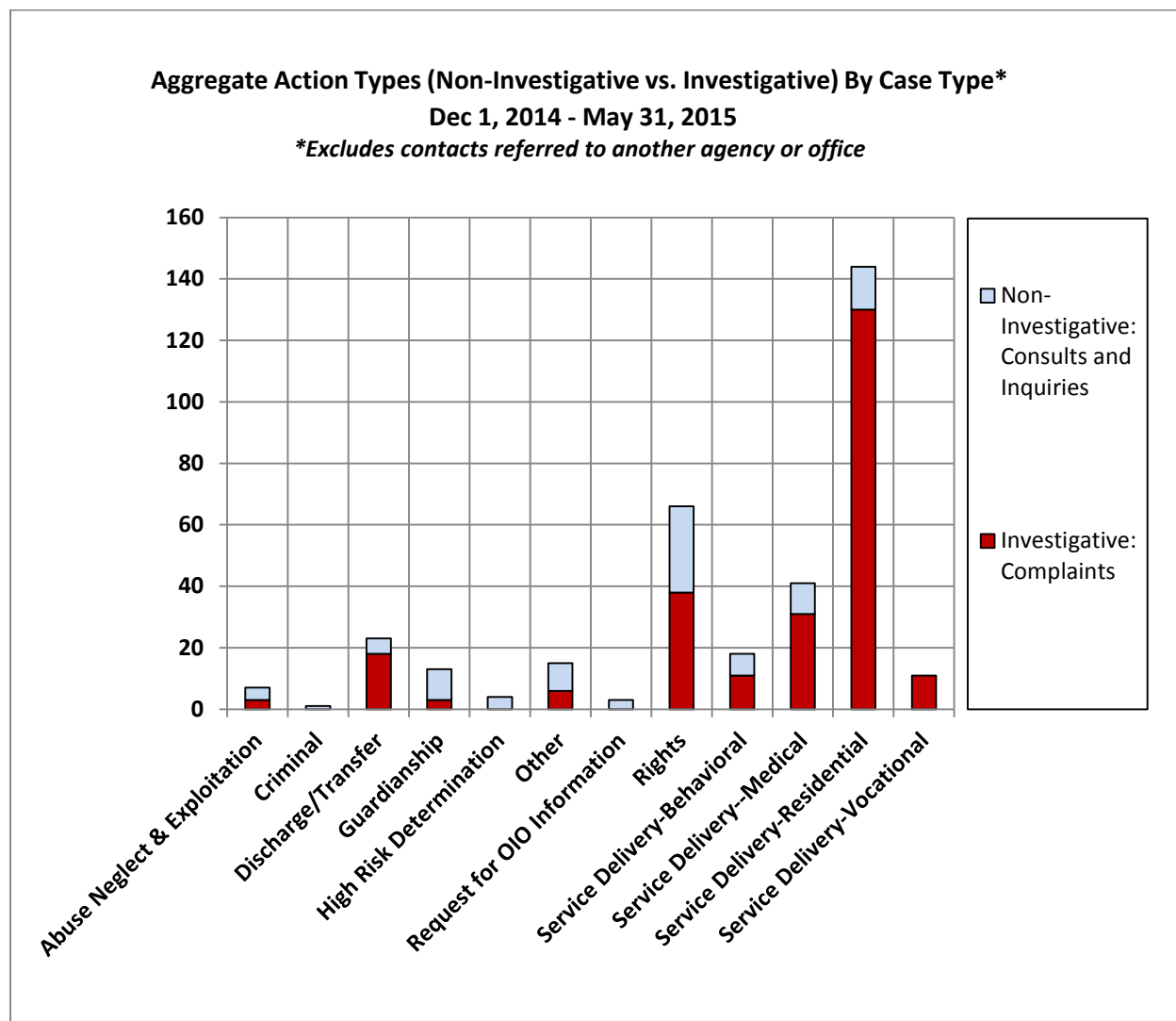
Case Type	Abilene	Austin	Brenham	Corpus Christi	Denton	El Paso	Lubbock	Lufkin	Mexia	Richmond	Rio Grande	San Angelo	San Antonio	TOTALS
Service Delivery - Residential	7	21	15	10	16	26	11	10	4	13	5	6	10	154
Rights	5	1	2	5	2	2	15	4	12	2	2	3	19	74
Service Delivery - Medical	2	2	3	14	3	4	5	3	0	4	1	1	11	53
Personnel	2	8	2	0	10	3	4	4	1	5	1	0	1	41
Discharge/Transfer	5	2	0	3	0	3	3	1	2	1	1	3	1	25
Service Delivery - Behavioral	1	1	2	4	1	2	1	5	1	2	0	0	4	24
Abuse Neglect & Exploitation	1	0	2	3	1	2	3	2	0	0	0	0	6	20
Non-SSLC Issue	4	1	1	0	0	1	2	1	0	5	0	0	4	19
Other	2	2	2	0	1	4	0	1	0	2	0	0	2	16
Guardianship	7	0	0	0	0	0	0	0	0	1	0	5	1	14
Service Delivery - Vocational	0	3	1	2	0	1	3	0	1	2	1	0	0	14
High Risk Determination	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Request for OIO Information	0	0	1	0	0	0	0	1	0	0	1	0	0	3
Criminal	1	0	0	0	0	0	0	0	0	0	0	1	0	2
Retaliation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Staff Issues	0	0	0	0	0	0	0	0	0	2	0	0	0	2
<b>TOTALS</b>	<b>37</b>	<b>41</b>	<b>31</b>	<b>41</b>	<b>34</b>	<b>50</b>	<b>47</b>	<b>32</b>	<b>25</b>	<b>39</b>	<b>12</b>	<b>19</b>	<b>59</b>	<b>467</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, habilitative therapies, dietary, auditory, speech pathologist, or other medical services
Service Delivery – Residential	Involving aspects of the residence or services delivered that are not of a behavioral or medical nature, including staff to client ratio
Service Delivery – Vocational	Involving aspects of vocational services which might include employment support, day habilitation, pre-vocation, or day activity planning
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 are complaints 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 the appropriate offices. The highest number of complaints 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. They are tracked 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.

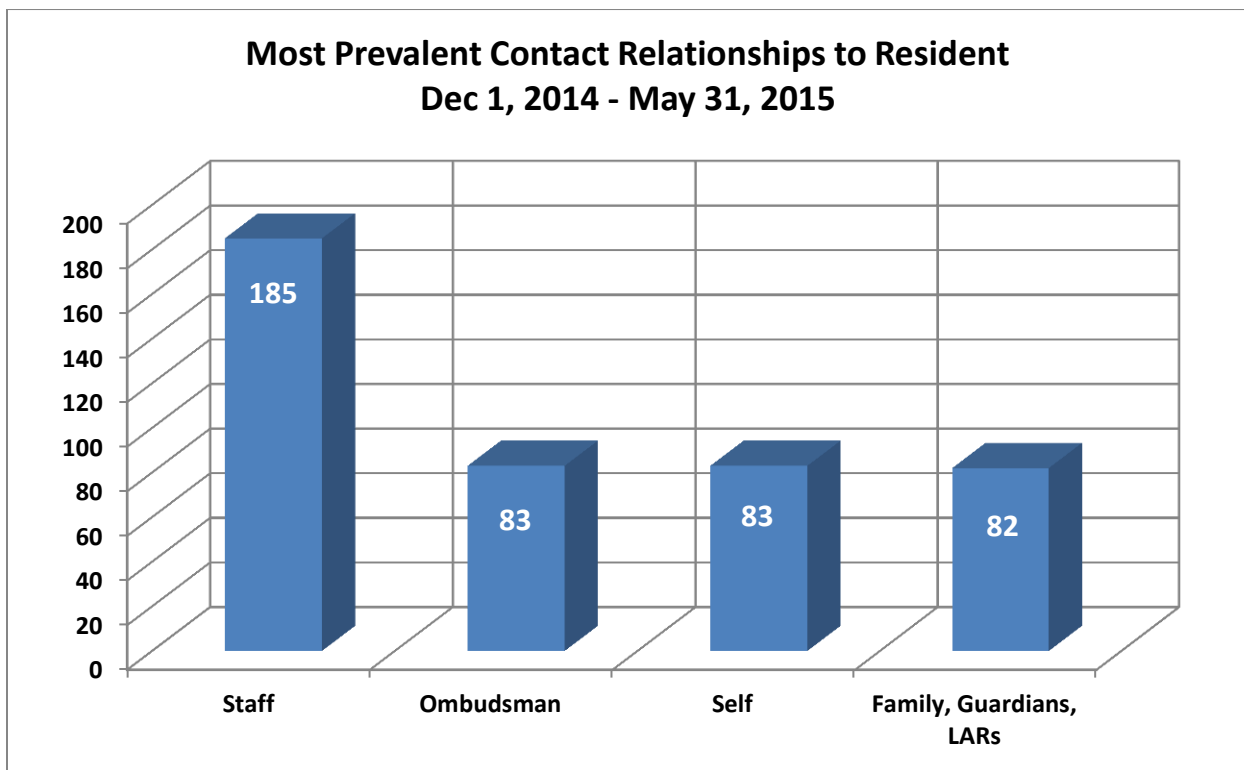


Source: H.E.A.R.T.S.

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 charts below provide a comparison of the callers' relationships to resident for the previous six months, and also for the last ten six-month reporting periods. They highlight the four most prevalent contact relationships to resident over the past six-month reporting period, and 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, accounting for 40% of cases for the last six months, and 35% since July 1, 2010.

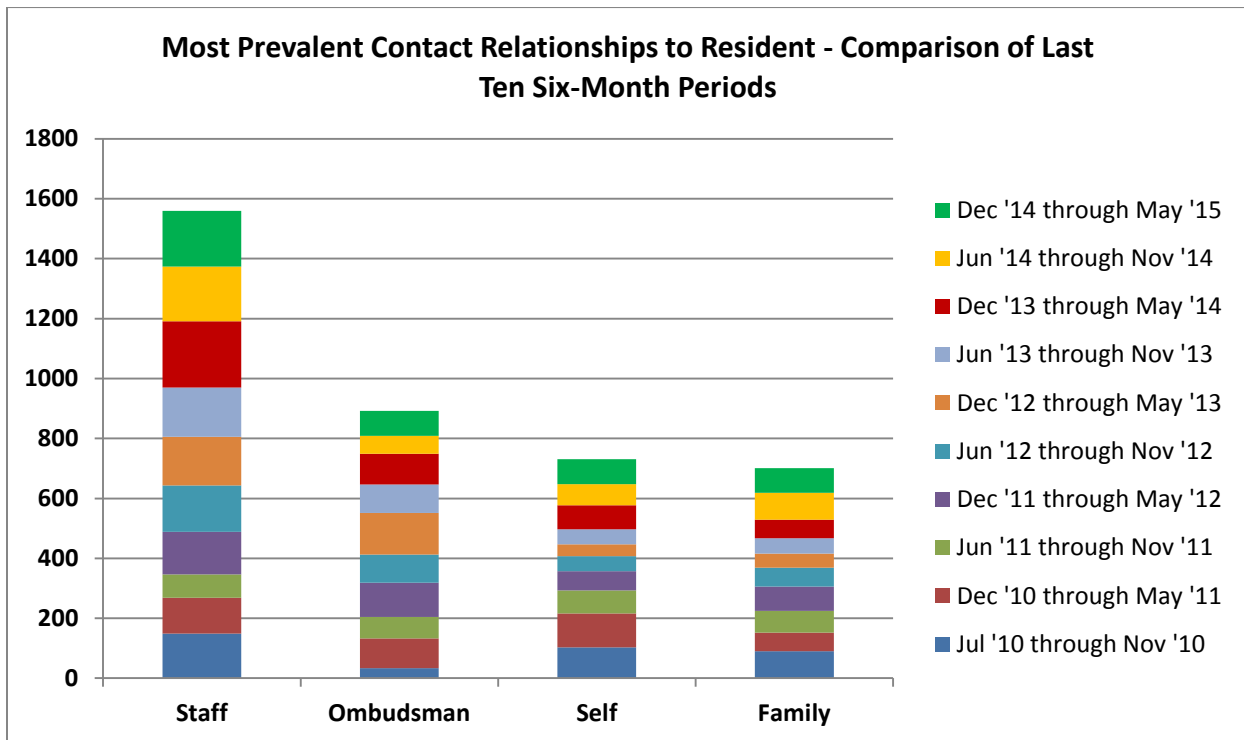
The second largest source of contact is the ombudsman. The ombudsman or AIO may initiate a complaint on behalf of a resident. Many of the residents at each center are unable to easily communicate or approach the AIO when needed. Therefore, the ombudsman has a presence in the homes, vocational sites, 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 ombudsman has initiated 18% of cases for the last six months, and 20% since July 2010.

The residents are the third largest number of contacts, with self as the relationship to client being the source for a total of 731 cases from July 1, 2010 to May 31, 2015 (16% of total cases). In the past six months, residents have initiated 18% of the cases. Family members, guardians and legally authorized representatives of residents represent the fourth largest source of contacts to the OIO, initiating 17% of cases during the past six months, and 16% of all cases since July 1, 2010.



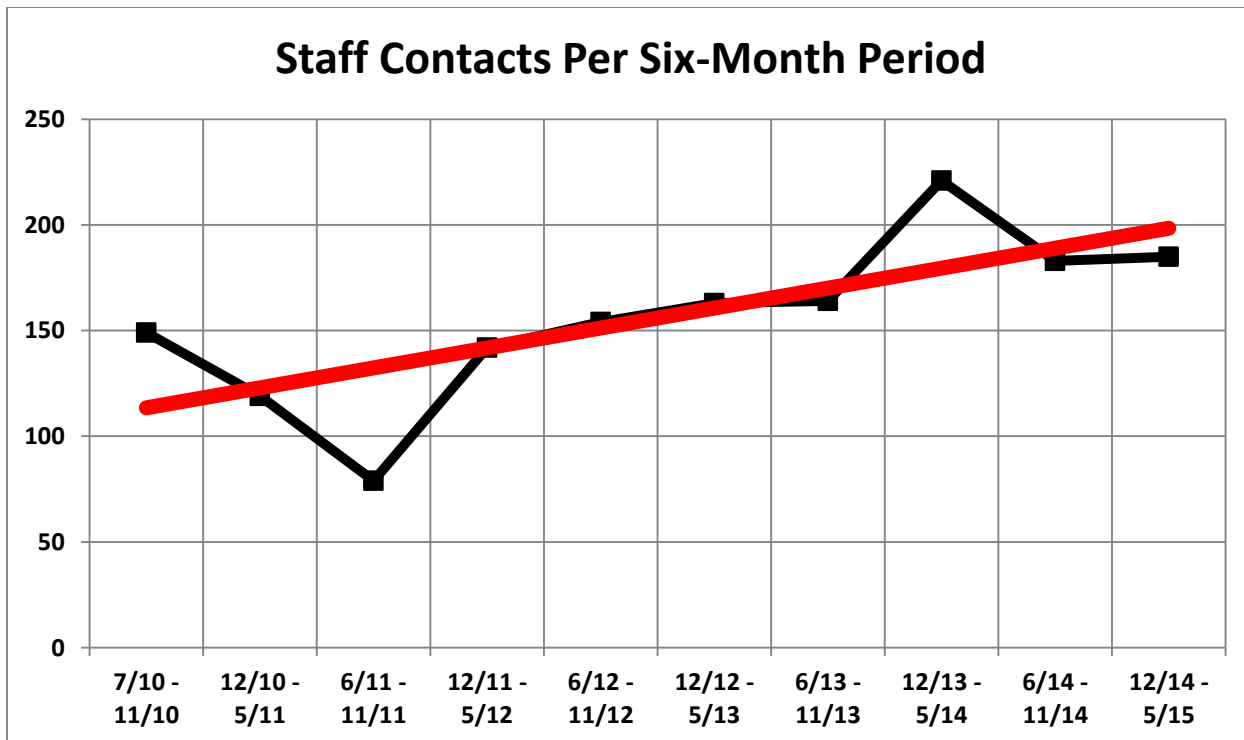
Source: H.E.A.R.T.S.





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.



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 (AbSSLC) is one of the largest employers in Abilene, Texas and the surrounding cities. The Abilene State Supported Living Center is home to approximately 328 people (158 males and 160 females as of May 31, 2015). The current population is less than the previous six months due to placements in the community. The people who live at AbSSLC function in various capacities. AbSSLC cares for people who require 24-hour nursing assistance and total staff care as well as people who are more independent and need less staff assistance, but may display behavioral issues. The AbSSLC also is the home to several males under the age of 18. These young men attend schools in the community.

There are currently five units and an infirmary at AbSSLC. Each unit ranges from four to seven homes. Each unit serves people with various needs. One unit has a home with the resources to serve people who require 24-hour nursing as well as a home that serves minor males.

There are currently 20 homes at the Abilene State Supported Living Center campus. The facility is in the process of closing one of the current homes. In this process, they are transitioning people to a different home or they have been referred to the community if that is their wish.

The Abilene State Supported Living Center has seven different activity centers across campus, its own habilitation department, a dental office, a desensitization dental office, a place where wheelchair modifications can be done, several workshops, an eatery called "The Diner," and its own laundry system that does laundry for Big Spring State Hospital as well as the Abilene, Lubbock, and San Angelo State Supported Living Centers.

The Administrative staff at the Abilene State Supported Living Center has remained the same over the past several years, which contributes to a level of consistency in leadership. The Administrative staff and the Assistant Independent Ombudsman for the facility have a good relationship.

There has not been major staff turnover in the past six months. The administration staff, medical staff, and Behavioral Health Staff have all continued in their positions. There are vacancies in the DSP department which are in the process of being filled. The facility held a job fair at the local mall in April of this year to help fill the DSP positions.

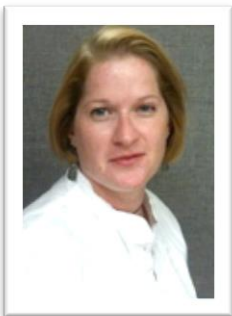
The Abilene State Supported Living Center has a new Disability Rights Texas representative for the facility. The new representative came to the facility in March of 2015 to introduce herself and familiarize herself with some of the people living in AbSSLC.

The facility is continuously referring people who live at the Abilene State Supported Living Center to the community. Fifteen people were successfully transferred into the community in the last six months.

One successor guardianship and five new guardianships and have been obtained since December of 2014.

ICF made several visits to the facility over the last six months. There were no deficiencies cited during any of their monthly visits. The annual ICF review took place in March of 2015. ICF was here Monday through Thursday. They exited early Thursday evening. They cited the following deficiencies: Governing Body, Physical Environment, Health Care Services, and Active Treatment. The survey team entered the last week of May to follow up on the deficiencies. ICF exited on May 29, 2015 clearing all deficiencies from the Annual Review. Abilene State Supported Living Center now is deficiency free.

The facility had its annual Christmas Lane this December. The campus is decorated in lights sponsored by community businesses or groups. People drive through to look at the light displays. Donations are accepted to benefit the people who live at the Abilene State Supported Living Center. Several people who live at AbSSLC participated in the Texas Special Olympics in May 2015.

