



Office of the
Independent Ombudsman
for State Supported Living Centers



2020 Biannual Report

January — June



The Health and Human Services Commission (HHSC) provides specialized assessment, treatment, support, and medical services to people with intellectual and developmental disabilities at thirteen state supported living centers (SSLC).

The Office of the Independent Ombudsman for State Supported Living Centers was established for the purpose of investigating, evaluating, and securing the rights of residents of state supported living centers. The duties and powers of the Independent Ombudsman are mandated by Texas Health and Safety Code, Title 7, §555.

The mission of the Office of the Independent Ombudsman is to serve as an independent, impartial and confidential resource.



Toll-free 1-877-323-6466
sslc.ombudsman@hhsc.state.tx.us
sslc-independent-ombudsman.texas.gov

Table of Contents

Executive Summary	5
Central Office.....	7
Resident Population	9
Duties and Activity of the Office	12
Susan Aguilar, Assistant Independent Ombudsman	17
Brenham State Supported Living Center.....	17
Jill Antilley, Assistant Independent Ombudsman.....	19
Abilene State Supported Living Center	19
Seth Bowman, Assistant Independent Ombudsman.....	21
Lufkin State Supported Living Center.....	21
James Clark, Assistant Independent Ombudsman	23
Lubbock State Supported Living Center	23
Kellen Davis, Assistant Independent Ombudsman	25
Corpus Christi State Supported Living Center	25
Horacio Flores, Assistant Independent Ombudsman.....	27
Rio Grande State Center.....	27
Brenda Frausto, Assistant Independent Ombudsman	29
San Angelo State Supported Living Center.....	29
Gevona Hicks, Assistant Independent Ombudsman	31
San Antonio State Supported Living Center	31
Talya Hines, Assistant Independent Ombudsman.....	33
Austin State Supported Living Center	33
Edward Leal, Assistant Independent Ombudsman	35
Denton State Supported Living Center.....	35
Adam Parks, Assistant Independent Ombudsman.....	37
Mexia State Supported Living Center.....	37
Isabel Ponce, Assistant Independent Ombudsman.....	39
El Paso State Supported Living Center	39
Deatrice Potlow, Assistant Independent Ombudsman	41
Richmond State Supported Living Center	41

Executive Summary

The Office of the Independent Ombudsman for State Supported Living Centers (OIO), established by the 81st Legislature in 2009 is required to issue a biannual report on the scope and activities of the Office. This report reflects that charge from January 1 to June 30, 2020. 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.”

Over the course of the last ten years, we have never experienced as significant an impact on the residents as the pandemic and the steps taken to ameliorate its effects. This response has significantly influenced the work of our Office. Our Assistant Independent Ombudsmen maintain a continual presence on the campuses both in person and virtually. None the less, our data shows that the number of contacts with the Ombudsmen have increased during this reporting period. Because of this change, for the first time, the greatest number of cases in a biannual period were initiated by the Ombudsmen and not staff members. Staff, residents and their families have access to the Ombudsman primarily by telephone, resulting in a continued relationship of trust in the office. This trust is most essential during this difficult time.

I would be remiss if I did not advocate for one of the primary concerns the residents and their families have reported during this period. The isolation of the residents and the restrictions of family visitation are issues impacting the well-being of residents and causing great hardship for their loved ones. I believe this complicated issue must be addressed as quickly as possible.

To advocate for the residents, we will continue to strive to create a collaborative climate between the Office and the administration of the centers. The success of any organization is not measured in statistics, charts, numbers or words in a report. Rather, it is measured by the dedication of each member of the team. I am grateful to all of them for their faithful commitment to the people we serve as we confront this most challenging time.

My thanks to the Governor and his staff, for their leadership and for their continued support of our Office. Once again, I extend my gratitude to the AIOs and the staff of the Office for their continual dedication, as well as their assistance in preparing this report.

Respectfully Submitted,

A handwritten signature in blue ink that reads "Dr. George P. Bithos". The signature is fluid and cursive, with a long horizontal line extending to the right.

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

George P. Bithos D.D.S., Ph.D.

Independent Ombudsman for State Supported Living Center



Raised in Dallas, Dr. Bithos attended The University of Texas and graduated from Southern Methodist University with a Bachelor of Science in Biology and Anthropology. After practicing reconstructive dentistry for 28 years, Dr. Bithos retired to change the direction of his life. He read for a PhD in Theology and History at the University of Durham in Great Britain. After earning his degrees, he returned to the States to work in academia in Boston. In 2004, he returned to Texas to become the Executive Director of the Texas Conference of Churches. Dr. Bithos was appointed the Independent Ombudsman for SSLCs in February 2010 by Governor Perry. Dr. Bithos is certified as a Person Centered Thinking trainer and coach by The Learning Community for Person Centered Practices. He is also certified to facilitate Trauma-Informed Care training. George and Ria have been married for over forty years, have two grown and married children and five fabulous grandchildren. They enjoy traveling, cooking entertaining and the arts.

Central Office



Candace Jennings
Deputy Independent Ombudsman

Ms. Jennings was raised in Galveston County, Texas. She received her undergraduate education in Social Work at Southwest Texas State University and earned a Master of Public Administration degree at University of Texas at San Antonio. She began serving people with developmental disabilities as a direct care specialist while attending college. She first gained professional experience in San Antonio as an Investigator for Child Protective Services. For several years, she served as a Service Coordinator and Manager at the Local Intellectual and Developmental Disabilities Authority. She then held the positions of Rights Protection Officer and Ombudsman at the San Antonio SSLC before joining the Central Office staff as Deputy Independent Ombudsman in July 2010. She is certified by The Learning Community for Person Centered Practices as a Person Centered Thinking trainer. As Deputy Independent Ombudsman, she seeks to support the Independent Ombudsman by leading with compassion and integrity, and supporting people to have positive control over their lives.



Carrie Martin
Operations Program Manager

Ms. Martin has 10+ years' experience pursuing social justice issues and over five years' experience providing advocacy, direct care and services for adults, the aging, and children with disabilities. She has a consistent record of advocating for underserved populations including: providing vocational training and employment services at a residential training facility; working with special education students in the public school system; ensuring due process for indigent defendants; and performing administrative operations and internal auditing for a foster care/adoption agency. Ms. Martin has specialized education and experience in data management, training and development, organizational development, and program management. Ms. Martin completed graduate coursework in Organization Development at St. Edward's University, earned her B.S. in Criminal Justice from Texas State University and is trained and certified in Mediation and SAMA (Satori Alternatives to Managing Aggression). She accepted the position of Assistant Independent Ombudsman for the central office in November 2014.

Brian Morton
Program Review Coordinator



Brian Morton joined the Office of the Independent Ombudsman in January 2020. As Program Review Coordinator, he is heavily involved in the creation of the office's legislatively-mandated annual report to the legislature. He strives every day to help ensure that the Texas Legislature and people of Texas are provided with accurate and useful data regarding the rights and living conditions of residents at state supported living centers. He is passionate about human rights, using data to illuminate and solve problems, writing, and the implementation of public policy. Prior to joining the Office of the Independent Ombudsman, Brian was a Bill Analyst at the Texas Legislative Council, and before that he interned in the Colorado Governor's Office and the Colorado General Assembly. He earned a bachelor's degree with a double major in philosophy and mathematics from the University of Colorado Boulder.

Jessica Rosa
Administrative Assistant



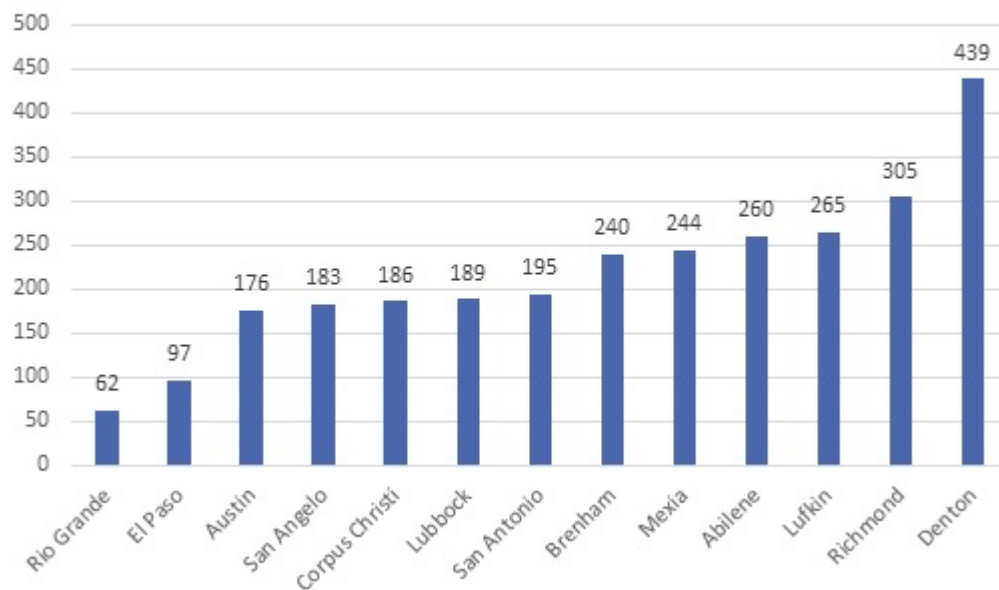
Jessica Rosa was born and raised in Austin, TX. She attended Austin Community College and Concordia University where she studied Finance. She began her professional career working for several financial institutions providing banking services for the community. She eventually moved on to work for D&S Community Services, a leading provider of residential services and supports for individuals with intellectual and developmental disabilities. Jessica worked to provide billing and money management assistance and it was there that she experienced how rewarding it was to help others in need. She then transitioned into to an Administrative Assistant role at Excel Finance Company where her results driven personality led her to effectively streamline processes and provide administrative and accounting support for over 30 offices across Texas, New Mexico, and Louisiana. Ms. Rosa has experience in report development, data management, and administrative operations. After years of tenure and much experience gained, she joined the Office of the Independent Ombudsman central office team in December 2019. In her free time Jessica enjoys spending time with her friends and family, cooking, and conquering her fitness journey.

Resident Population

There are 13 state supported living centers across the state where 2,841 people reside. Each of the SSLCs provides 24-hour residential services, comprehensive behavioral treatment services and healthcare services, including physician, nursing and dental services. Other services include skills training, occupational, physical and speech therapies. Demographic information provided in this report is according to the Health and Specialty Care System division of the Health and Human Services Commission, who manages the centers.

The majority of residents have lived at the SSLC for more than 10 years, making up 65% of total enrollment. From January to June of 2020, there were 16 residents who transitioned from an SSLC to a community-based home, compared to 51 transitions in the biannual period of July to December 2019. During this period, there were 32 admissions, whereas last biannual period there were 75 admissions. The decrease in these numbers is due to a moratorium on admissions and discharges placed in response to the COVID-19 pandemic.