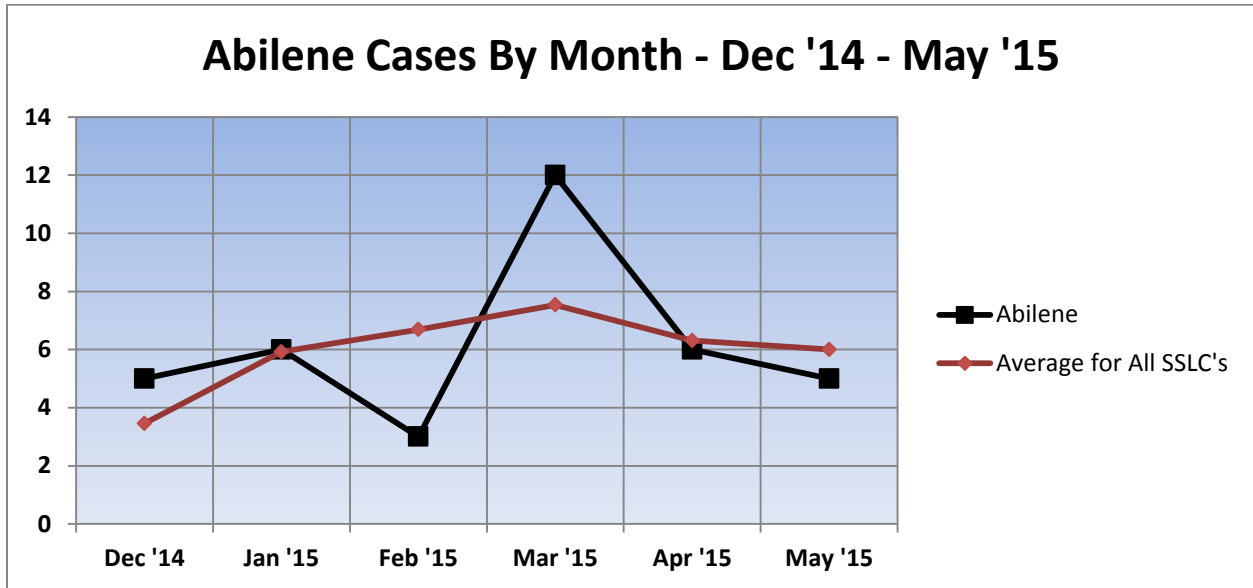


*Ms. Antilley has worked for the Abilene State Supported Living Center for several years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's Degree in Police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

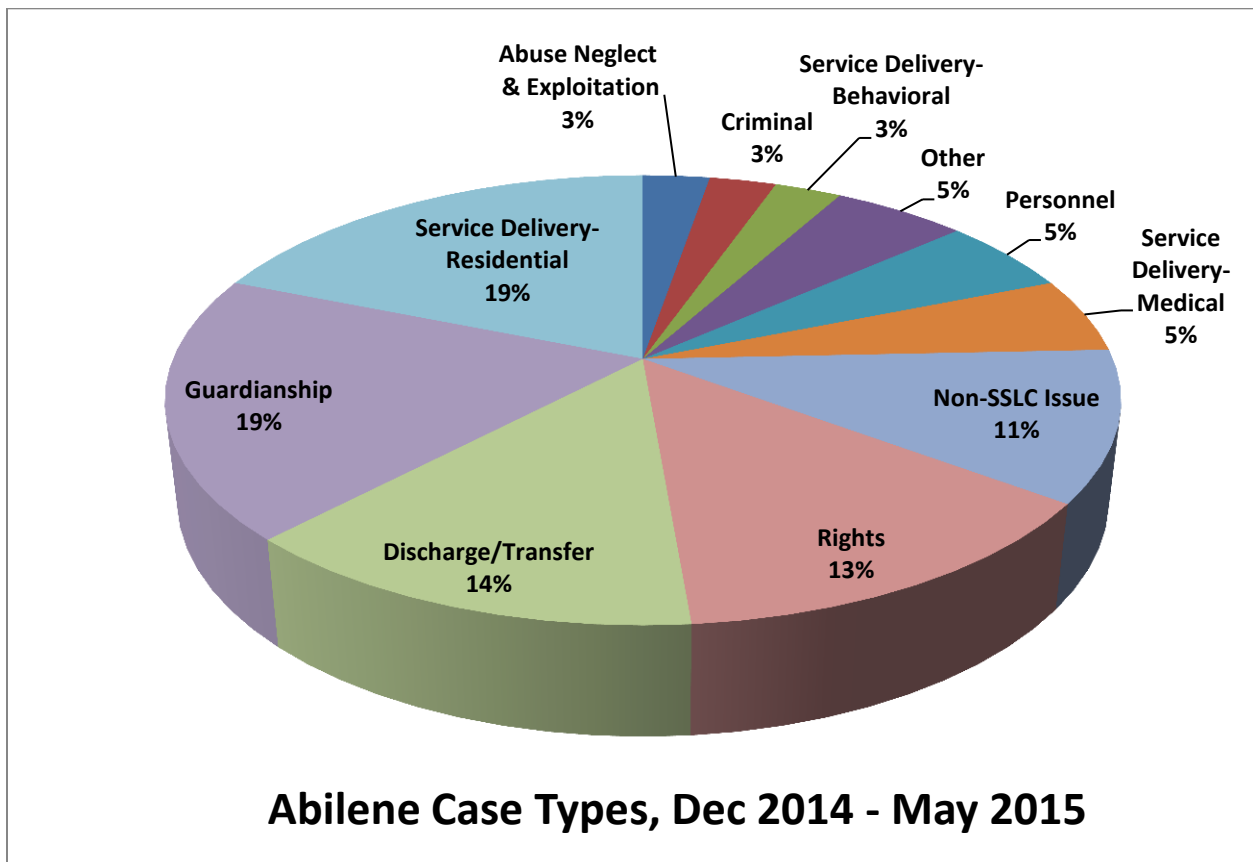
<b>Abilene SSLC Demographics</b>			
<b>Year Established</b>	1957	<b>Level of IDD Moderate</b>	15%
<b>Population</b>	331	<b>Level of IDD Severe</b>	16%
<b>Male</b>	51%	<b>Level of IDD Profound</b>	60%
<b>Female</b>	49%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	10	<b>Level of IDD Not Indicated</b>	1%
<b>Ages 22-54</b>	177	<b>Health Status Moderate</b>	40%
<b>Ages 55+</b>	144	<b>Health Status Severe</b>	10%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	40%
<b>Level of IDD Mild</b>	9%	<b>Alleged Offenders</b>	0%

(As of April 30, 2015)

## Contact Analysis



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

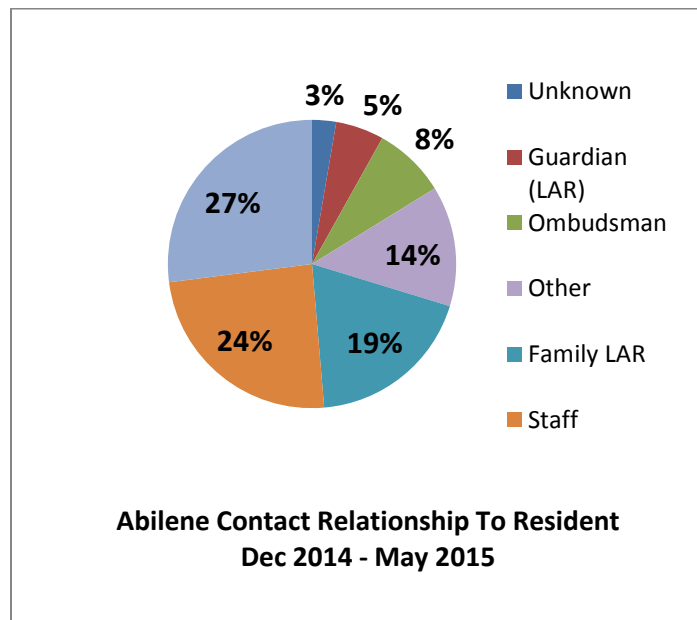


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Abuse Neglect & Exploitation	1
Criminal	1
Service Delivery-Behavioral	1
Other	2
Personnel	2
Service Delivery-Medical	2
Non-SSLC Issue	4
Rights	5
Discharge/Transfer	5
Guardianship	7
Service Delivery-Residential	7
TOTAL	37

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 2014 through May 2015:

Unknown	1
Guardian (LAR)	2
Ombudsman	3
Other	5
Family LAR	7
Staff	9
Self	10
TOTAL	37

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

Austin SSLC serves 206 individuals (as of May 31, 2015) 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 to varying degrees, 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 is comprised of four homes

providing specialty services for people who are medically fragile with behavioral challenges, males and females requiring more extensive behavioral challenges, 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 on campus attend the Rosedale School of the Austin Independent School District and ride the bus to and from school every day. The living center has on-site Vocational and Day Programming areas. In addition, the facility oversees a workshop at the Austin State Hospital serving Austin SSLC residents as well as individuals residing in the community.

Center administration is stable and continues work 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 Austin SSLC are evaluated based on monitoring for compliance with ICF-IID regulatory and the Settlement Agreement with the Department of Justice. The Center has made great strides in compliance as demonstrated by previously completing all action steps of the Systems Initiative Agreement, clearing all citations as a result of the DADS Regulatory full book survey, and clearing the two condition level citations after a full book survey conducted by federal CMS monitors in March 2015. Additionally, independent Settlement Agreement monitors completed the ninth round of monitoring establishing a baseline under newly agreed upon criteria for determining substantial compliance. Although compliance ratings were not included for Centers during this round of monitoring, the subsequent report indicates an increase in areas noted as positive improvements for the Center.

The Center received many media inquiries focused on the legislative session and possible closure. The Center was not named to be closed during this legislative session. During this pivotal period of scrutiny from regulators, the media, and the legislature the Center maintained focus on individuals receiving services in-part through the development of sensory gardens utilizing adaptive equipment, hosting an on-campus track meet, and participation in a Special Olympics event.



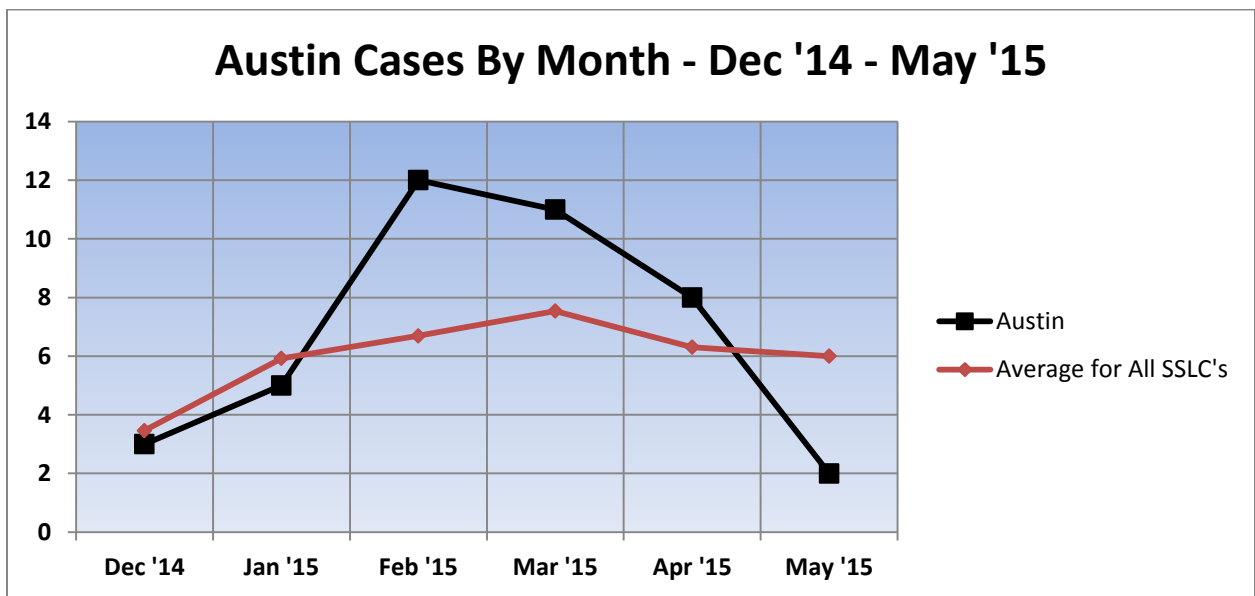
*Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has many years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for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

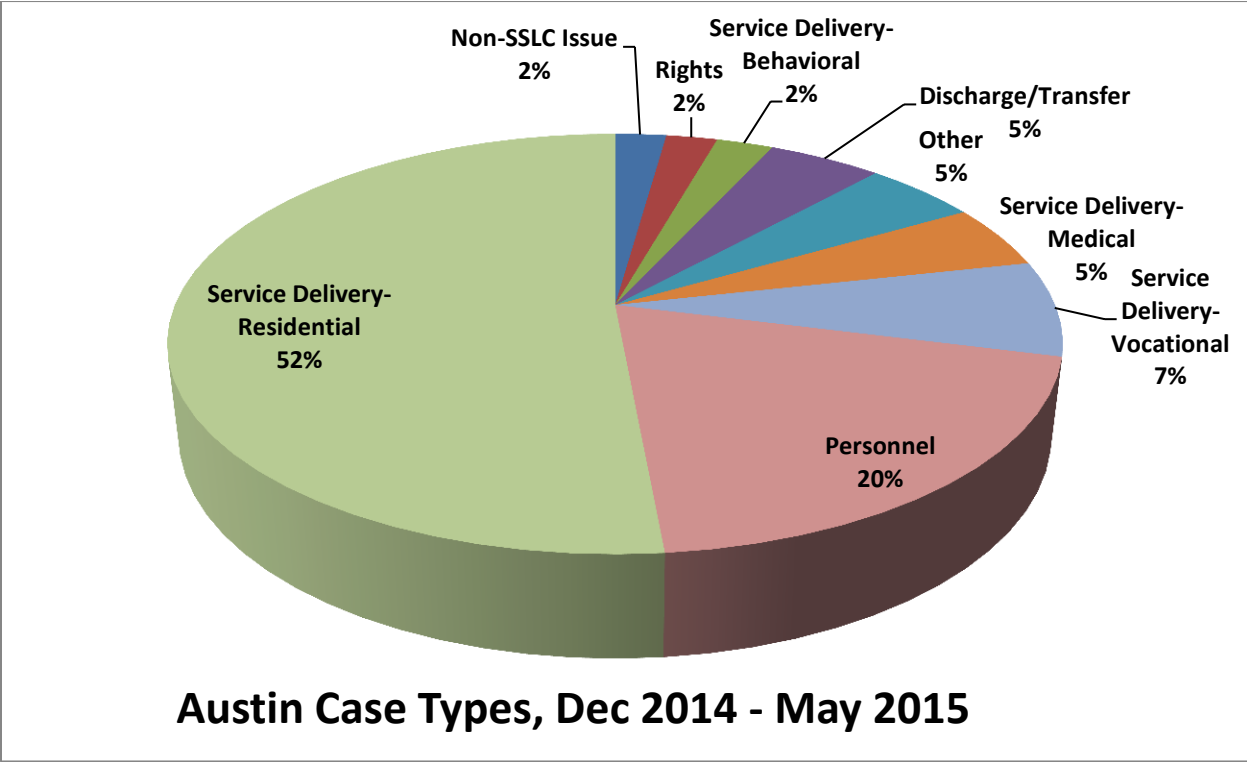
Austin SSLC Demographics			
Year Established	1917	Level of IDD Moderate	12%%
Population	207	Level of IDD Severe	22%
Male	49%	Level of IDD Profound	62%
Female	51%	Level of IDD Unspecified	0%
Ages ≤21	0	Level of IDD Not Indicated	0%
Ages 22-54	71	Health Status Moderate	31%
Ages 55+	136	Health Status Severe	18%
Level of IDD Borderline	0%	No Legal Guardian Assigned	15%
Level of IDD Mild	4%	Alleged Offenders	<1%

(As of April 30, 2015)

### Contact Analysis



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

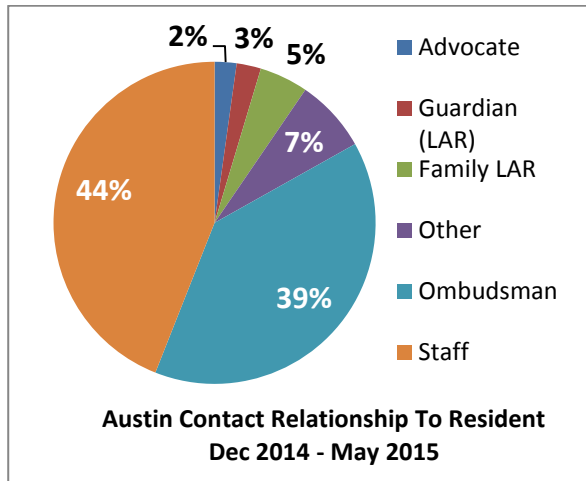


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Non-SSLC Issue	1
Rights	1
Service Delivery-Behavioral	1
Discharge/Transfer	2
Other	2

Service Delivery-Medical	2
Service Delivery-Vocational	3
Personnel	8
Service Delivery-Residential	21
<b>TOTAL</b>	<b>41</b>



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

Dec 2014 through May 2015:

Advocate	1
Guardian (LAR)	1
Family LAR	2
Other	3
Ombudsman	16
Staff	18
<b>TOTAL</b>	<b>41</b>



## **Brenham State Supported Living Center**

Susan Aguilar, Assistant Independent Ombudsman

Brenham State Supported Living Center (BSSLC) provides services to individuals with intellectual disabilities that range from profound to mild. Many of these individuals require behavioral supports and some also require psychiatric services. As of May 31, 2015, the Center has a census of 280 individuals and is made up of three residential units. Unit 1 is comprised of two systems buildings, one of which serves individuals with medical and/or physical management needs, and the other primarily serves older persons who have health conditions and physical management needs. The second unit is comprised of a systems building, and serves individuals who have physical management needs and/or require assistance with most activities of daily living. 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. Units 2 and 3 were realigned during this reporting period and Unit 3 is now comprised of a systems building, that serves males, and 7 cottages. An assistant unit director manages the systems building while the unit director manages the cottages, and this change has brought cohesion to the cottages as they are no longer under the management of two different units. The individuals that reside within Unit 3 represent a wide range of ages and many are employed in some capacity although many do require some level of assistance with activities of daily living. Brenham SSLC serves children and adolescents and they reside in cottages. Educational services are provided by Brenham Independent School District (BISD), and all school aged residents are served at local schools. The Center provides a variety of on- and off-campus work opportunities for adults.

Facility leadership has been stable this reporting period. Two full time physicians have been hired to fill vacated positions and will begin employment in June. The center now has two full-time dentists on staff. There continues to be some turnover with QIDP positions that result in QIDPS having an increased workload on an ongoing basis. This continues to impact the ability to provide effective monitoring and evaluation of programming and services.

Recent efforts to improve staff morale and to better support front line staff have included instituting a Director's Advisory and Employee Relations Committee that meets monthly with the director. Leadership has also implemented a new process that utilizes a coaching and mentoring tool while making routine observations that include providing mentoring and feedback to front line staff.

During this reporting period, unusual incidents related to how staff are intervening in/attempting to manage challenging behavior continue to occur and indicates the need to provide more effective support to front line staff. Facility leadership is taking appropriate steps to address this trend and has been receptive towards recommendations made by the AIO.