Resident Population: 2,841



1,632

Lived here
more than
15 years

67%

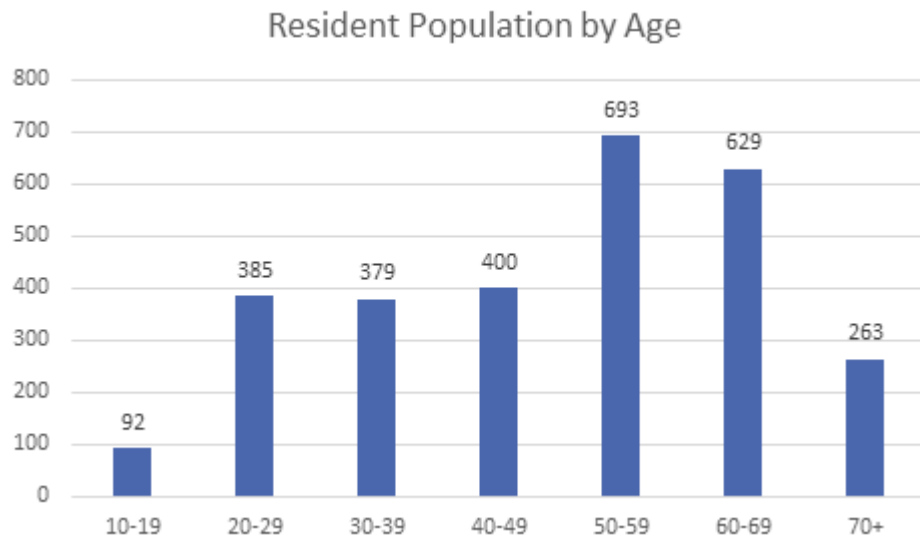
Have a legal
guardian

58

Deaths from
January to
June

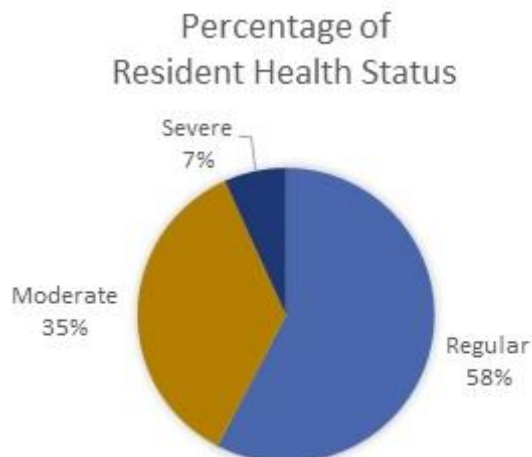
62%

Male
residents



There are 144 residents who are under the age of 22 and there are 40 residents under the age of 18. Children, adolescents, and adults up to age 22 receive public education through the local school district. Adults receive employment, vocational, or day habilitation services at each center. There are also many residents who have paid employment in their local communities. There are 892 residents over the age of 60, which makes up 31% of the total population. As shown in the chart above, 263 residents are age 70 and over.

Irrespective of age, 42% of the total population are designated with a health status of moderate or severe. A moderate health status is defined as having chronic health problems which require less than daily professional intervention. A severe health status means an individual is unstable or there are serious multiple health problems which may be life threatening, requiring professional intervention on a daily basis. There are 192 residents who are currently designated as severe.

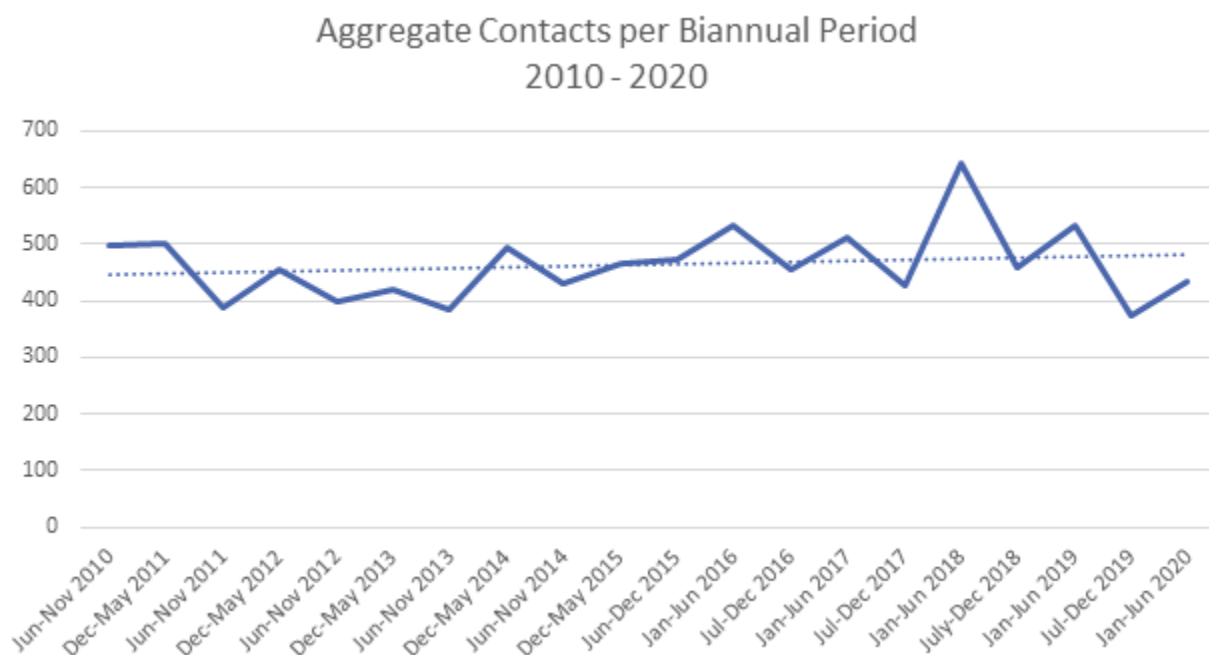


Currently, there are 199 residents who are alleged criminal offenders. Although nine SSLCs serve a one or more residents who were alleged to have committed a criminal offense, 74% of the SSLC residents who are alleged offenders reside at Mexia SSLC which has been designated by the legislature to provide forensic services. In the recent session, San Angelo SSC was also designated to provide forensic services to people who meet SSLC admission criteria and are committed under criminal statute. There are no alleged offenders that have been determined to be a high risk of danger to themselves or others who would require a highly restrictive environment, although one resident has been assessed at Mexia.

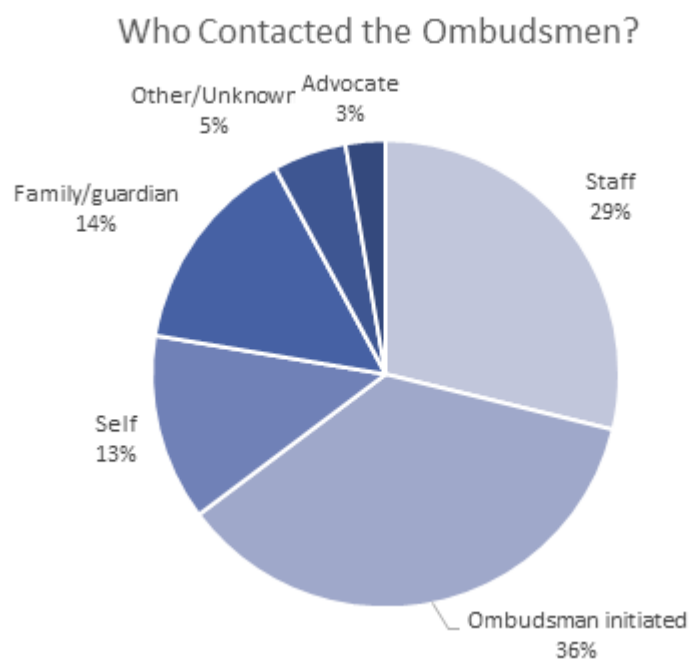
Duties and Activity of the Office

Being visible and engaged in the operations of the SSLC is the hallmark of the Ombudsman's role. The Ombudsman at each center provides meaningful input, collaboration, and expertise on a routine basis. This includes making recommendations to the SSLC administration. Contacts made directly to the Ombudsman or concerns of the Ombudsman are documented and tracked in an online database. There was a total of 434 contacts in the biannual period of January 1 to June 30, 2020.