Regulatory has been on campus periodically during this reporting period to investigate reportable incidents and to conduct some complaint investigations. One reportable incident investigation was deferred, pending completion of DFPS and OIG investigations. The center is currently free of deficiencies.

The center's Family Association continues to meet quarterly and actively supports the center. Senator Kolkhorst was the guest speaker in January and Representative Schubert addressed the group at the April meeting. This forum provided family members the opportunity to ask questions and express any concerns.

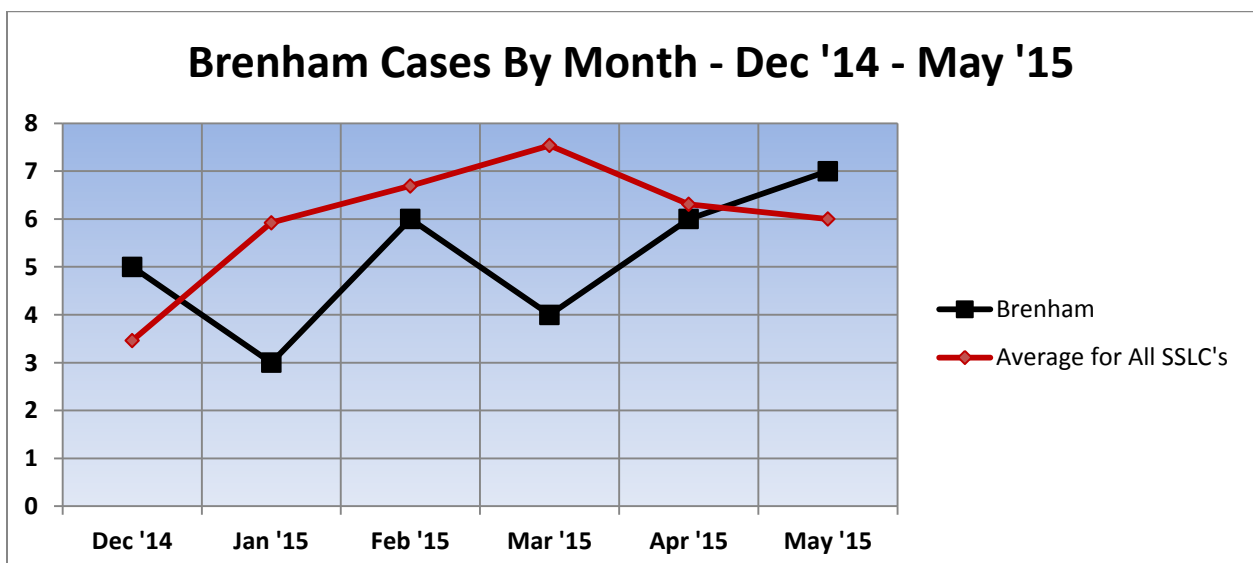


*Ms. Aguilar obtained a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center Ms. Aguilar has also served as Program Facilitator, Person-Directed Planning Coordinator, Level of Need Coordinator, and interim Rights Protection Officer. She has held the position of Assistant Independent Ombudsman since 2010. Ms. Aguilar recently became certified as a Person Centered Thinking Trainer.*

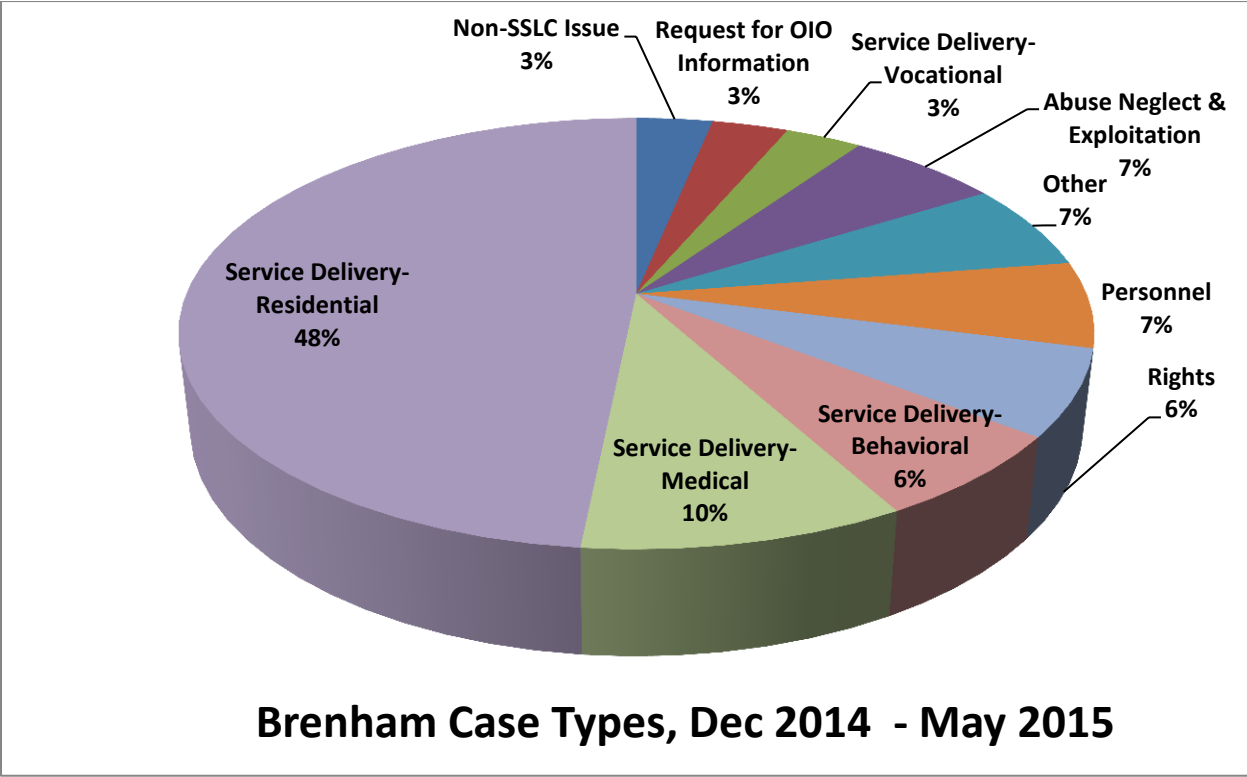
<b>Brenham SSLC Demographics</b>			
<b>Year Established</b>	1974	<b>Level of IDD Moderate</b>	20%
<b>Population</b>	281	<b>Level of IDD Severe</b>	18%
<b>Male</b>	63%	<b>Level of IDD Profound</b>	59%
<b>Female</b>	37%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	29	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	173	<b>Health Status Moderate</b>	29%
<b>Ages 55+</b>	79	<b>Health Status Severe</b>	2%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	11%
<b>Level of IDD Mild</b>	4%	<b>Alleged Offenders</b>	0%

(As of April 30, 2015)

### Contact Analysis



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

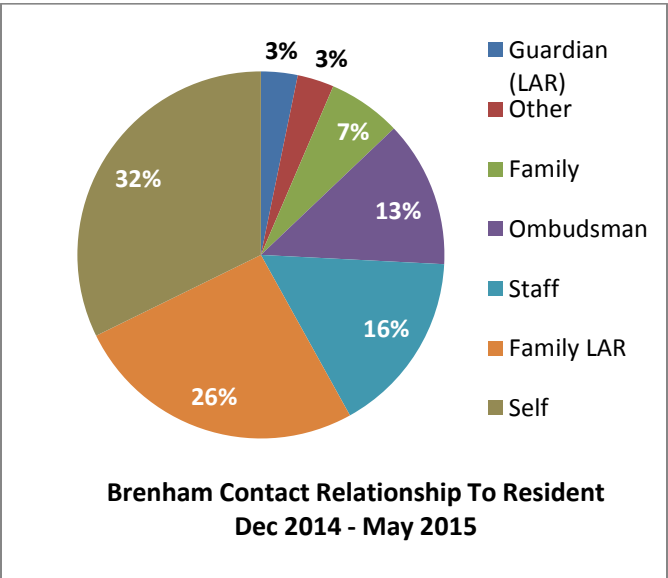


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Non-SSLC Issue	1
Request for OIO Information	1
Service Delivery-Vocational	1
Abuse Neglect & Exploitation	2
Other	2

Personnel	2
Rights	2
Service Delivery-Behavioral	2
Service Delivery-Medical	3
Service Delivery-Residential	15
TOTAL	31



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

Dec 2014 through May 2015:

Guardian (LAR)	1
Other	1
Family	2
Ombudsman	4
Staff	5
Family LAR	8
Self	10
TOTAL	31

## **Corpus Christi State Supported Living Center**

Angela Leach, Assistant Independent Ombudsman

The Corpus Christi SSLC's census is currently at 224. The individuals served range from profound to mild in cognitive abilities. There are three units, and each unit specializes in services. The units serve residents that are medically fragile with profound IDD, individuals with severe and profound IDD and some medical needs, and individuals with mild to moderate IDD with co-occurring mental illness or behavioral needs.

Corpus Christi SSLC residents have access to a variety of classes, active treatment sites, various employment opportunities, an on campus computer lab, gymnasium and swimming pool among other supports to promote independence and growth. The individuals who live at CCSSLC are active in Special Olympics and Miracle League sports. Many are employed during the week and take part in an array of recreational opportunities both on- and off-campus. CCSSLC is in the process of improving the content of classroom training to provide a more enriching curriculum.

There were a few significant staff changes during this period. A new habilitation therapies director began in May 2015. Long time behavioral health specialist Everett Busch was promoted to the BHS director. Mr. Busch is also a BCBA. Medical Director Dr. Ingela Danielsson-Sanden left the SSLC in February. A new medical director is pending. Director of Admissions and Placement position was vacated in April and a new medical director is scheduled to begin in June.

The Department of Justice Court Monitor's visit occurred in January 2015. Recommendations were made regarding the need to achieve higher outcomes for residents in the areas of treatment, abuse prevention, daily schedules, community living goals, addressing learned behaviors without psychiatric medications, and increasing critical thinking to address people with complex needs. Significant progress is being made towards collecting and using data to improve services.

In this review period there have been three regulatory visits to review a total of 10 incidents. The most frequent concern has been client behavior and facility practices. There was one deficiency noted in this area. These reviews have followed client to client aggression and restraints that have resulted in injury. All other investigations came back without further recommendations.

Quarterly meetings are held with DFPS, OIG,AIO, and DADS Regulatory to enhance interagency relationships and discuss investigative issues.

Community Relations partnered with the admissions department to host a "Cinco DeMayo" dance in May 2015. Families and friends were invited.

Behavioral Health services were reorganized so that all PBSP's are completed by staff that are BCBA's or are actively working on certification.



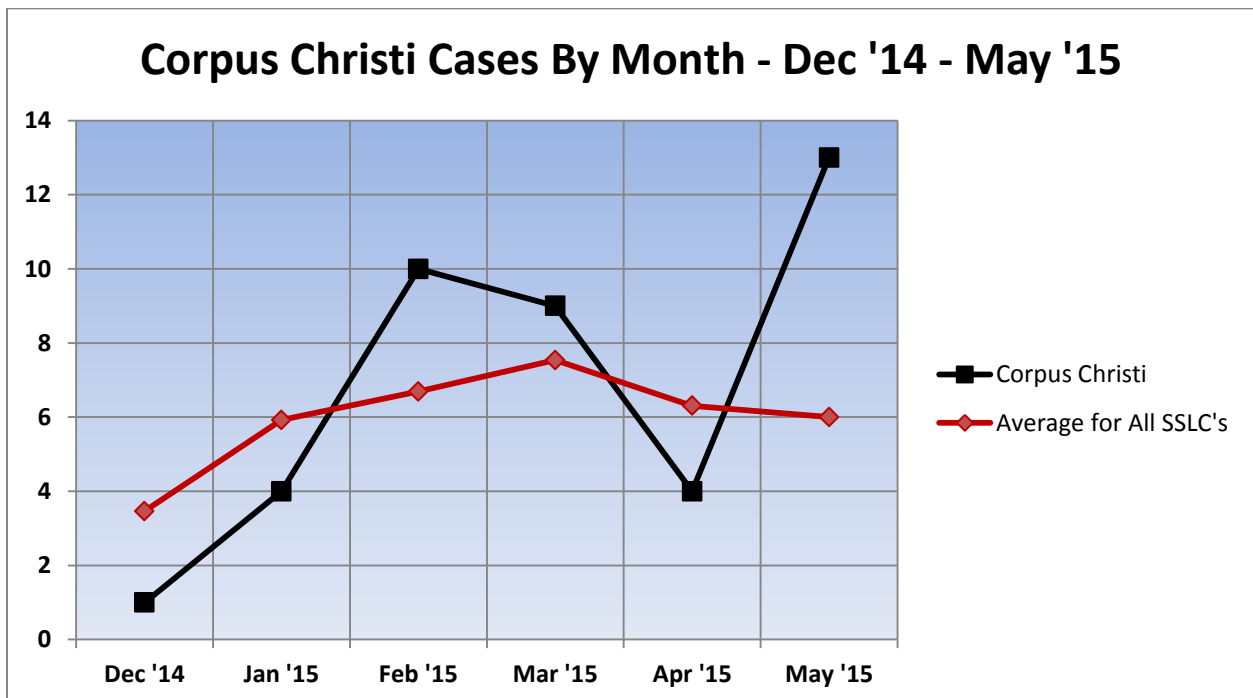
*Ms. Leach obtained a Bachelor of Science degree in Psychology with a minor in Biology from Angelo State University. While completing her degree she worked as a direct support staff serving people with intellectual and developmental disabilities. After graduating she continued her career over the next 12 years at the Behavioral Health Center of Nueces County, in the Local Authority area, providing services in Case Management and later managing the IDD service area. Individualized and exceptional treatment of persons needing assistance in our state supported areas has always been of primary importance to*

*Ms. Leach. She joined the OIO as the Assistant Independent Ombudsman of the Corpus Christi SSLC in December 2014.*

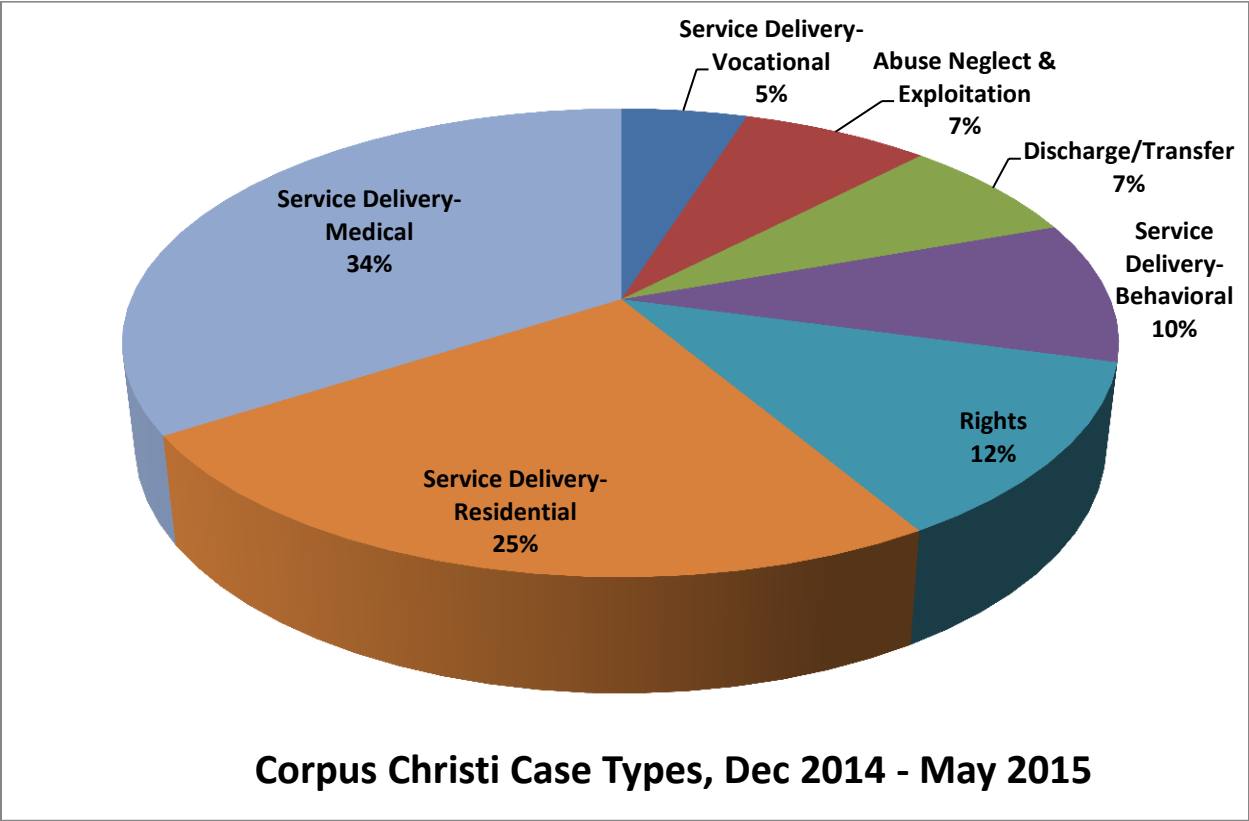
<b>Corpus Christi SSLC Demographics</b>			
<b>Year Established</b>	1970	<b>Level of IDD Moderate</b>	10%
<b>Population</b>	224	<b>Level of IDD Severe</b>	11%
<b>Male</b>	57%	<b>Level of IDD Profound</b>	58%
<b>Female</b>	43%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	1	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	127	<b>Health Status Moderate</b>	42%
<b>Ages 55+</b>	96	<b>Health Status Severe</b>	7%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	65%
<b>Level of IDD Mild</b>	21%	<b>Alleged Offenders</b>	4%

(As of April 30, 2015)

### Contact Analysis



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

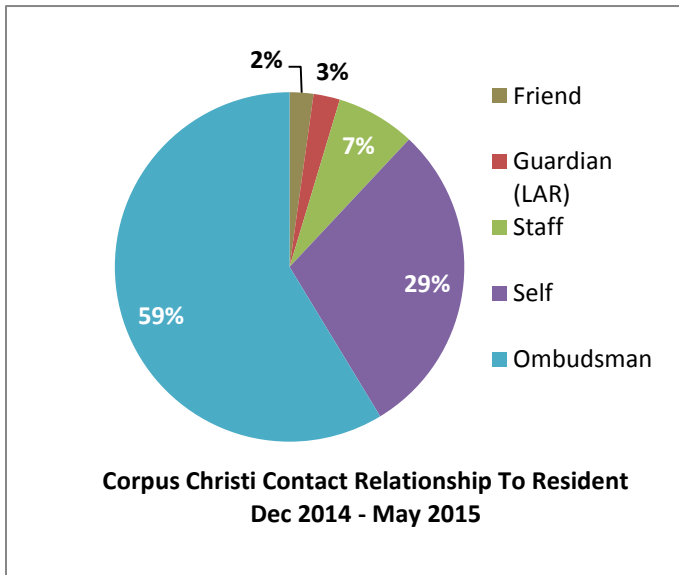


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Service Delivery-Vocational	2
Abuse Neglect & Exploitation	3
Discharge/Transfer	3
Service Delivery-Behavioral	4

Rights	5
Service Delivery-Residential	10
Service Delivery-Medical	14
TOTAL	41



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

Dec 2014 through May 2015:

Friend	1
Guardian (LAR)	1
Staff	3
Self	12
Ombudsman	24
TOTAL	41

## **Denton State Supported Living Center**

Jerome Young, Assistant Independent Ombudsman

The Denton SSLC currently provides services to 451 individuals with cognitive and physical disabilities. The level of developmental disability ranges from mild to profound. The campus consists of six units. Two units serve individuals who are medically fragile and require 24-hour nursing care. Although the majority of these individuals have physical limitations, they are provided with resources to be as independent as possible. Some need assistance with propelling their wheelchairs, while others have been provided with motorized wheelchairs in order to move independently. The other units are home to individuals who are more ambulatory, but require behavioral intervention. Although most of the population consists of older individuals, two residents still attend public school.