There is an increase in volume compared to the previous biannual period. The low volume in the previous biannual period was primarily due to the Ombudsmen traveling across the state to participate in the Program Review. While an increase in contacts was expected, a higher increase did not occur for a few reasons. Tenured ombudsmen at two centers retired at the end of 2019, leaving vacancies for several months. Another tenured ombudsman retired during this biannual period, leaving a third vacancy. These positions have been filled, including a returning retiree. Lastly, during the third month of the biannual period, the COVID-19 pandemic required all professional staff, including the ombudsmen, to cease visitation of residents as much as possible to prevent the spread of the dangerous virus. All ombudsmen have been participating in meetings remotely and making efforts to contact residents, staff, and family members despite not being able to physically visit to receive or identify concerns.



Through legislation the Office conducts annual audits of the SSLCs, referred to as Program Review. The legislative mandate requires an on-site review of the adequacy of staff training, rights and due process, including the right to file a complaint, and evaluating staff to client ratios. In addition to the on-site reviews, Ombudsmen conduct ongoing monitoring at each SSLC throughout the year. Ombudsmen collect data from newly hired Direct Support Professionals (DSP) about the on-the-job training they receive, monitor staffing ratios, observe and evaluate due process in Human Rights Committee meetings, interview staff and residents, as well as review thousands of documents related to residents' rights and restrictions. These activities are not captured in the data presented in this report. Details and findings from the 2019 Program Review can be found in the [2019 Annual Report](#) published in March of 2020.



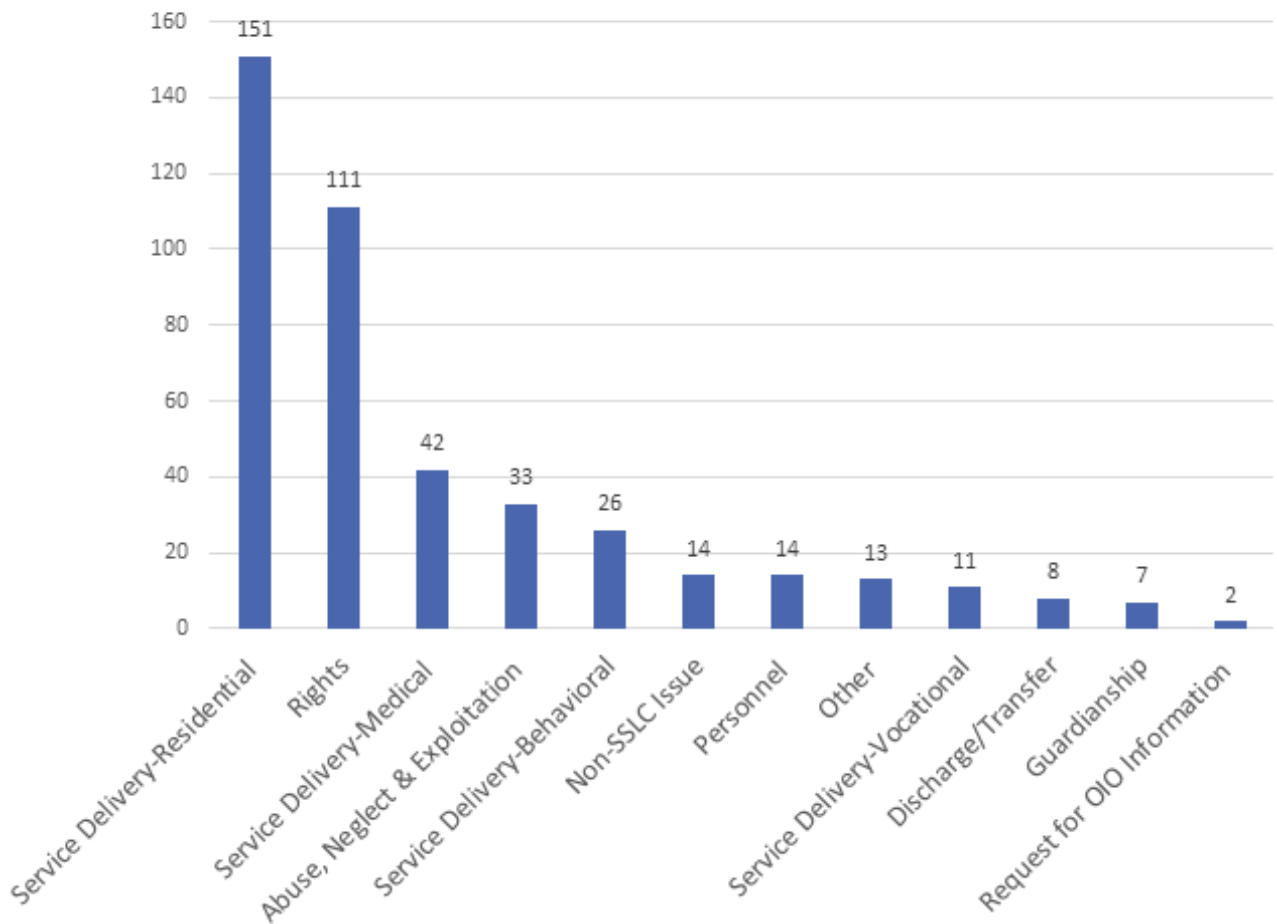
The majority of recorded contacts during this biannual period were concerns the Ombudsman identified and investigated. This is a significant change in the traditional distribution of contacts reported. Usually, the staff members of the SSLCs are the primary source of complaints. In this biannual period, a total of 125 staff members directly contacted the Ombudsman to report a concern or to request consultation. There were 56 cases where the resident made the initial contact and 156 cases in which the Ombudsman initiated an investigation.

Sometimes the Ombudsman is contacted about issues that are outside of the office's scope. During this reporting period, there were 31 contacts referred to another entity, such as the Long-term Care Ombudsman program. Excluding these referrals, the office handled 403 cases. Complaints that were investigated, opposed to consults, inquiries, or referrals, made up 73% of all contacts for this biannual period.



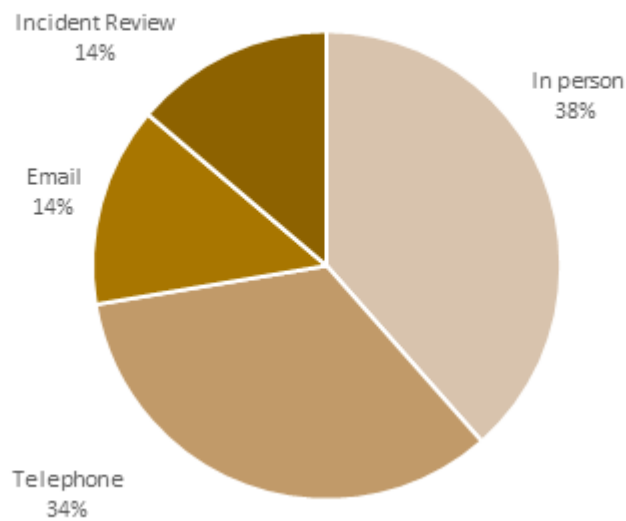
Staff, residents, family members, and others contact the Ombudsman for concerns that impact residents' lives. For this biannual period, most concerns were about residential service delivery. These documented concerns were about staffing, clothing, meals, daily routine, hygiene, and other services that residential staff provide. The second highest volume of contacts were about residents' rights. All concerns are resolved and brought to the attention of the SSLC and then monitored by the Ombudsman while the SSLC administration addresses the issue.

Number of Contacts by Type



Each Ombudsman has an office at the SSLC which makes them easily accessible to residents and staff. As a result, the majority of contacts are usually made in person. Due to the pandemic response, professional staff and the Ombudsmen began working remotely, thus the majority of contacts were made by telephone. Some of contacts have been captured as “In Person” to relay that the Ombudsman received the complaint while participating in a meeting. Other means of accessing the Office of the Independent Ombudsman is by email, mail, phone, or website. The office maintains a toll-free number which directly connects to the Ombudsman’s office phone. This number, the Ombudsman’s name, and an email address is displayed prominently in common areas at each SSLC and is promoted on the website.

How were Contacts Made?



In addition to monitoring service delivery and investigating concerns, the Ombudsman at each SSLC evaluates the way the SSLC investigates serious incidents. Each Ombudsman attends incident meetings, reads all investigative reports, and monitors actions taken by the SSLC after each incident. In total, the Ombudsmen reviewed 1,822 incident investigations this biannual period. From these reviews, there were 60 cases where a concern was identified that required additional investigation by the Ombudsman.

The most common reported and reviewed incidents were abuse allegations, which made up 78% of incidents in this biannual period. The Ombudsmen do not investigate abuse and neglect. Allegations of abuse and neglect are reported to and investigated by the HHSC Provider Investigations unit. When a report is made, the SSLC is responsible for protecting the alleged victim and taking precautions to prevent further allegations from occurring. The Ombudsman at each SSLC monitors recommendations that the HHS Investigators make to the SSLC administration when an allegation has been confirmed.

Susan Aguilar, Assistant Independent Ombudsman

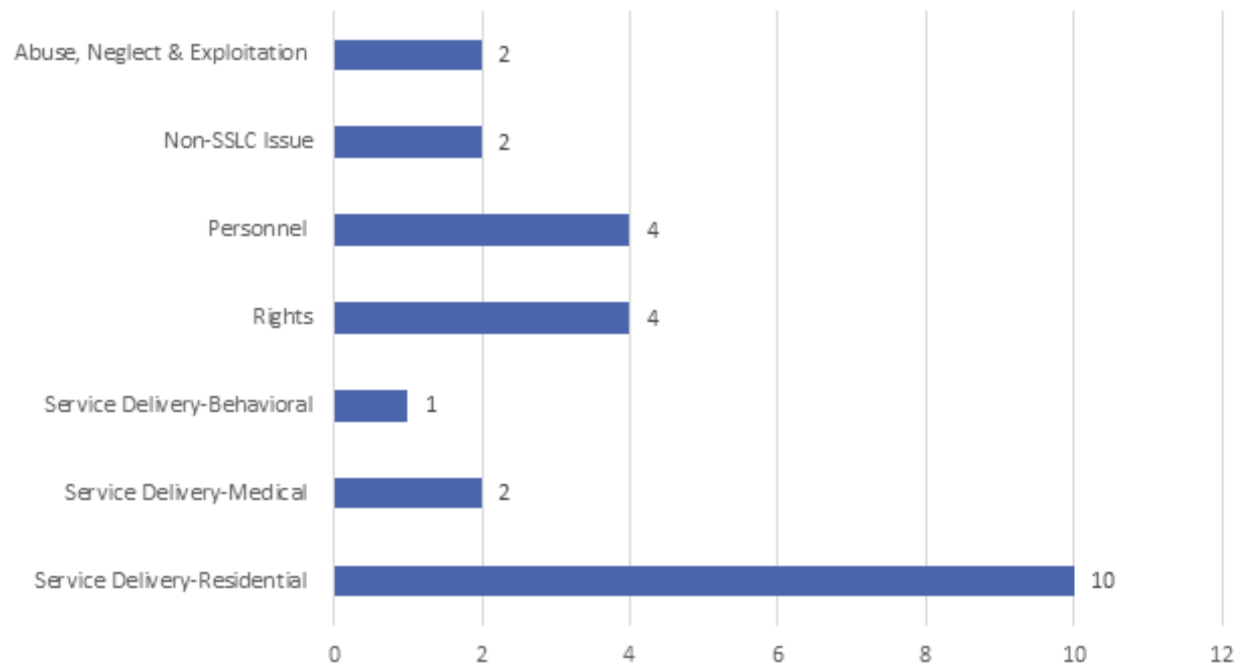
Brenham State Supported Living Center



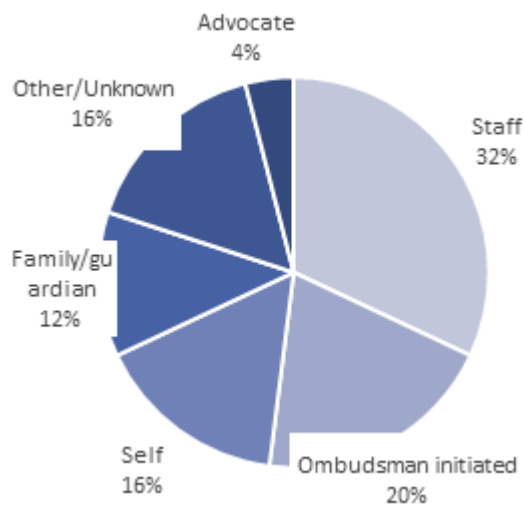
Susan Aguilar earned a Bachelor of Arts degree in Political Science from Texas Lutheran University. She worked in the field of early childhood intervention prior to obtaining the position of Qualified Developmentally Disabled Professional at the Brenham State Supported Living Center. While at the Center, Ms. Aguilar 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 is a certified Person Centered Thinking trainer with The Learning Community for Person Centered Practices.