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

There were 14 residents who participated in 39<sup>th</sup> SSLC Annual Music Festival. Denton residents participated in six different categories this year and received awards in three of these categories, including a first-place finish in Vocal Solo. Denton SSLC also received awards for Sign Language Choir and Percussion Ensemble.

There were several performance groups who came to visit DSSLC. One was the Denton Bell Band which is a bell band in the community made up of residents who have intellectual disabilities.

Several family members and people from the Jewish community came to the Denton SSLC Hanukkah party. Prince of Peace Lutheran Church also came to DSSLC later in December. The Prince of Peace Church performed a few songs and provided the residents with a small gift bag.

December 7, 2014 was the Family Christmas party at each of the six units. This is one of the favorite times of the year for the families to celebrate the holidays with the residents and staff of the Denton SSLC. On December 15, 2014 the Foster Grandparents Annual Cookie Day provided cookies to employees to show appreciation for hard work and selflessness that staff provided to the residents.

A successful annual ICF review was completed in April 2015. A successful visit with DOJ Monitors took place in April 2015.



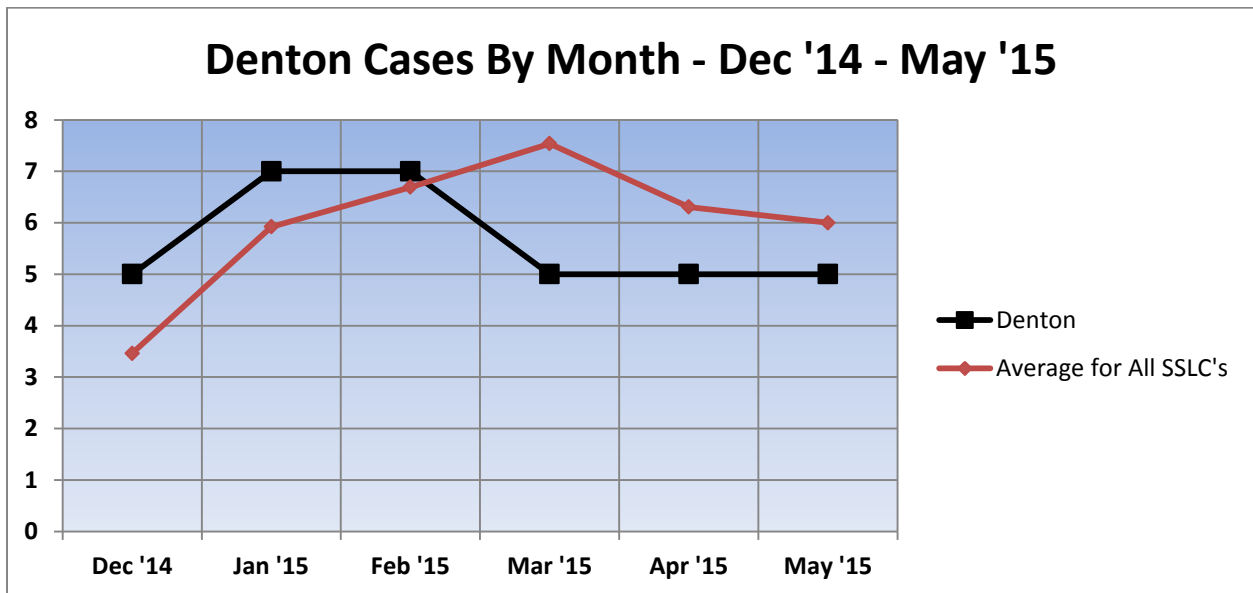
Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton SSLC, 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>	455	<b>Level of IDD Severe</b>	19%
<b>Male</b>	57%	<b>Level of IDD Profound</b>	56%
<b>Female</b>	43%	<b>Level of IDD Unspecified</b>	1%
<b>Ages ≤21</b>	6	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	215	<b>Health Status Moderate</b>	36%
<b>Ages 55+</b>	234	<b>Health Status Severe</b>	21%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	24%
<b>Level of IDD Mild</b>	10%	<b>Alleged Offenders</b>	1.1%

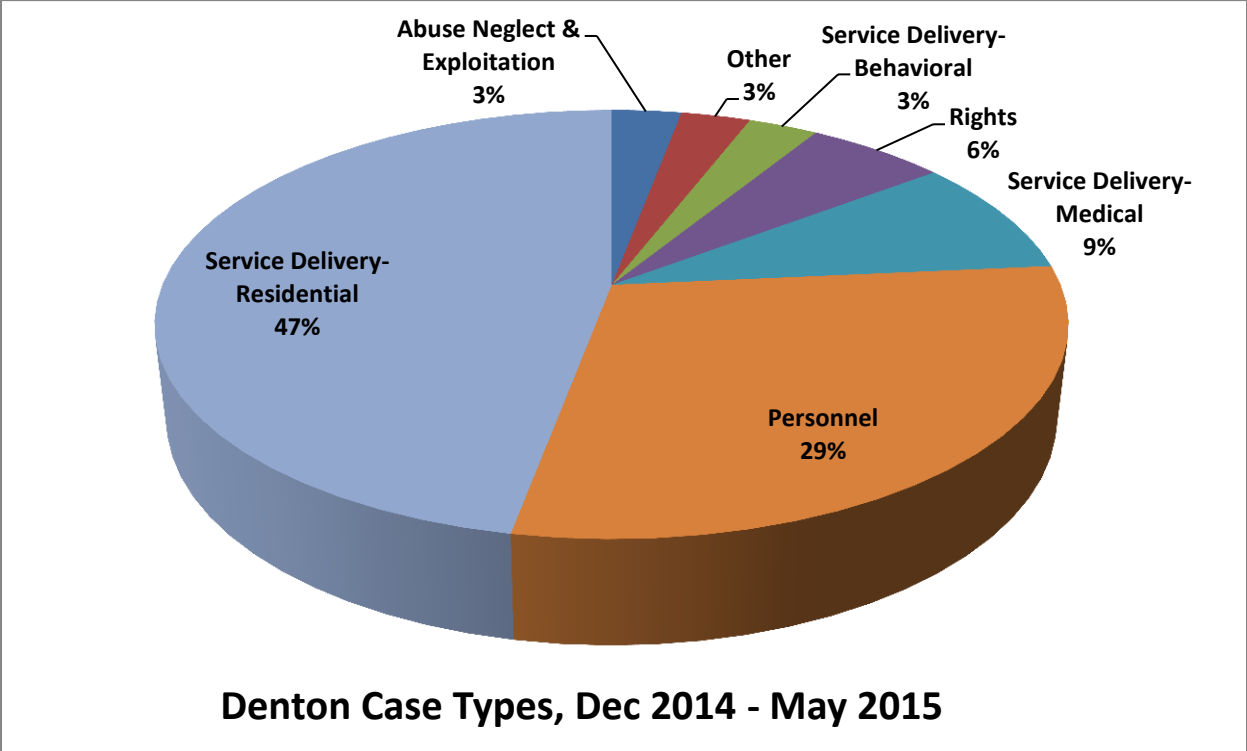
(As of April 30, 2015)

### Contact Analysis



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



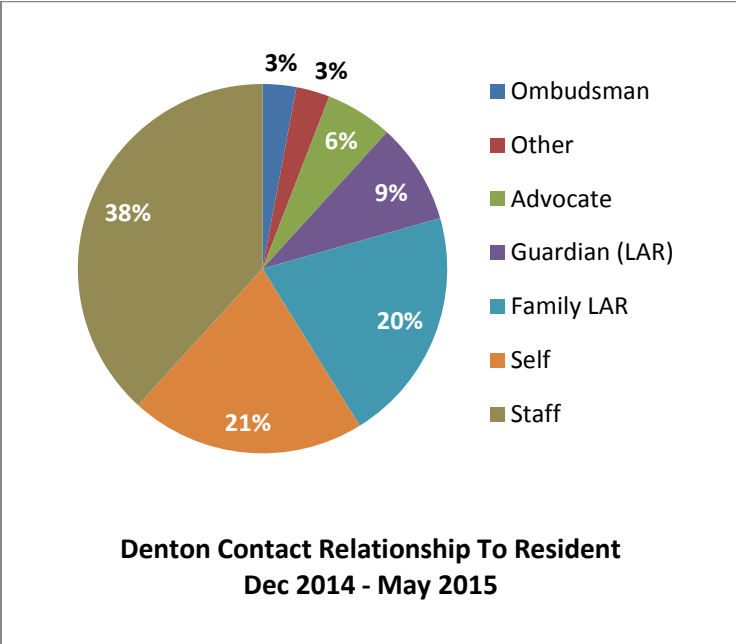


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

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

Service Delivery-Medical	3
Personnel	10
Service Delivery-Residential	16
<b>TOTAL</b>	<b>34</b>



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

Dec 2014 through May 2015:

Ombudsman	1
Other	1
Advocate	2
Guardian (LAR)	3
Family LAR	7
Self	7
Staff	13
<b>TOTAL</b>	<b>34</b>

## **El Paso State Supported Living Center**

Isabel Ponce, Assistant Independent Ombudsman

With 61 male and 44 female individuals, the census for the El Paso State Supported Living Center currently stands at 105. While only about 12% of the population is under the age of 30, a significant 46 % are over the age of 50 and nearly 27% are over the age of 60. The cognitive abilities of the individuals served range from mild to profound with a number of residents who also have physical disabilities or a dual diagnosis of IDD/MH. Individuals who typically require greater medical services and ADL assistance reside on the south side of campus in 503 Kirkland Circle. This same building houses medical, dental and habilitation services. An isolation room can also be found in this area. The bedrooms are divided into three areas known as Dorms. They each have a common area that connects the bedrooms and an independent activity center as well. While these quarters are considered co-ed., the actual bedrooms are not. Male residents share bedrooms on one side of the dorm and females occupy the opposite side. Across campus there are eight resident homes known as cottages. These house anywhere from eight to 12 residents and are also either all male or all female. The individuals in these homes usually have increased abilities in ADLs and ambulation and most require less extensive medical attention. The facility workshop and recreation are located in building 515 which is centrally located at 515 Kirkland Circle. Some individuals enjoy employment outside the workshop but still on campus.

The recreation department schedules regular excursions to the community and individuals are treated to formal balls and holiday dances. The latest celebration of Cinco De Mayo was enjoyed by all. Many have also enjoyed the Miracle League baseball during this time. El Paso's Fearless Team is well known in the county.

Cottage 510 had not been reopened as the census continues to decrease and beds are still available throughout campus. Other areas are scheduled for remodeling and one large central kitchen was recently retiled and painted.

The center welcomed a new psychiatrist, Dr. San Roman who has taken an active interest in improving team approaches to behavioral challenges. As new Admissions continue to adjust to the facility, unauthorized departures continue to increase. The facility continues to work to meet the challenge of individual safety and has developed protocols with the residential department to protect individuals from harm.

At this time the facility continues to look for a Director for the Habilitation Department.

Several complaints that have required regulatory investigations have given the center an opportunity to improve services across the board.

Town Hall Meetings continue to be a vehicle for staff education and information. Department heads regularly present and end with QA sessions.

Individuals continue to be referred to the community. No individuals have returned to the center after transitioning to the community during these last six months. A Provider Fair was held in May and the turnout was promising. Parents were able to visit with provider representatives, ask questions and pick up brochures and related information.

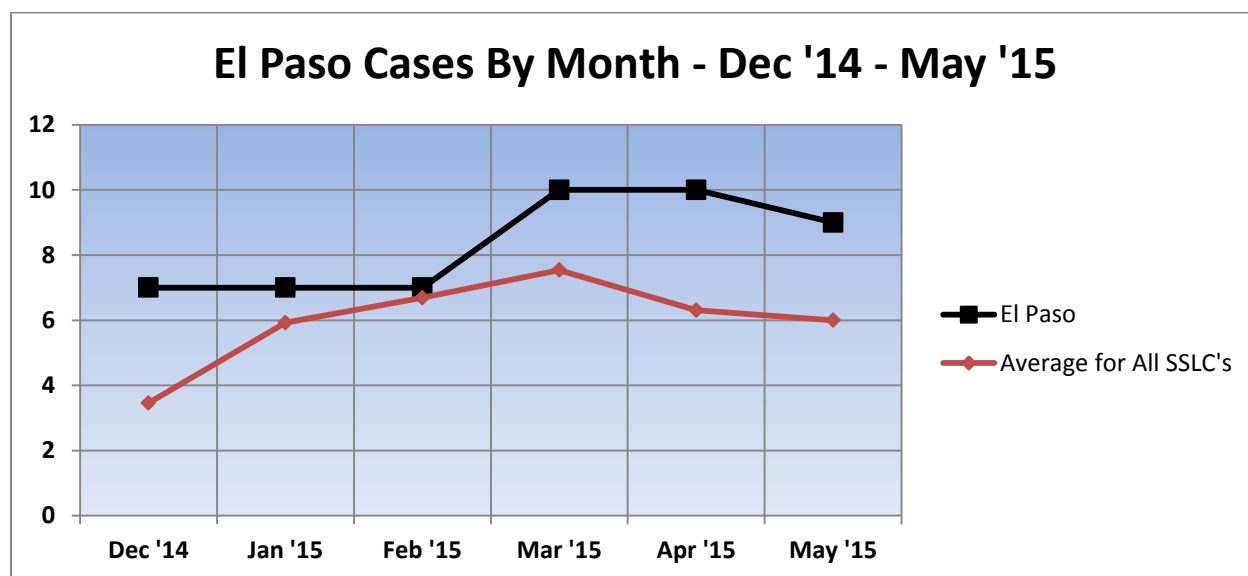


*Born and raised in the Sun City, Ms. Ponce went from serving the aging population to working with children. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. She became a Certified Internal Investigator and began working as a Case Manager for a Home and Community Service Program. After seven years with the program, Ms. Ponce accepted the Assistant Independent Ombudsman position in December 2010.*

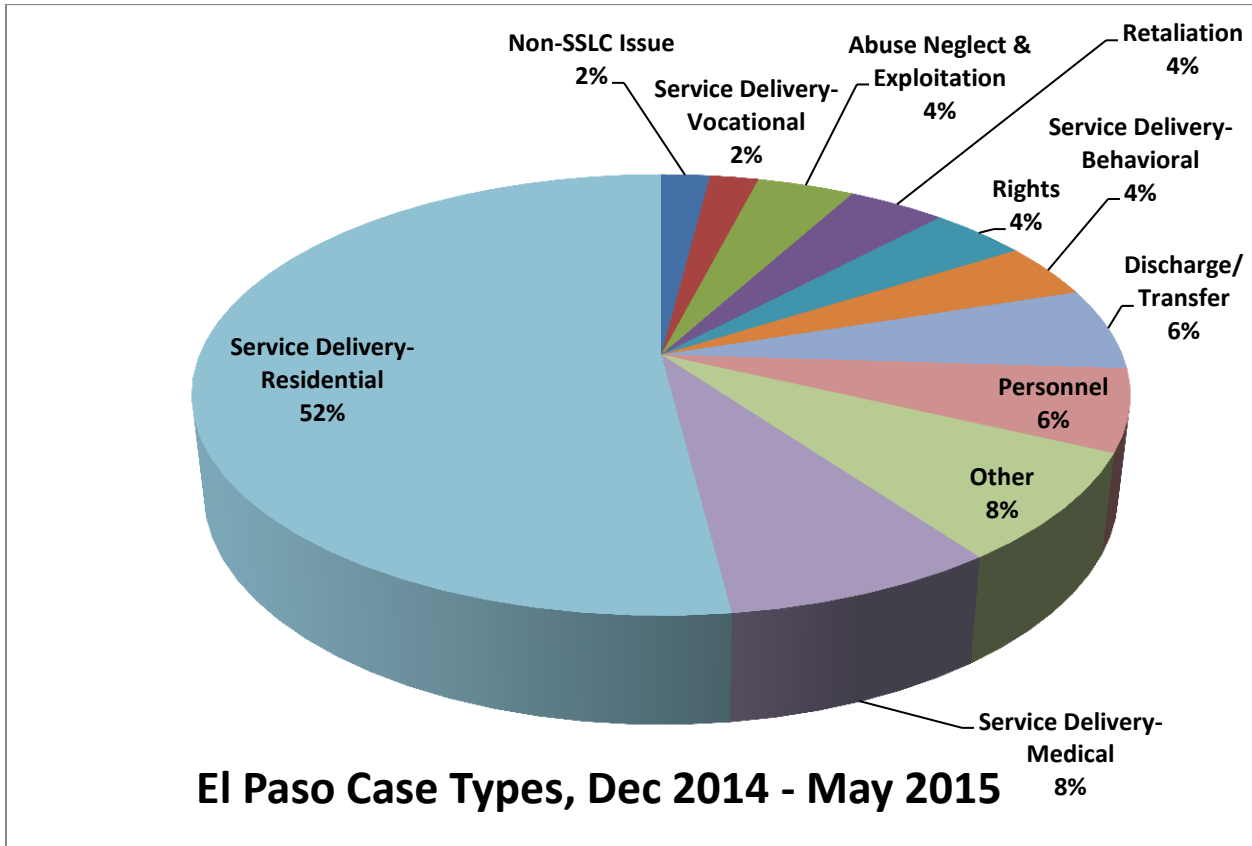
<b>El Paso SSLC Demographics</b>			
<b>Year Established</b>	1974	<b>Level of IDD Moderate</b>	30%
<b>Population</b>	106	<b>Level of IDD Severe</b>	10%
<b>Male</b>	58%	<b>Level of IDD Profound</b>	68%
<b>Female</b>	42%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	1	<b>Level of IDD Not Indicated</b>	1%
<b>Ages 22-54</b>	71	<b>Health Status Moderate</b>	30%
<b>Ages 55+</b>	34	<b>Health Status Severe</b>	10%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	23%
<b>Level of IDD Mild</b>	6%	<b>Alleged Offenders</b>	1.9%

(As of April 30, 2015)

### Contact Analysis



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

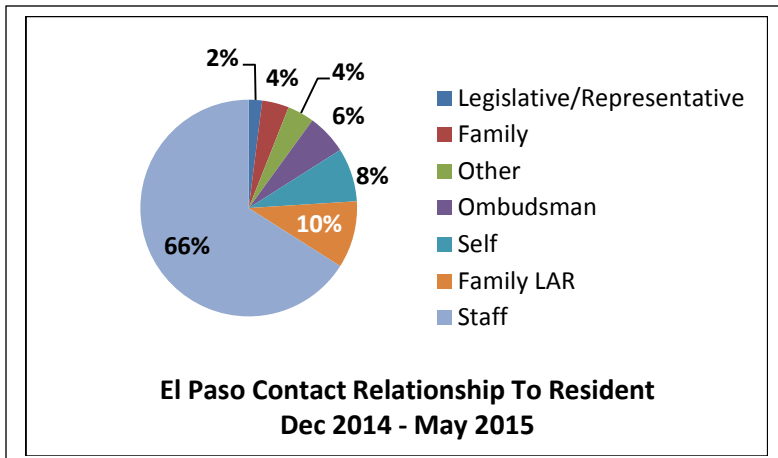


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

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

Discharge/Transfer	3
Personnel	3
Other	4
Service Delivery-Medical	4
Service Delivery-Residential	26
<b>TOTAL</b>	<b>50</b>



Dec 2014 through May 2014:

Legislative/Representative	1
Family	2
Other	2
Ombudsman	3
Self	4
Family LAR	5
Staff	33
<b>TOTAL</b>	<b>50</b>

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

## **Lubbock State Supported Living Center**

Robin Seale, Assistant Independent Ombudsman

The facility currently serves 200 residents (as of 5/29/2015) who range from age 21 to 77 years at 14 homes. Over the past six months, two residents have transitioned to live in the community and one resident was admitted.