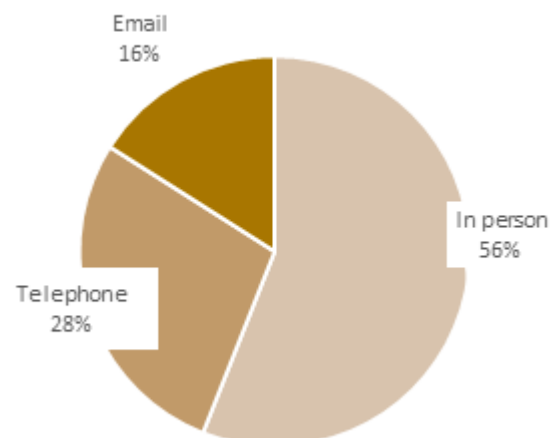
Number of Contacts by Type Brenham



Who Contacted the Ombudsman?



How was the Contact Made?



Jill Antilley, Assistant Independent Ombudsman

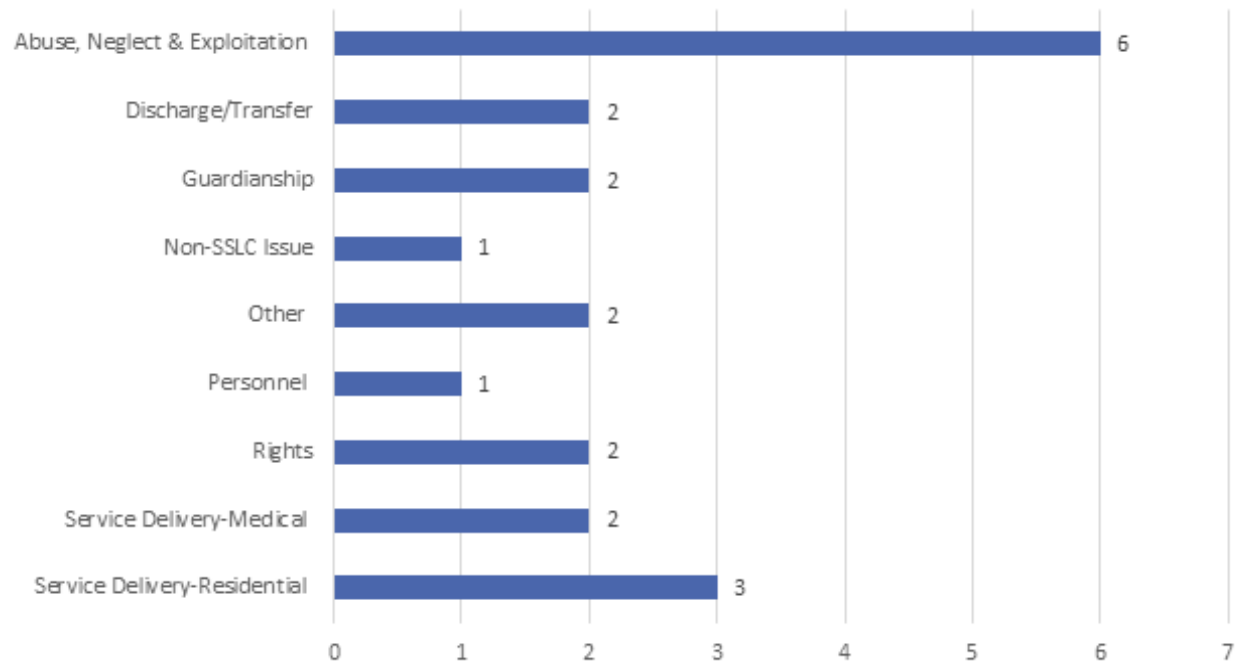
Abilene State Supported Living Center



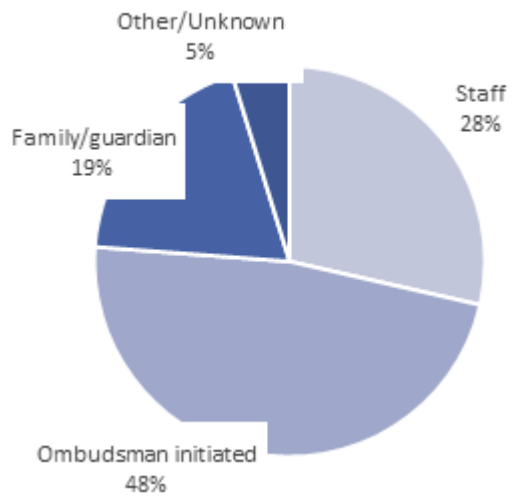
Jill Antilley has served residents at the Abilene State Supported Living Center for 18 years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's degree in Police Administration and went to work for a juvenile correctional facility as a case manager and as a juvenile probation officer. Antilley returned to the Abilene SSLC in 2002 to serve as a Qualified Developmental Disability Professional and as the Human Rights Officer. She joined the Office of the Independent Ombudsman as the Assistant Independent Ombudsman to Abilene SSLC in 2010.



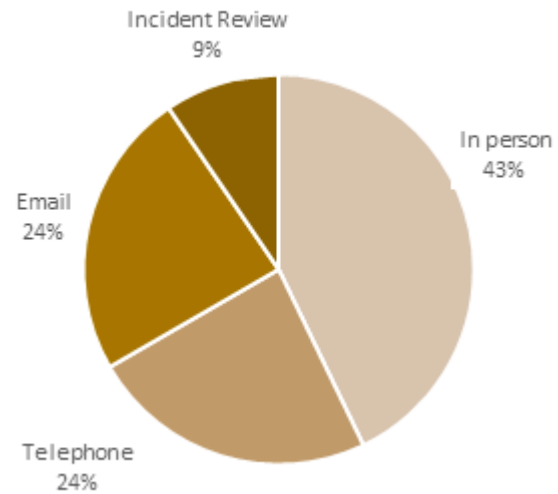
Number of Contacts by Type Abilene



Who Contacted the Ombudsman?



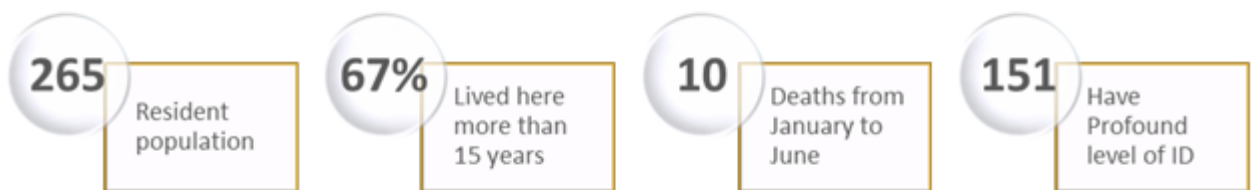
How was the Contact Made?



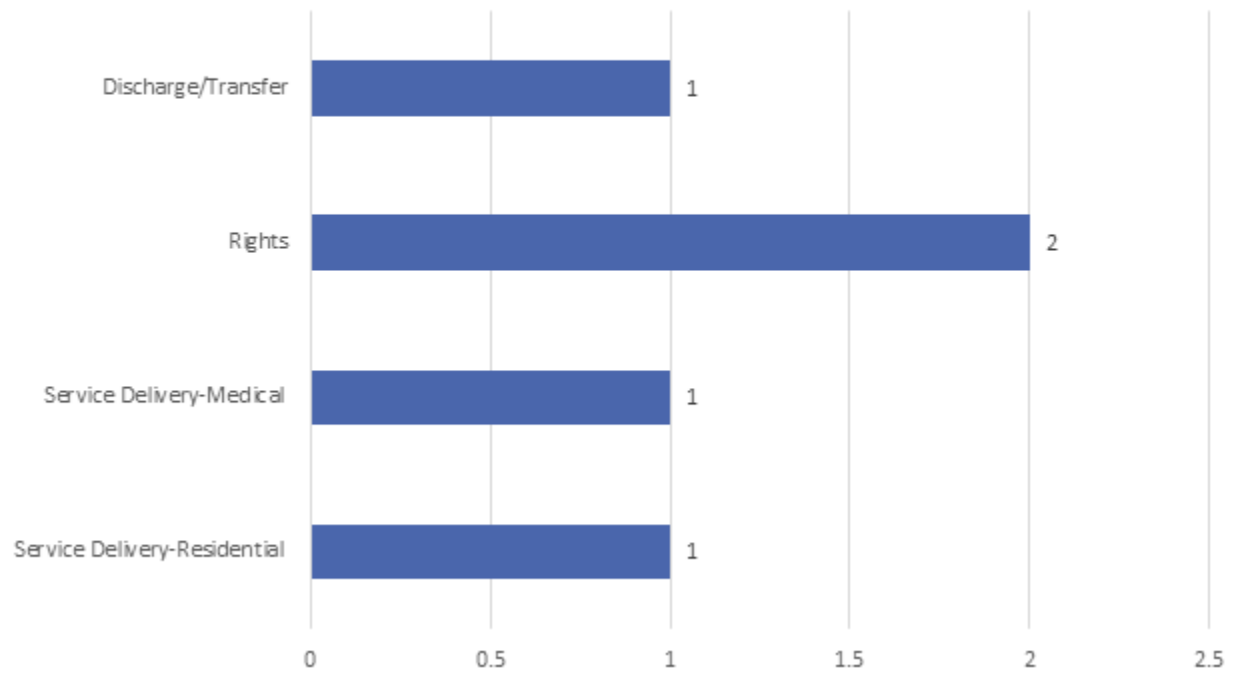
Seth Bowman, Assistant Independent Ombudsman

Lufkin State Supported Living Center

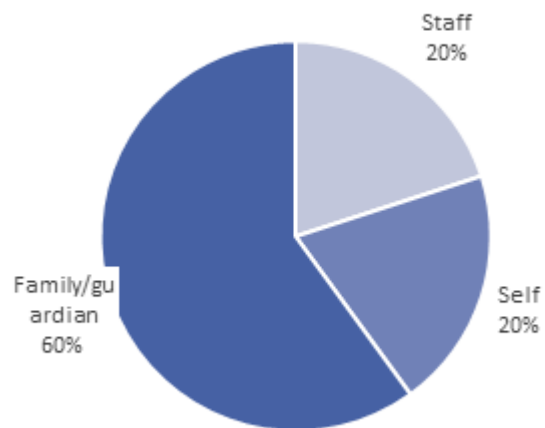
Raised in Lufkin, Texas, Seth Bowman attended Stephen F. Austin State University where he earned a Bachelor of Arts in Communication. After graduation in 2011, he began his professional career with Texas Health and Human Services as a Qualified Intellectual Disability Professional for the Lufkin State Supported Living Center. He then served as a training specialist in the Competency and Training Department where he trained employees on policies and procedures. While in this role, he was a faculty member and helped develop curriculum for the Safe Use of Restraints (SUR) program. Mr. Bowman joined the Office of the Independent Ombudsman as the Assistant Independent Ombudsman assigned to Lufkin SSLC in May 2020.



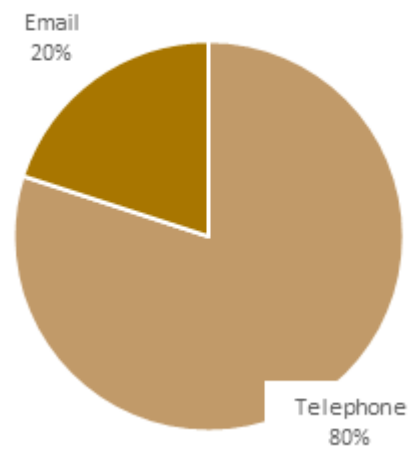
Number of Contacts by Type
Lufkin



Who Contacted the Ombudsman?