Three of the facility's 14 homes serve female residents, one serving female residents who are dually diagnosed (with IDD and Psychiatric Disorders). There are four homes whose residents are medically fragile, with 24-hour nursing being provided at two of these. The remaining seven homes serve male residents. Four of the eight are home to male residents who are dually diagnosed (with IDD and Psychiatric Disorders) and have significant behavioral challenges.

One home (520 – Willow) was closed in February. The residents of that home moved to several other homes at the facility.

The facility has installed a welcome center at the front entrance which is manned by security personnel 24 hours a day. The accompanying fence and the gate were provided through a combination of grants and donations through the Family Association and the Volunteer Services Counsel. The goal of this project was to increase safety and security for residents, staff, and visitors.

The facility went smoke free in March 2015.

Several key staff have been hired over the past six months to include the Chief Nursing Executive, Admissions Placements Coordinator, and Dental Director.

DADS Regulatory entered the facility on six occasions over the past six months with a single citation being issued on 1/27/15 which was cleared on 3/20/15. The facility's annual recertification survey was conducted the week of May 4<sup>th</sup>. The facility received standard level deficiencies and is currently in the process of submitting their plan of correction.

The Department of Justice team was at the facility from 12/8/14-12/12/14; however, this was not an official visit but used as an opportunity to finalize the procedures for the new monitoring process. The next visit is scheduled 7/27/15-7/31/15.

In February 2015, the facility implemented training focused on the facility's mission statement (Helping people live happy, safe, meaningful lives) which was required for all staff at the facility to complete. This was one part of a significant plan to address direct support staffing concerns.

On March 25, 2015, the facility hosted a provider fair showcasing six local community providers which resulted in the highest attendance thus far with 308 people attending. Of those, 132 were residents of the facility, 172 were facility staff and four were legally authorized representatives.

In April 2015, the annual Chaplain’s BBQ was held with all the proceeds going to the Employee Emergency Assistance Fund. This annual event is sponsored by the Family Association.

Facility data from April 2015 indicates that resident injuries, restraints, and peer-to-peer aggression are trending downward over the past six months. Also on a decreasing trend are unauthorized departures with the last successful unauthorized departure in January 2015.

In early May 2015, the facility held the first annual Chili Cook Off which was another part of a comprehensive plan to address staff morale.

Focus on facility staffing levels has been a focus over the past six months with several job fairs being conducted and an increase in advertising vacancies.

Facility administration has been very receptive to the recommendations made by the Assistant Independent Ombudsman over the past six months.

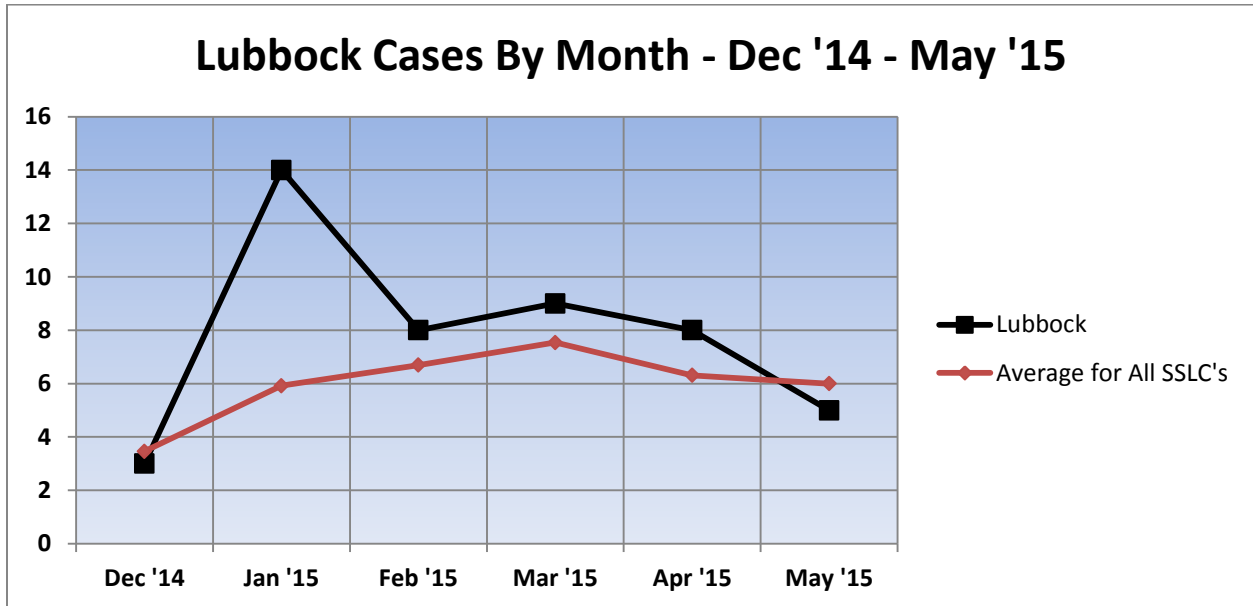


*A Lubbock native, Ms. Seale received her Bachelors of Arts in Psychology in 2004 from Texas Tech University and plans to complete her Master’s degree in the near future. Ms. Seale has worked at Lubbock State Supported Living Center for 9.5 years in various roles including a Psychological Assistant, Qualified Intellectual Disability Professional (QIDP), QIDP Coordinator, and most recently the Assistant Director of Programs. Ms. Seale is a graduate of the 2009 Building the Bench program where she obtained her Certified Management Professional certificate. Prior to working at Lubbock State Supported Living Center, Ms. Seale served as a parent advocate for those receiving Special Education Services by serving on multiple committees and advisory boards for two school districts. Ms. Seale joined the Office of the Independent Ombudsman for State Supported Living Centers in June 2014.*

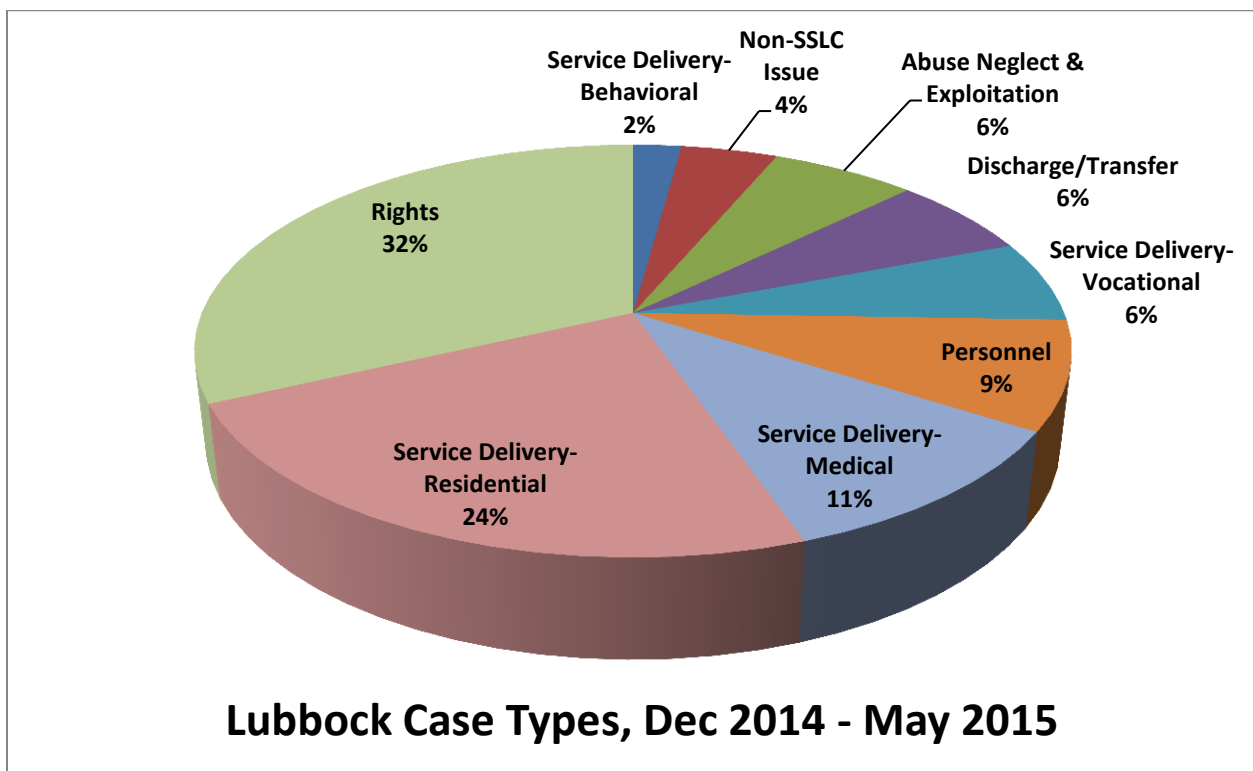
<b>Lubbock SSLC Demographics</b>			
<b>Year Established</b>	1969	<b>Level of IDD Moderate</b>	12%
<b>Population</b>	200	<b>Level of IDD Severe</b>	13%
<b>Male</b>	73%	<b>Level of IDD Profound</b>	59%
<b>Female</b>	27%	<b>Level of IDD Unspecified</b>	2%
<b>Ages ≤21</b>	2	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	142	<b>Health Status Moderate</b>	45%
<b>Ages 55+</b>	56	<b>Health Status Severe</b>	17%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	28%
<b>Level of IDD Mild</b>	15%	<b>Alleged Offenders</b>	2.0%

(As of April 30, 2015)

## Contact Analysis



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

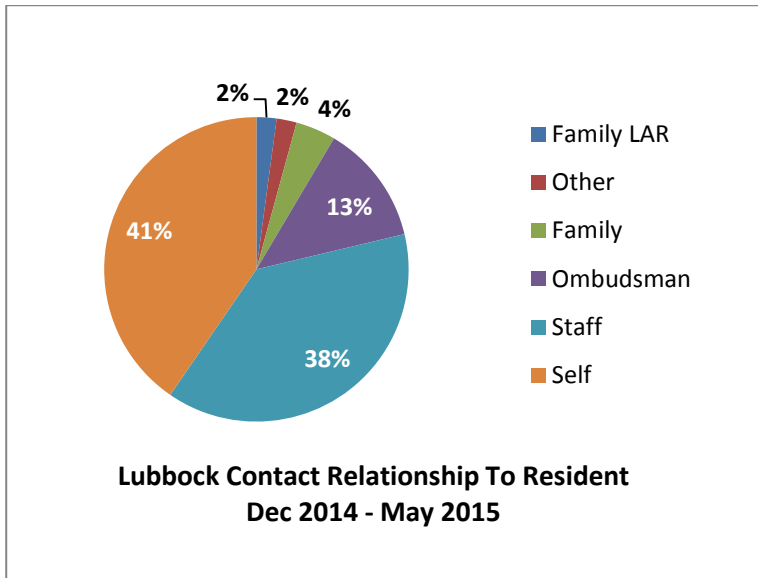


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Service Delivery-Behavioral	1
Non-SSLC Issue	2
Abuse Neglect & Exploitation	3
Discharge/Transfer	3
Service Delivery-Vocational	3

Personnel	4
Service Delivery-Medical	5
Service Delivery-Residential	11
Rights	15
TOTAL	47



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

Dec 2014 through May 2015:

Famiy LAR	1
Other	1
Family	2
Ombudsman	6
Staff	18
Self	19
TOTAL	47

## Lufkin State Supported Living Center

Marvin Stewart, Assistant Independent Ombudsman

The Lufkin State Supported Living Center provides support services to 314 people with profound to mild intellectual and physical disabilities. The Center provides services to 17 adolescent individuals. The Center's population includes several people requiring intense Behavioral Health Services due to challenging behavior, and several people who are medically fragile. Of the four designated units at the Center, two provide 24 hour nursing services to support people with varying degrees of severe physical and medical disabilities. The Center is in the process of making a third unit 24-hour nursing, with the same plans for the fourth. Also, a re-alignment of residents is occurring at the Center. People are being grouped into residences that have similar needs, age groups, and abilities. The expectation is improved services.

There continues to be a focus on appropriate community transition of people living at the Center. There are four smaller residences at the Center that are designated as transition homes, which are used to prepare people for transition to community living. Currently there are 13 active referrals. Over the past six months the Center has placed 11 people into a community setting, transferred 1 to another SSLC, discharged 1 person to their home, and



admitted 13 (three returned from attempted community placement). Admissions included 5 adolescent boys and girls (1 returned from attempted community placement).

The surrounding communities are very supportive of the Center. Through many organizations in the Lufkin, Texas area such as the 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. In April '15 the Lufkin Host Lions Club/Angelina Benefit Rodeo took place in Lufkin. This organization is one of the major supporters of the Lufkin Center. Each year a person from the Center is chosen to be the Rodeo Hero and gets to participate in several Rodeo events (no bull riding). The Center also benefits from hundreds of hours of volunteer work, especially during the Christmas season.

The Center continued to recruit medical professionals over the past biannual. The Center has hired two full time physicians and one APRN, as well as a Pharmacy Director. The staff Psychiatrist employed last year resigned, but the Center was able to add another consulting psychiatrist for a total of three consulting Psychiatrist and one Psychiatric Assistant. Administrative professional staff positions have gone relatively unchanged. Recruiting nursing professionals and direct care professionals is on-going.

The Center's annual audit by DADS Regulatory has not occurred at this time. DADS Regulatory has investigated complaints and incidents over the past six months with one incident substantiated, but no citations written. The Department of Justice Court Monitor visit occurred in April 2015. This was the ninth visit. This visit was conducted to establish a baseline using new audit tools to measure positive outcomes for people served. The facility has received the Draft Report and has had an opportunity to make comments on the findings. The Final Report has not been received at this time.

H&W Independent Solutions has worked with the Center over the past six months to improve overall services. Two areas they are helping improve are the Center's approach to dealing with medical concerns, and the IDT's approach to building goals that are measurable.

The Parent's Association at LfSSLC is under new leadership and is taking an active role in the support of the Lufkin State Supported Living Center. During the meeting in April '15, officers were elected and the group expressed considerable support for the Center and its care of their loved ones.

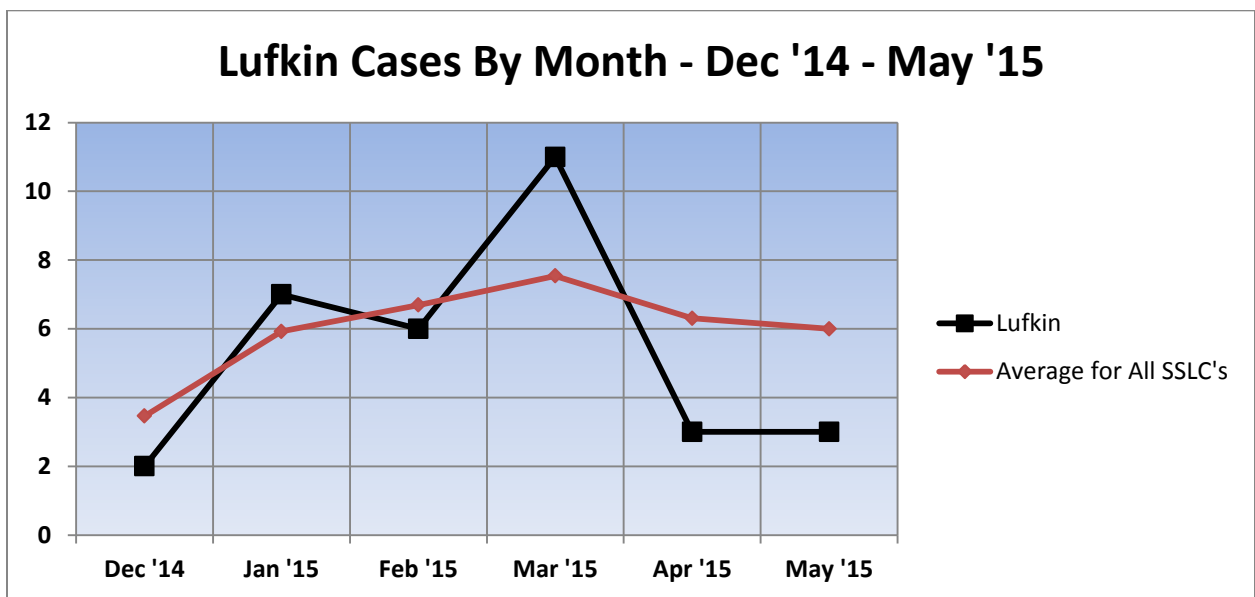


*Mr. Stewart received his Bachelor's Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for over 20 years, serving in various capacities such as Unit Psychologist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

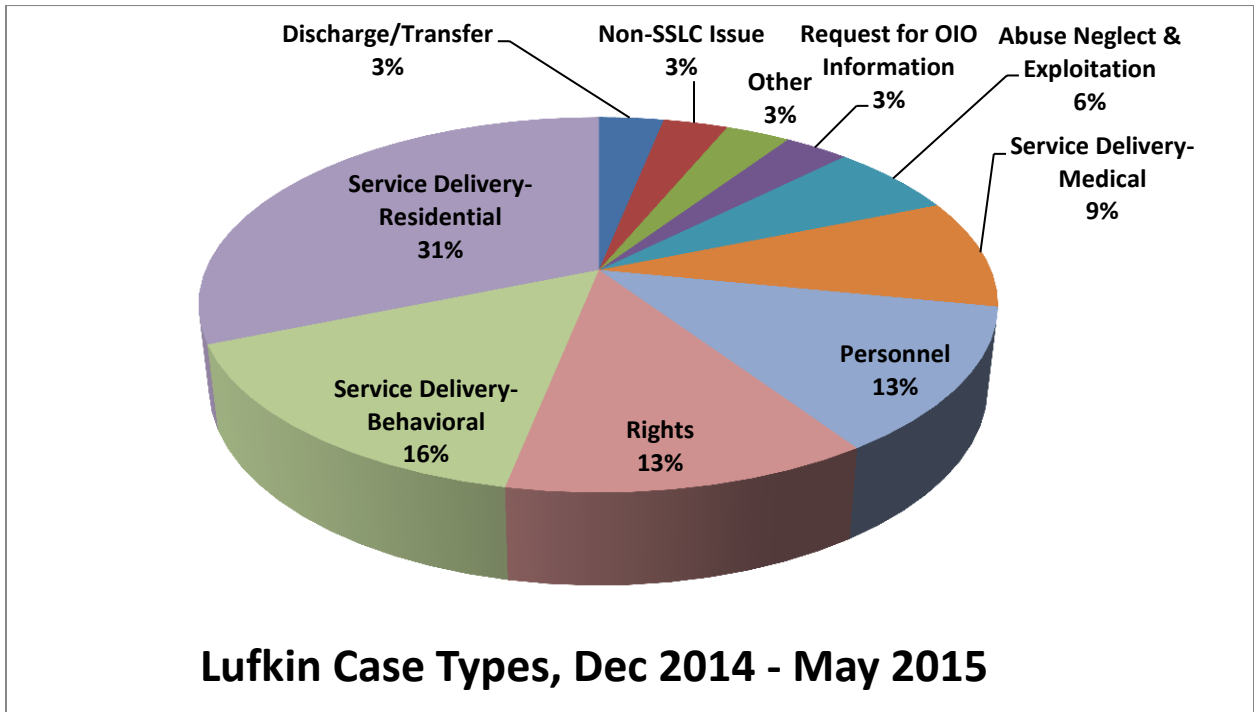
Lufkin SSLC Demographics			
Year Established	1969	Level of IDD Moderate	10%
Population	317	Level of IDD Severe	17%
Male	58%	Level of IDD Profound	65%
Female	42%	Level of IDD Unspecified	0%
Ages ≤21	27	Level of IDD Not Indicated	<1%
Ages 22-54	161	Health Status Moderate	37%
Ages 55+	129	Health Status Severe	7%
Level of IDD Borderline	0%	No Legal Guardian Assigned	41%
Level of IDD Mild	3%	Alleged Offenders	<1%

(As of April 30, 2015)

### Contact Analysis



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

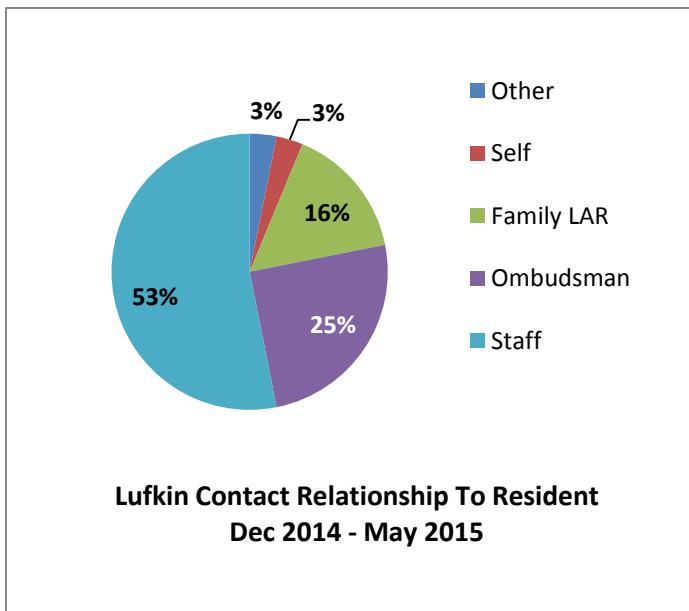


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Discharge/Transfer	1
Non-SSLC Issue	1
Other	1
Request for OIO Information	1
Abuse Neglect & Exploitation	2

Service Delivery-Medical	3
Personnel	4
Rights	4
Service Delivery-Behavioral	5
Service Delivery-Residential	10
TOTAL	32



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

Dec 2014 through May 2015:

Other	1
Self	1
Family LAR	5
Ombudsman	8
Staff	17
TOTAL	32

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

Adam Parks, Assistant Independent Ombudsman

Mexia SSLC provides services to individuals who function in the profound to mild range of intellectual disabilities. Senate Bill 643 designated Mexia SSLC as the forensic facility, and all new admissions come through the court system. 64% of the population is an Alleged Offender. 87% of the total population is male. Also, 46% of the population is under the age of 30. 68% of the population has resided at Mexia SSLC for 10 years or less. 15% of the population is considered a Minor.

There are five units on campus, and three of those units are designated as forensic. Longhorn Unit houses up to 72 juvenile male alleged offenders. One of the six homes, Longhorn 4, is locked. Whiterock Unit houses up to 102 adult alleged offenders in 8 homes, with Whiterock 7 and 8 and being locked homes. Shamrock Unit houses up to 96 adult male alleged offenders in 5 homes. Barnett Unit houses up to 68 males, ages 18 and up. Most of the individuals are ambulatory, and some need some staff assistance with completing their self-care and daily living skills. Martin Unit houses up to 112 individuals, both male and female. The most medically fragile individuals live within the Martin Unit. Individuals are both ambulatory and non-ambulatory, and they require more staff assistance than any of the other units. Martin Unit provides 24-hour nursing care.

Vocational training is provided in several areas on campus, as well as in the community. There is a large workshop that does contract work 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. There is a greenhouse which 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 Mexia ISD at the Mexia ISD Development Center.

During the last six months, MSSLC has had several visits from DADS Regulatory. Most visits resulted in no deficiencies or standard level deficiencies. One visit resulted in a 90-day termination warning. MSSLC instituted new policies to address these issues and was cleared upon the review.

Mexia SSLC currently has 31 individuals referred for to the community. Mexia SSLC has transitioned 23 individuals in the community in the past six months and had 38 admissions in the same time frame. The Admissions and Placement Department has taken members of the Harris County District Attorney's Office on a tour of the facility and described the services offered at Mexia SSLC.

MSSLC provides specialized forensics training for employees in order to better serve the individuals who are currently being admitted into the facility.

Mexia SSLC has completed the initial round of High Risk Determinations. The facility is continuing with the HRD process for new admissions and for annual updates. MSSLC is working to facilitate transfers of individuals (who are non-forensic) to community settings or to other SSLCs. Individuals who have been deemed High Risk and have decided to appeal that decision need access to proper legal representation.

Mexia SSLC held the Annual St. Patrick’s Day Parade and Greening of the Fountain on March 17, 2015.

Mexia SSLC has recently hired a new Assistant Director of Programs. The previous Assistant Director of Programs is retiring in the near future. The facility is also in the process of hiring a new Unit Director for the Barnett Unit. Mexia SSLC has also begun the process of hiring Social Workers to assist with day to day activities at the facility.

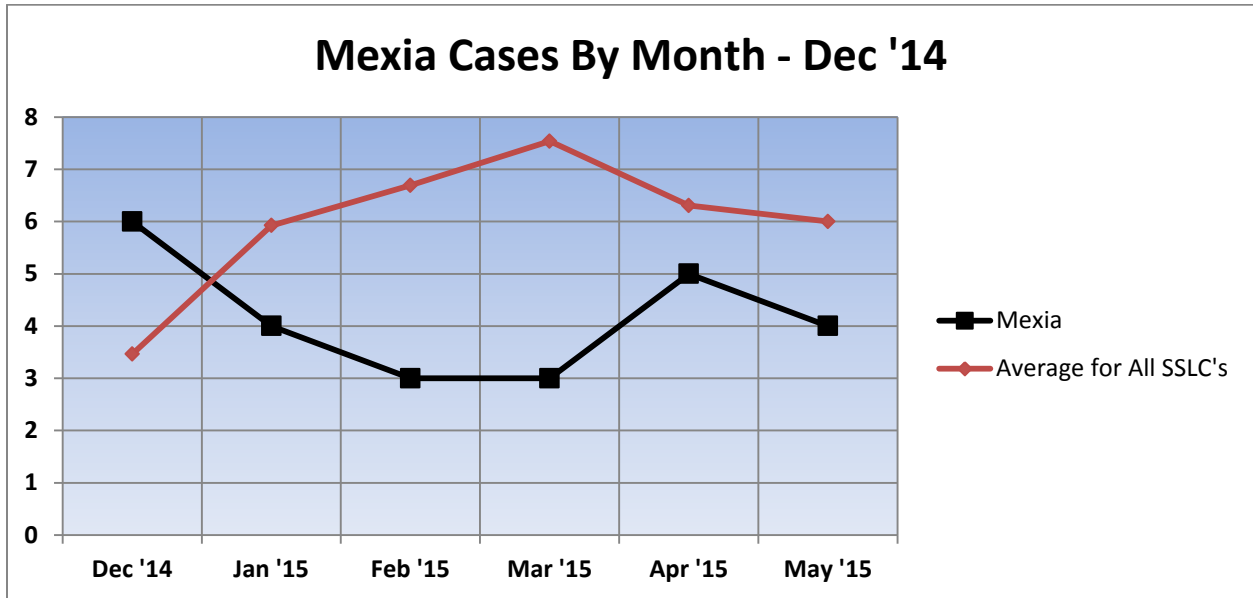


*Mr. Adam Parks was raised in Mexia, Texas. He attended Stephen F. Austin State University where he earned a Bachelor of Arts Degree in Psychology. After graduation, he began his professional career as a Conservatorship Caseworker for the Department of Family and Protective Services in Angelina and Shelby 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.*

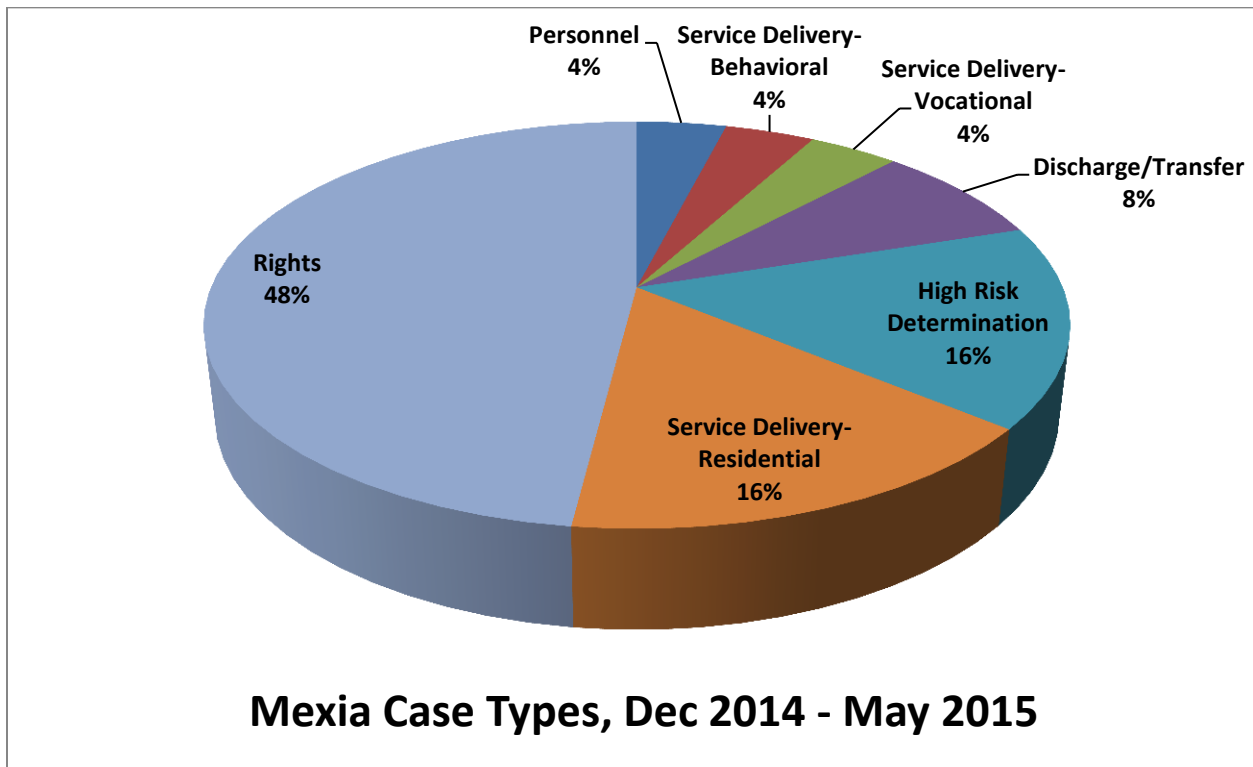
<b>Mexia SSLC Demographics</b>			
<b>Year Established</b>	1946	<b>Level of IDD Moderate</b>	26%
<b>Population</b>	264	<b>Level of IDD Severe</b>	6%
<b>Male</b>	87%	<b>Level of IDD Profound</b>	21%
<b>Female</b>	13%	<b>Level of IDD Unspecified</b>	1%
<b>Ages ≤21</b>	66	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	142	<b>Health Status Moderate</b>	32%
<b>Ages 55+</b>	56	<b>Health Status Severe</b>	2%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	61%
<b>Level of IDD Mild</b>	42%	<b>Alleged Offenders</b>	57.2%

(As of April 30, 2015)

## Contact Analysis



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

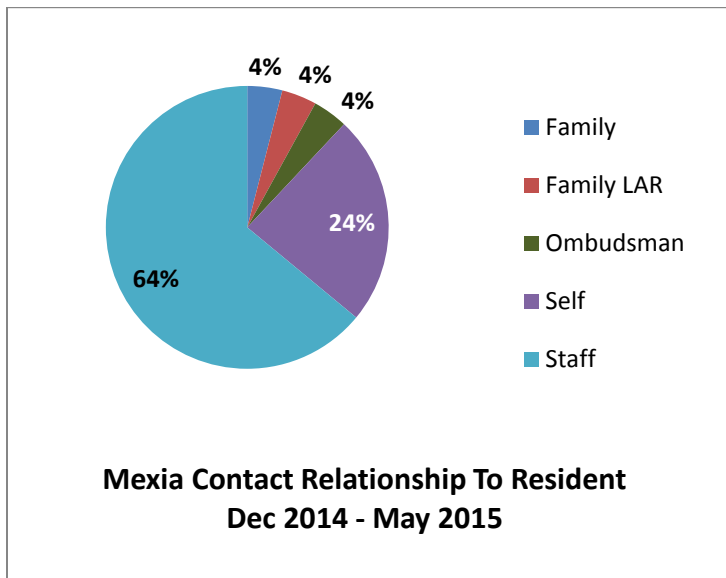


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Personnel	1
Service Delivery-Behavioral	1
Service Delivery-Vocational	1
Discharge/Transfer	2

High Risk Determination	4
Service Delivery-Residential	4
Rights	12
<b>TOTAL</b>	<b>25</b>



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

Dec 2014 through May 2015:

Family	1
Family LAR	1
Ombudsman	1
Self	6
Staff	16
<b>TOTAL</b>	<b>25</b>

## Richmond State Supported Living Center

Deatrice Potlow, Assistant Independent Ombudsman

Richmond State supported Living Center (RSSLC) opened in 1968. RSSCL operates under the Texas Department of Aging and Disability Services (DADS).

The 241-acre state supported living center is home to 330 Residents, and employs approximately 1317 personnel. RSSLC is managed by Mr. Al. Barrera, Director and Ms. Cynthia Fannin, ADOP.

RSSLC became a smoke free facility; however residents may smoke in designated areas. Since December 2014, RSSLC received nine admissions, transitioned nine residents to the community, transferred four residents to a different home on campus, and had two deaths.

During the past six months, The Assistant Independent Ombudsman (AIO) promoted awareness by facilitating monthly presentations during the New Employee Orientation training, attends quarterly DADS Regulatory, DFPS and OIG meetings, participates in the Self Advocacy Meetings, and attends the Incident Management Meeting, and Administrative Review Team meetings. Human Rights Committee Meetings are attended regularly. AIO meets with RSSLC Director bi-monthly to share information relevant to updates and on campus concerns. AIO meets with the Office of the Independent Ombudsman monthly. The AIO continues to review all DFPS and Unusual Incident Cases and make recommendations as necessary. The AIO attends Inter-disciplinary Team Meetings and monitor the Resident's homes on a frequent basis to ensure compliance of ratio, client's rights, and observing in-services.



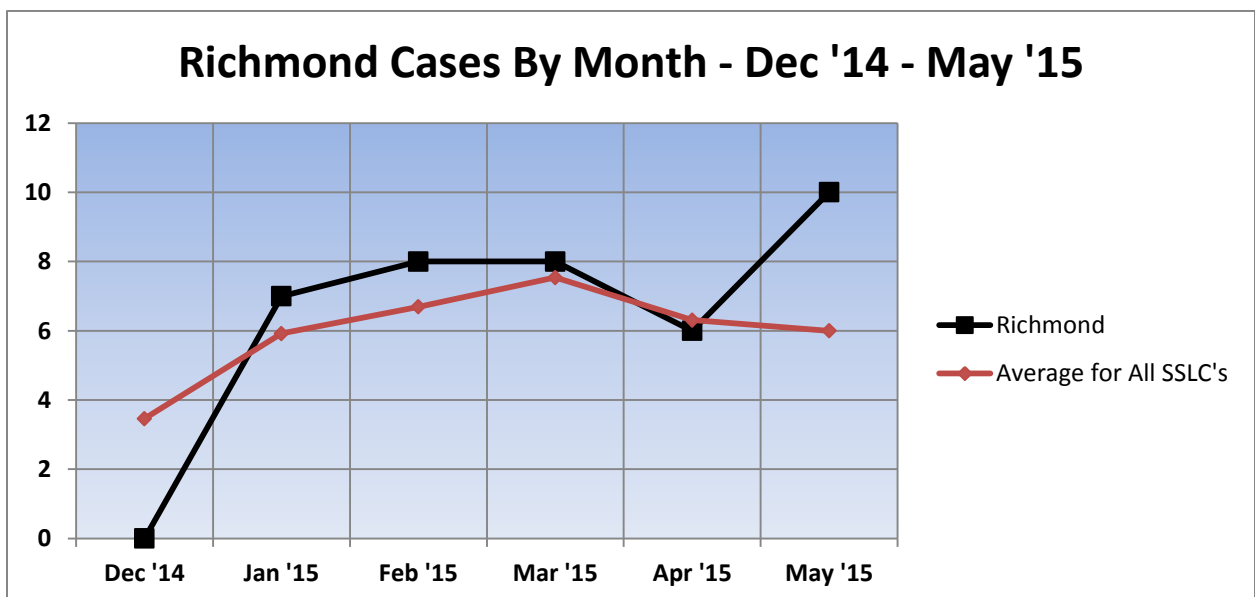
Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement, and began a career with the State of Texas. During her tenure of employment, she served as an Investigator for children, adults and persons with disabilities. Prior to being hired in October 2012 as an

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

Richmond SSLC Demographics			
Year Established	1968	Level of IDD Moderate	8%
Population	329	Level of IDD Severe	19%
Male	57%	Level of IDD Profound	62%
Female	43%	Level of IDD Unspecified	0%
Ages ≤21	6	Level of IDD Not Indicated	1%
Ages 22-54	192	Health Status Moderate	45%
Ages 55+	131	Health Status Severe	4%
Level of IDD Borderline	0%	No Legal Guardian Assigned	29%
Level of IDD Mild	10%	Alleged Offenders	0%

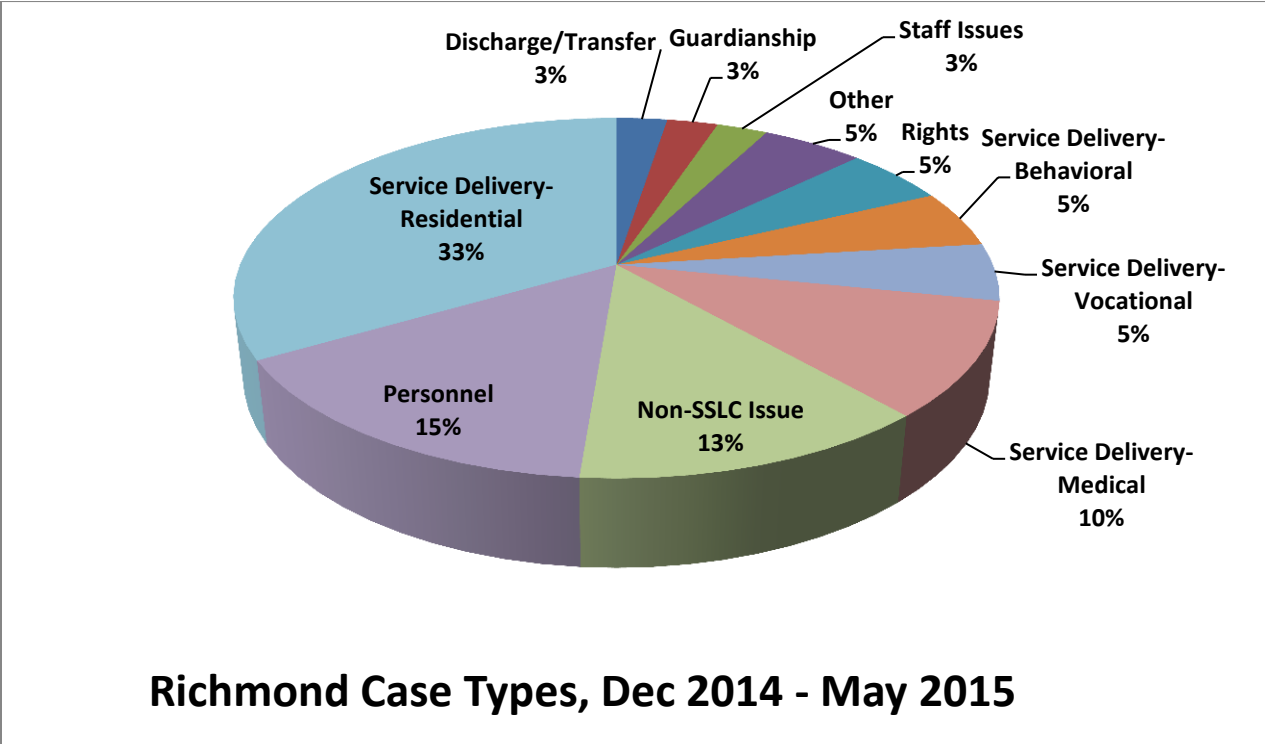
(As of April 30, 2015)

### Contact Analysis



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



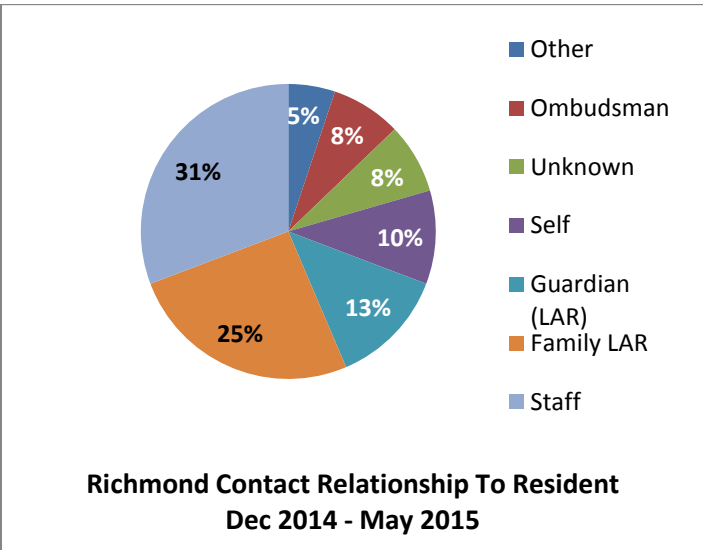


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Discharge/Transfer	1
Guardianship	1
Staff Issues	1
Other	2
Rights	2
Service Delivery-Behavioral	2

Service Delivery-Vocational	2
Service Delivery-Medical	4
Non-SSLC Issue	5
Personnel	6
Service Delivery-Residential	13
<b>TOTAL</b>	<b>39</b>



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

Dec 2014 through May 2015:

Other	2
Ombudsman	3
Unknown	3
Self	4
Guardian (LAR)	5
Family LAR	10
Staff	12
<b>TOTAL</b>	<b>39</b>

## Rio Grande State Center

James Arnold, Assistant Independent Ombudsman

The Rio Grande State Center is composed of three facilities. It has a mental health clinic, an outpatient clinic for health illnesses, an ICF Component, and a forensic unit which is a part of the mental health clinic.

The ICF component census is 69. Many of the older residents increasingly require more extensive medical service due to aging. Many individuals, however, have been transitioning into the community so the populations in the homes have been changing frequently.

The facility is still pending a regulatory follow up from 12/2014 but was recommended for recertification.

New employees are trained in the responsibilities of the OIO twice monthly.

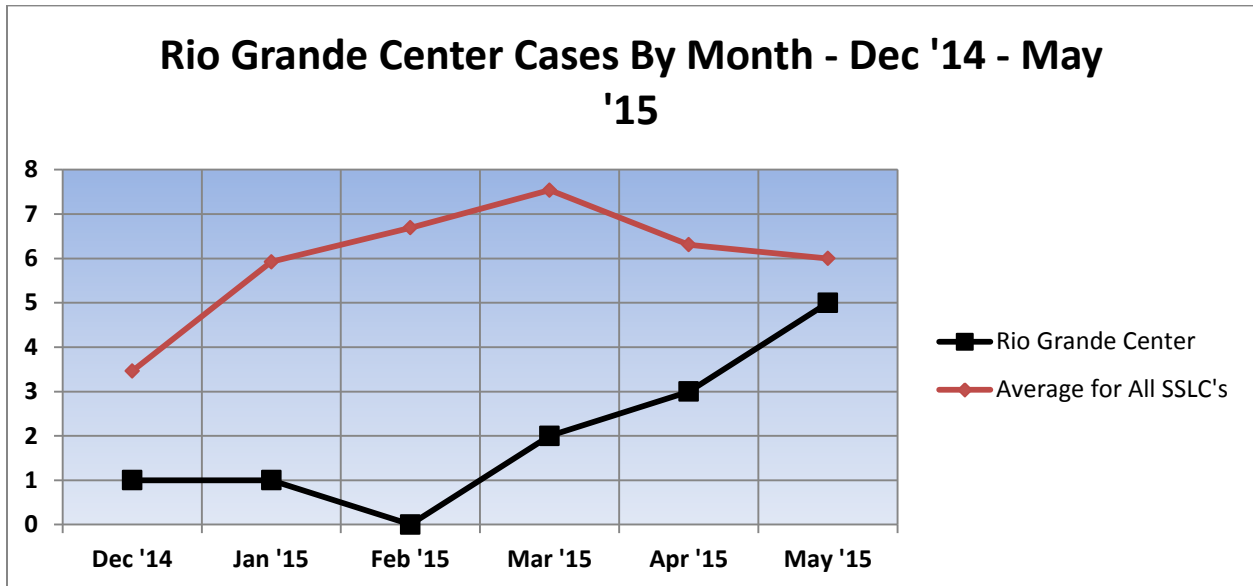


*Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed 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.*

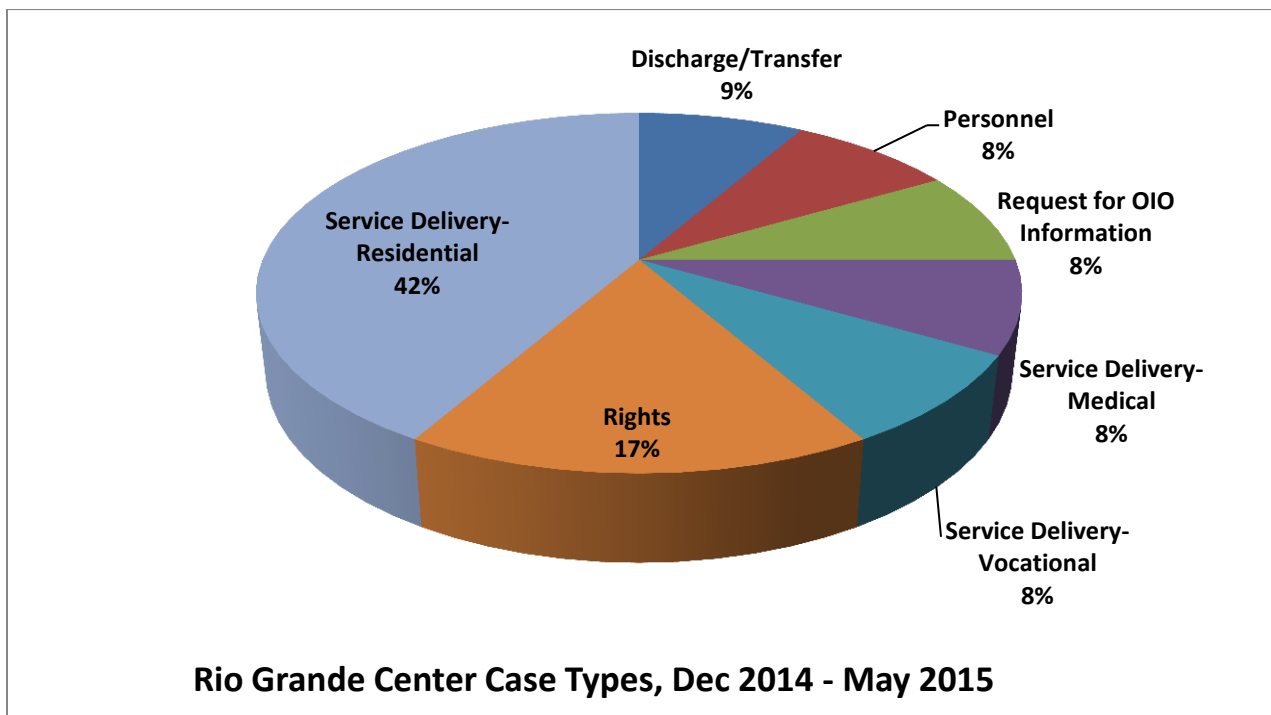
<b>Rio Grande State Center Demographics</b>			
<b>Year Established</b>	1956	<b>Level of IDD Moderate</b>	32%
<b>Population</b>	69	<b>Level of IDD Severe</b>	30%
<b>Male</b>	65%	<b>Level of IDD Profound</b>	28%
<b>Female</b>	35%	<b>Level of IDD Unspecified</b>	0%
<b>Ages ≤21</b>	9	<b>Level of IDD Not Indicated</b>	0%
<b>Ages 22-54</b>	45	<b>Health Status Moderate</b>	20%
<b>Ages 55+</b>	15	<b>Health Status Severe</b>	1%
<b>Level of IDD Borderline</b>	0%	<b>No Legal Guardian Assigned</b>	70%
<b>Level of IDD Mild</b>	10%	<b>Alleged Offenders</b>	1.4%

(As of April 30, 2015)

## Contact Analysis



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

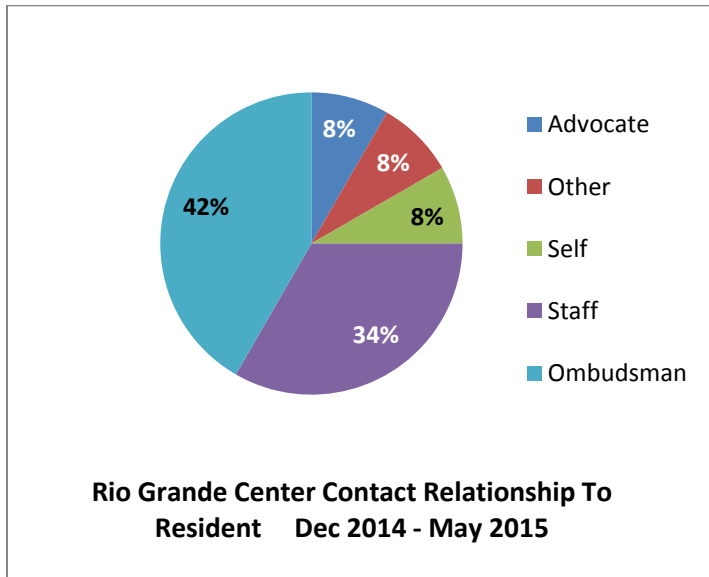


Source: H.E.A.R.T.

Dec 2014 through May 2015:

Discharge/Transfer	1
Personnel	1
Request for OIO Information	1
Service Delivery-Medical	1

Service Delivery-Vocational	1
Rights	2
Service Delivery-Residential	5
<b>TOTAL</b>	<b>12</b>



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

Dec 2014 through May 2015:

Advocate	1
Other	1
Self	1
Staff	4
Ombudsman	5
TOTAL	12

## San Angelo State Supported Living Center

Janet Smith, Assistant Independent Ombudsman [*left the OIO in April 2015*]

Kristin Priddy, Assistant Independent Ombudsman [*joined the OIO in May 2015*]

The San Angelo State Supported Living Center, located about 15 miles north of San Angelo in Carlsbad, is home to 208 individuals with profound to mild developmental and physical disabilities. There are eighteen homes on the SSLC campus. The majority of the residents are independent in their daily living skills and ambulate without assistance. There are two homes dedicated to geriatric individuals and two for medically fragile individuals. One home serves juvenile females, many of whom were referred to the SSLC by juvenile courts. Two homes are dedicated to serving males who have inappropriate sexual behavior, many of whom have been charged with sexual offenses. The facility employs staff specialized in treatment for this population. 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. A large number of the facility's population are dual diagnosed, meaning that they have been diagnosed with a mental illness along with intellectual disability.

During the last six months the facility opened a Transition Home. This home is set up as a group home setting for a maximum of 20 residents, and will be home for individuals who have been referred for placement in the community. Ten female residents will reside on one floor and ten male residents on the other. Two female residents have now moved into the Transition Home. Programs will be designed to assist the residents in acclimating to community living by transporting them to day programs and jobs in San Angelo, teaching them to use public

transportation, grocery shopping, cooking, budgeting their funds for household expenditures, obtaining library cards, etc.

During the past six months, six SSLC residents have moved to the community. The Transition team continues to work diligently to prepare for more movement of residents into the community.

Major staff changes over the past six months included the hiring of a new Program Compliance Nurse and a Nursing Operation Officer. Also, the facility's Admissions Director was promoted to the State Office Continuity of Services Team and a former facility employee was hired by State Office as a Field Based Coordinator. Both of them will have offices at the SSLC. A new Admissions Director has been hired. State Office has approved the addition of a second Post Move Monitor for the Admissions Department, as well as three social workers. There have been several retirements of long-time employees of the SSLC.

Due to several fires that were set on the homes by residents, the State Fire Marshall banned all smoking materials from the campus and no one, including residents and staff, was allowed to smoke or carry a lighter on campus. Many of the residents bought e-cigarettes, which are permitted. Later during the reporting period the State Fire Marshall reached an agreement with DADS State Office to permit cigarette smoking by residents, but residents are not permitted to carry lighters and employees are not permitted to smoke on campus. There are flameless lighters (similar to car cigarette lighters) available at the campus smoking areas for residents to use.

The Self-Advocacy group on campus continues to be very active, with monthly meetings and other activities. In December the group had a barbeque which served 122 residents who had been active in the group over the past year. Several of the group meetings in the first part of the year were related to the subject of smoking and fires, with a representative from the local fire department and an e-cigarette vendor speaking to the group. There was also a presentation about community transition by the State Office Transition Specialist.

Due to the number of unauthorized departures from the facility and the proximity to a very heavily traveled highway, the facility has been replacing its standard chain-link fence with a ten foot fence with a chain link that is too small to climb. Significant progress has been made on this project over the past six months.

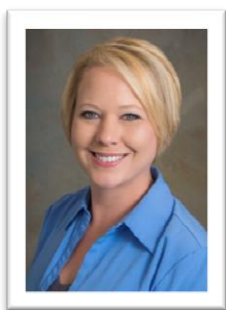
Regulatory visited the facility during the six-month period. On January 12 Regulatory entered on a full-book annual survey. The surveyors exited on January 15 with concerns about health care services, physical environment, active treatment services, and governing body. The facility was cited on Condition of Active Treatment Services with the recommendation of a 90-day termination. Some of the issues were with regard to residents not participating in programs for a majority of their day, specific classes recommended but not followed through, assessments recommended and no referral to the appropriate professional, and programs out of date.

Some of the issues surrounded residents not participating in programs for a majority of their day, specific classes recommended through the IPP and not followed through, assessments recommended and no referral to the appropriate professional, and programs out of date.

All deficiencies from the Annual Survey were cleared on March 3.



*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.*

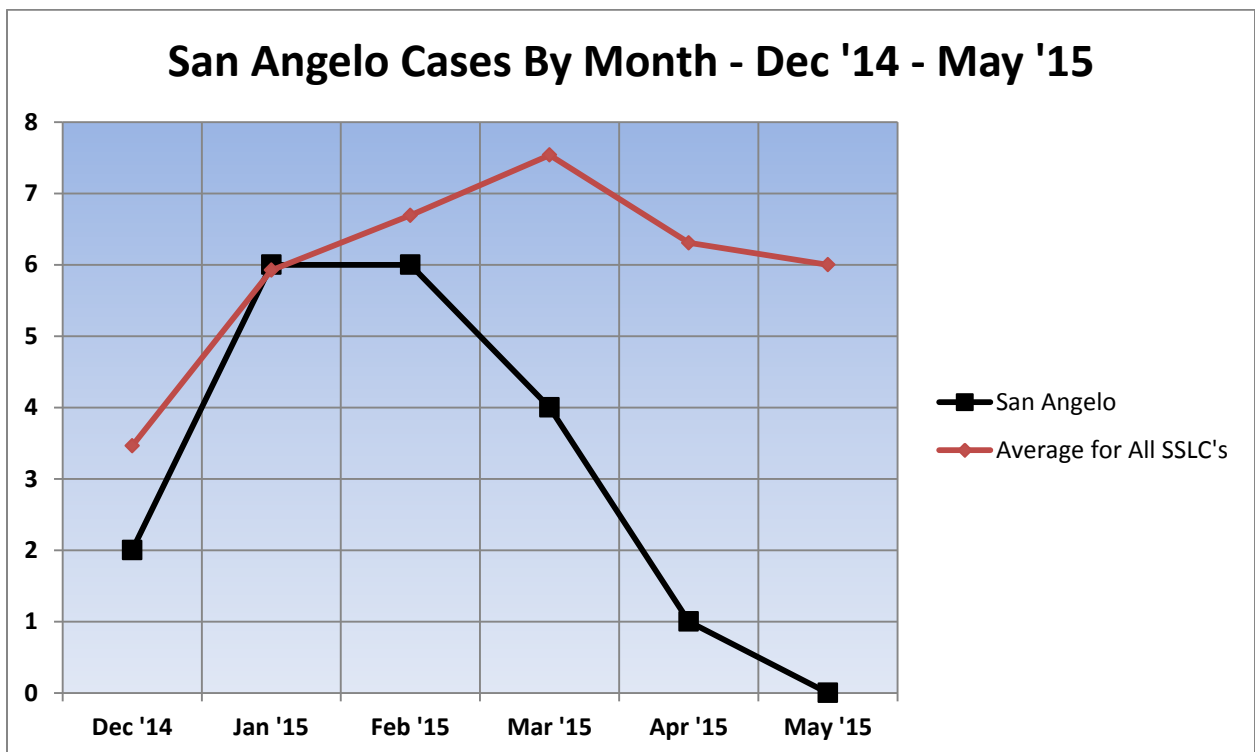


*Born and raised in west Texas, Ms. Priddy graduated from Texas Tech University in 2006 with a Bachelor of Science in Multidisciplinary Studies. This dual degree was for both General Education and Special Education. Ms. Priddy began her professional career as a Special Education teacher for children with autism. After serving as a Qualified Intellectual Disability Professional for a private provider, she moved on to the Department of Aging and Disability Services. While with the Department, Ms. Priddy served as a Guardianship Specialist, an Intermediate Care Facility Surveyor and Investigator, and Intermediate Care Facilities Curriculum Developer and Subject Matter Expert for Policy Rules and Curriculum. In her role as a volunteer, Ms. Priddy has worked with Special Olympics and local Women's and Children's Protective Services. She has also done volunteer work for Hands for Hope and had an active role in the early development of the Burkhart Center for Autism Education and Research, which is known for increasing the quality of life for those with autism and their families. Ms. Priddy joined the Office of the Independent Ombudsman in May 2015.*

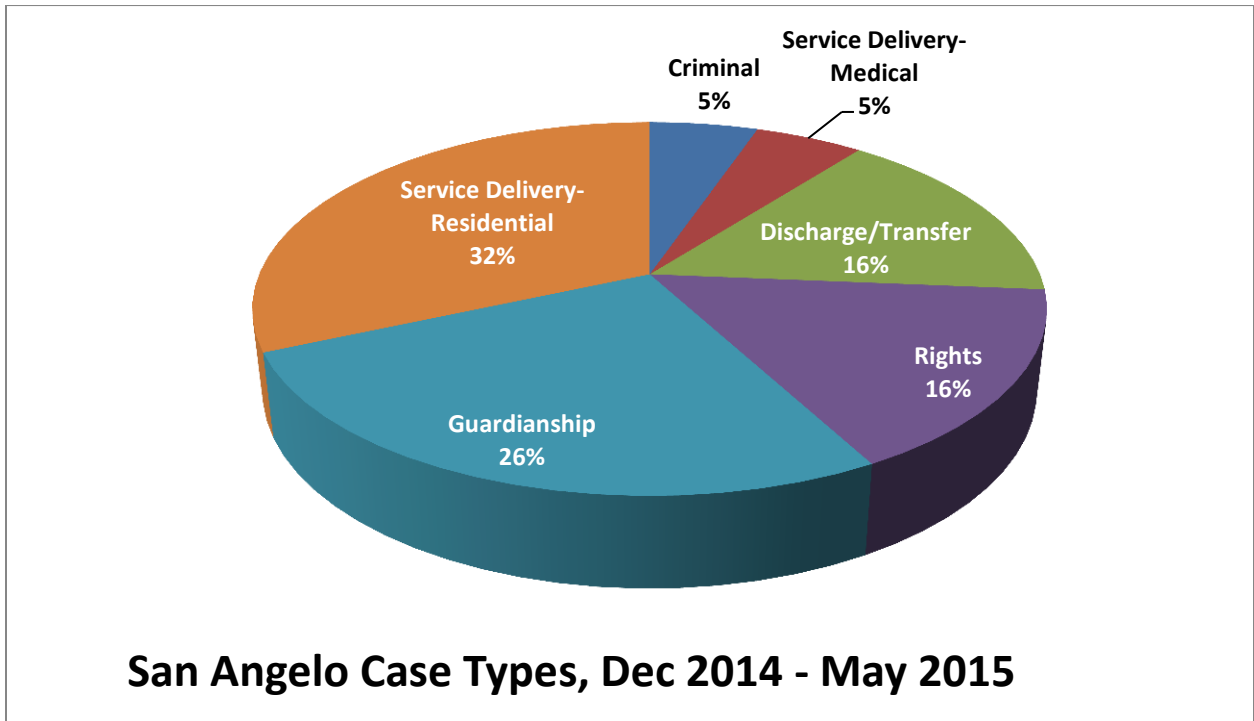
San Angelo SSLC Demographics			
Year Established	1969	Level of IDD Moderate	15%
Population	210	Level of IDD Severe	10%
Male	60%	Level of IDD Profound	11%
Female	40%	Level of IDD Unspecified	0%
Ages ≤21	12	Level of IDD Not Indicated	1%
Ages 22-54	137	Health Status Moderate	18%
Ages 55+	61	Health Status Severe	1%
Level of IDD Borderline	0%	No Legal Guardian Assigned	54%
Level of IDD Mild	58%	Alleged Offenders	14.3%

(As of April 30, 2015)

### Contact Analysis



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

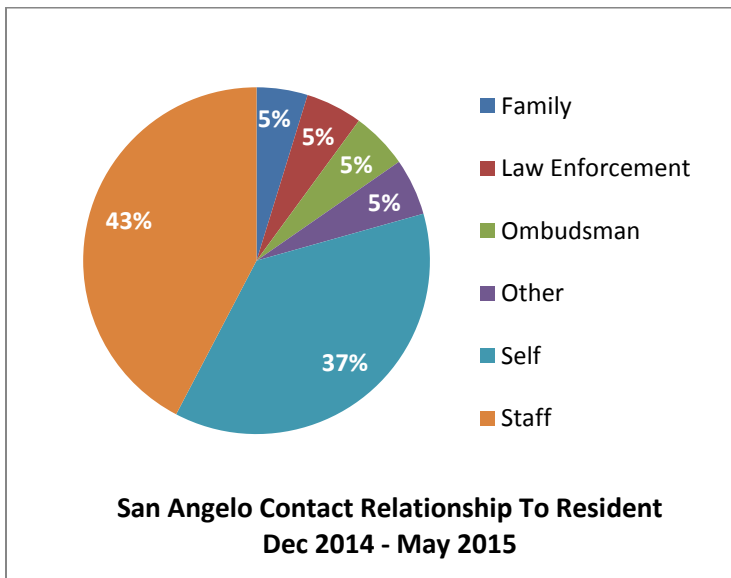


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Criminal	1
Service Delivery-Medical	1
Discharge/Transfer	3

Rights	3
Guardianship	5
Service Delivery-Residential	6
<b>TOTAL</b>	<b>19</b>



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

Dec 2014 through May 2015:

Family	1
Law Enforcement	1
Ombudsman	1
Other	1
Self	7
Staff	8
<b>TOTAL</b>	<b>19</b>



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

Gevona Hicks, Assistant Independent Ombudsman

The San Antonio State Supported Living Center (SASSLC) opened in 1978. The center currently serves 227 individuals with cognitive disabilities ranging from mild to profound. The San Antonio SSLC is comprised of eight (8) residential homes. Two homes specialize in providing medical monitoring and 24 hours nursing services; Two homes specialized in providing support for individuals with behavioral challenges, and the other six (6) homes provide services ranging from total care needs and physical management to minimal assistance with activities of daily living activities. 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 work centers, habilitation programs, gymnasium, swimming pool, and computer lab. Over 100 residents are employed through campus work centers. San Antonio SSLC currently has eight (8) residents employed part-time working offsite at community establishments. The campus also houses a dental clinic, volunteer pavilion, clinical services offices and administration offices.

San Antonio SSLC remains active in regard to admissions to the center and community transitions from the center. Since December 2014 there have been seven community transitions. There are currently five individuals who have been referred to the community. The center has received 14 admissions and/or transfers, with ten of the 14 transfers received from other SSLCs. San Antonio SSLC has received individuals from the Austin SSLC resulting from the Sunset Commission recommendations.

Residents continue involvement in advocacy and civil service organizations. The SOLO Advocacy Group and Mission City Aktion Club meet monthly.

San Antonio SSLC participated in the City of San Antonio annual Fiesta celebrations, which marked the center's 21th Anniversary as "official" Fiesta events. The San Antonio SSLC Coronation Ball and San Antonio SSLC Fiesta Festival (held on 04/18/2015) are highlights which included parade, performances by local entertainers, and merchandise and food booths). Over \$5,600 was raised as profit through Fiesta activities and events.

The center has faced staffing challenges, within residential services including high turnover rates within management and Direct Support Professional (DSP). Numerous complaints were received by various agencies (APS, DADS Regulatory and OIO) to report concerns regarding ratios (staffing numbers), holdover policy, and 1:1 LOS coverage. Efforts to address staffing challenges included 45 DSP positions awarded from DADS SSLC State Office and a facility recruitment campaign, which included reaching out to previous employees. Retention of key administrative employees has also been challenging with turn-over among a center Assistant Director, two of three Unit Directors twice in the last six months, and Vocational Services director vacancy for nearly a year. Medical, clinical and other professional employees (such as Qualified Intellectual Disability Professionals (QIDPs), Registered Nurse Case Manager and Behavioral Health Specialist (BHS) positions) retention rates have remain high with few vacancies

DADS ICF-IID Regulatory has entered the San Antonio SSLC multiple times in recent months to investigate complaints and incidents. Several of investigations were unsubstantiated with no citations given. DADS Regulatory has also investigated eight (8) deaths in the past six months, and made citations during two (2) of the death investigations. Citation received in the area of Protection of Clients Rights related implementation of systems to track Advanced Directives and/or Do Not Resuscitate (DNR) orders. Condition of Participation Citation received in the areas of health care services and nursing services related to ensuring specific health care services requirements are met. One death is pending investigation. The center was able to successfully clear the citations, with plans that represented best practices and on-going competency based nursing training

Concerns have been expressed regarding the number of deaths associated with San Antonio SSLC at the center level, as well as from DADS state office and from the DOJ Settlement Agreement monitors. For this fiscal year (September 2014-August 2015), there has been 13 deaths of current residents. It is also of note that within the last 12 months, 4 former residents who had transition to community living also died.

There has been an increased number of allegations of abuse, neglect and exploitation reported to Department of Adult Protective Services, with confirmations of neglect specific. Center is in the process of evaluating possible systems issues.

San Antonio SSLC Settlement Agreement Monitoring visit occurred February 9th -13th. The review was focused upon a set of individuals who were chosen for review to monitor the outcomes and the services and supports they receive, as well as the provision of services and supports. Facility has yet to receive the final report from February visit. Settlement Agreement Monitoring visited week of May 18<sup>th</sup> and received a report which indicated SASSLC has the most ANE confirmations, particularly neglect cases. The AIO pointed this out 6 months ago; AIO was asked for input. Regulatory entered indicating they wanted to try and clear the 90-day sanction related to g-tubes/death of a resident.

The AIO and the Administration at the San Antonio SSLC maintain a positive relationship. The administration has been transparent in its operations. AIO is included in review of abuse, neglect and unusual incident investigation findings and has been welcomed to observe and provide input during departmental meeting, employee trainings and when developing plans for systematic changes.

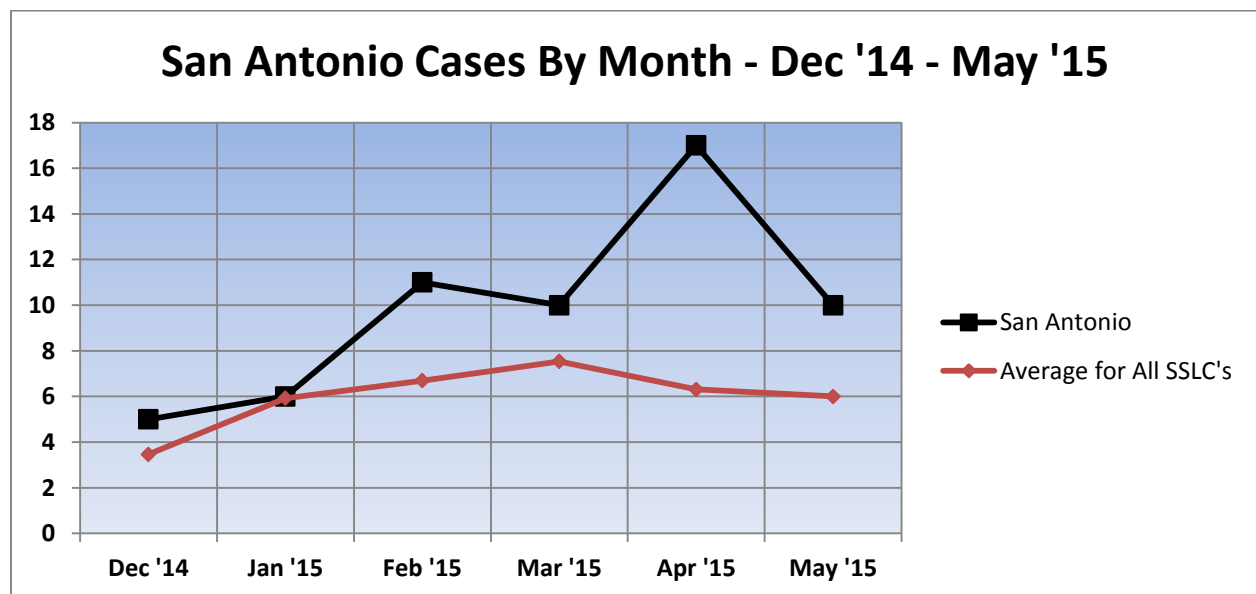


A native of Birmingham, Alabama, Ms. Hicks received her Bachelor of Science in Psychology from the University of Alabama at Birmingham, where she also received a certificate in Gerontology. She relocated to San Antonio, Texas in 2001 and worked with infants and toddlers at a local children’s shelter. 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.

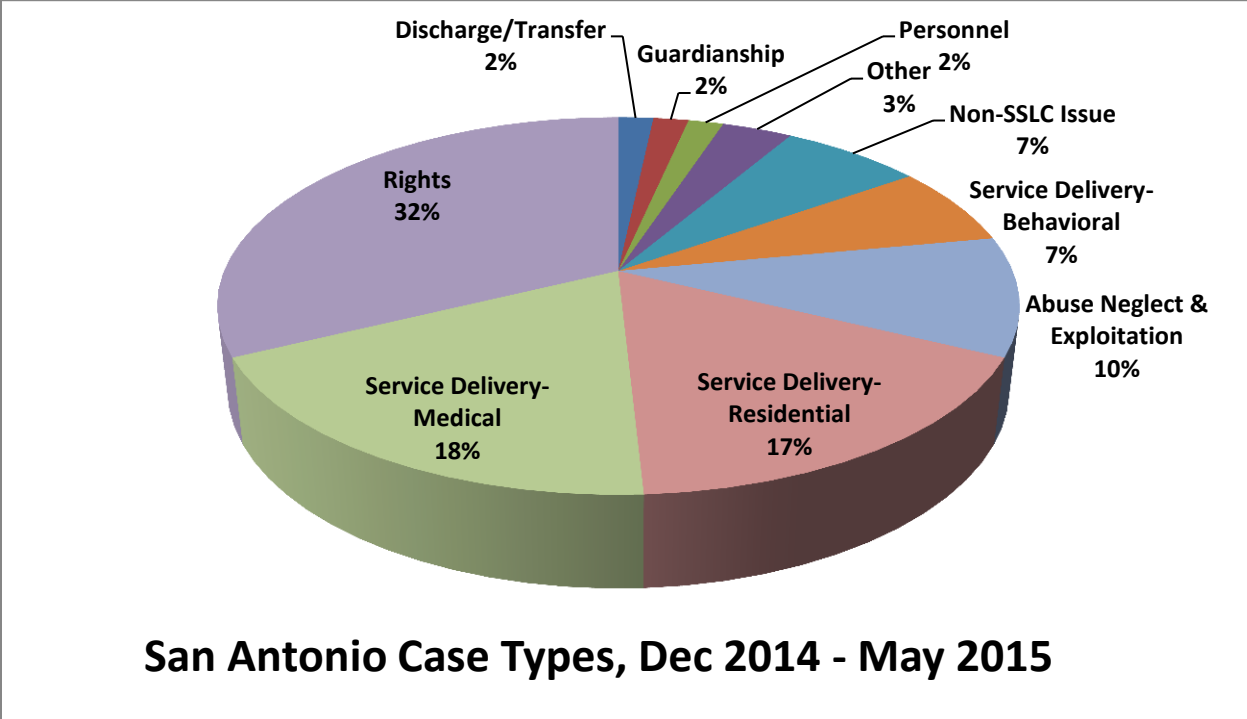
San Antonio SSLC Demographics			
Year Established	1978	Level of IDD Moderate	15%
Population	230	Level of IDD Severe	18%
Male	62%	Level of IDD Profound	55%
Female	38%	Level of IDD Unspecified	0%
Ages ≤21	4	Level of IDD Not Indicated	1%
Ages 22-54	147	Health Status Moderate	30%
Ages 55+	79	Health Status Severe	10%
Level of IDD Borderline	0%	No Legal Guardian Assigned	51%
Level of IDD Mild	11%	Alleged Offenders	<1%

(As of April 30, 2015)

### Contact Analysis



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

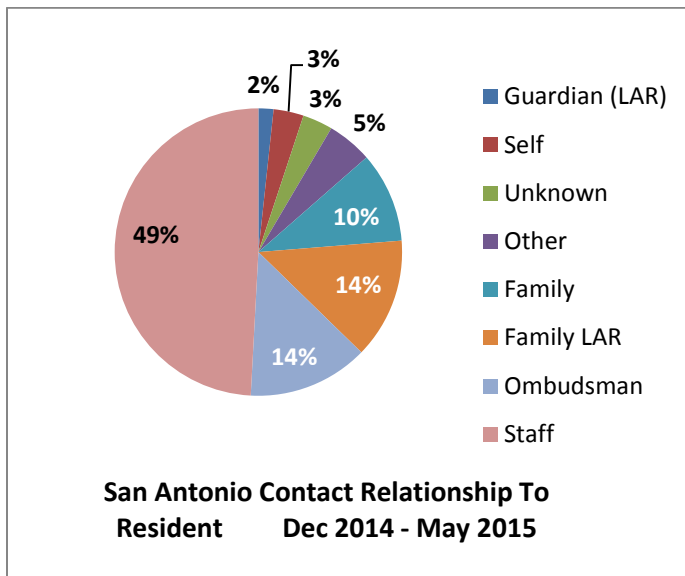


Source: H.E.A.R.T.S.

Dec 2014 through May 2015:

Discharge/Transfer	1
Guardianship	1
Personnel	1
Other	2
Non-SSLC Issue	4

Service Delivery-Behavioral	4
Abuse Neglect & Exploitation	6
Service Delivery-Residential	10
Service Delivery-Medical	11
Rights	19
<b>TOTAL</b>	<b>59</b>



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

Dec 2014 through May 2015:

Guardian (LAR)	1
Self	2
Unknown	2
Other	3
Family	6
Family LAR	8
Ombudsman	8
Staff	29
<b>TOTAL</b>	<b>59</b>



## Organizational Chart