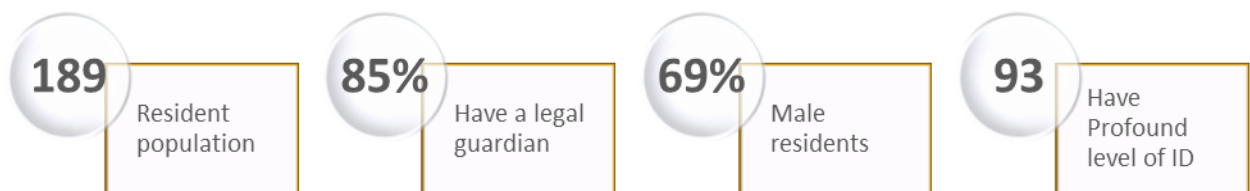
How was the Contact Made?



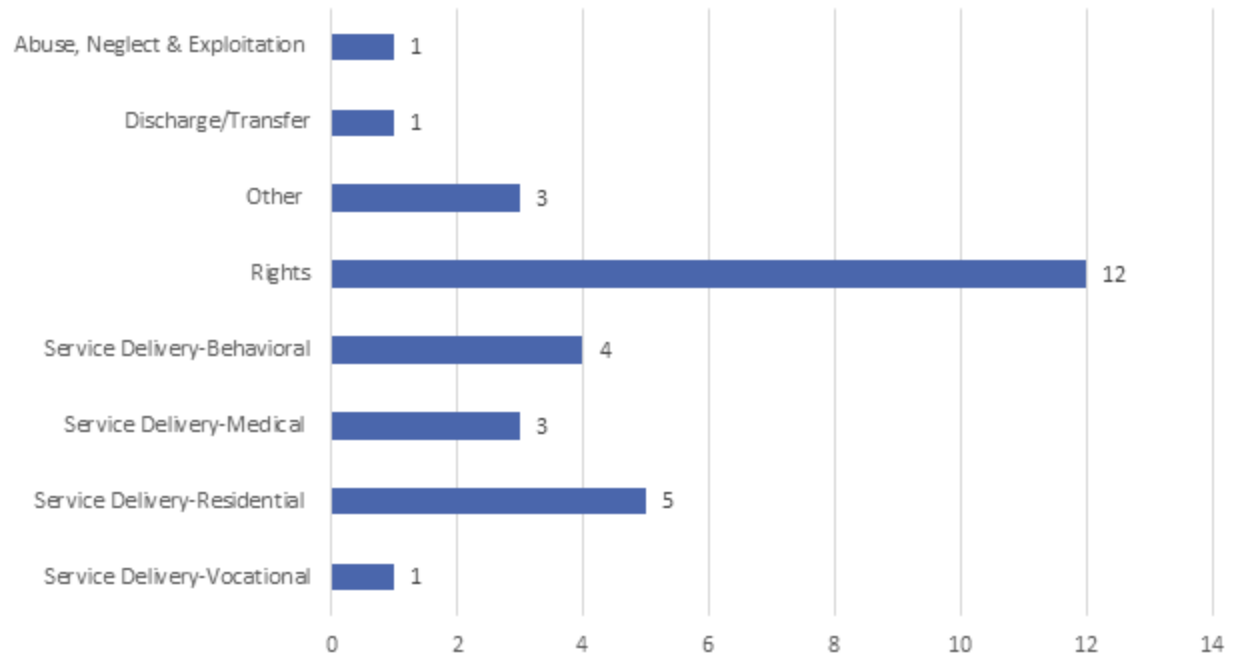
James Clark, Assistant Independent Ombudsman

Lubbock State Supported Living Center

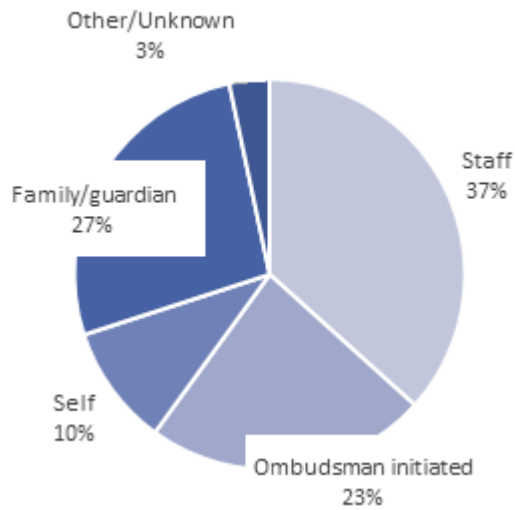
James Clark was born and raised in Lubbock, Texas, and resides in Lubbock with his family. Mr. Clark earned a Bachelor of Applied Science Degree in Human Services from Wayland Baptist University. He began his career with the State of Texas at the Lubbock State School as a Direct Support Professional in 1999, where he worked 14 years in many roles from Unit Director, Campus Administrator, and Qualified Intellectual Disability Professional. In 2013, Mr. Clark's endeavors for career advancement led him to the Department of Family and Protective Services (Adult Protective Services) where he worked for 6 years as an APS Specialist to advocate for elderly and disabled Texans. In April of 2020, Mr. Clark's career path led him back to the place he began his career with the State of Texas when he accepted the role as the Assistant Independent Ombudsman of the Lubbock State Supported Living Center for the Office of the Independent Ombudsman.



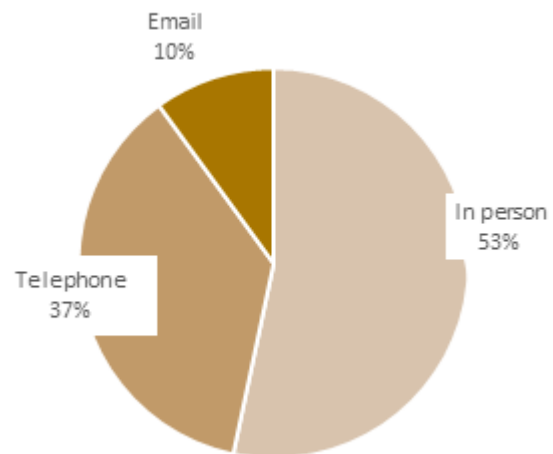
Number of Contacts by Type Lubbock



Who Contacted the Ombudsman?



How was the Contact Made?



Kellen Davis, Assistant Independent Ombudsman

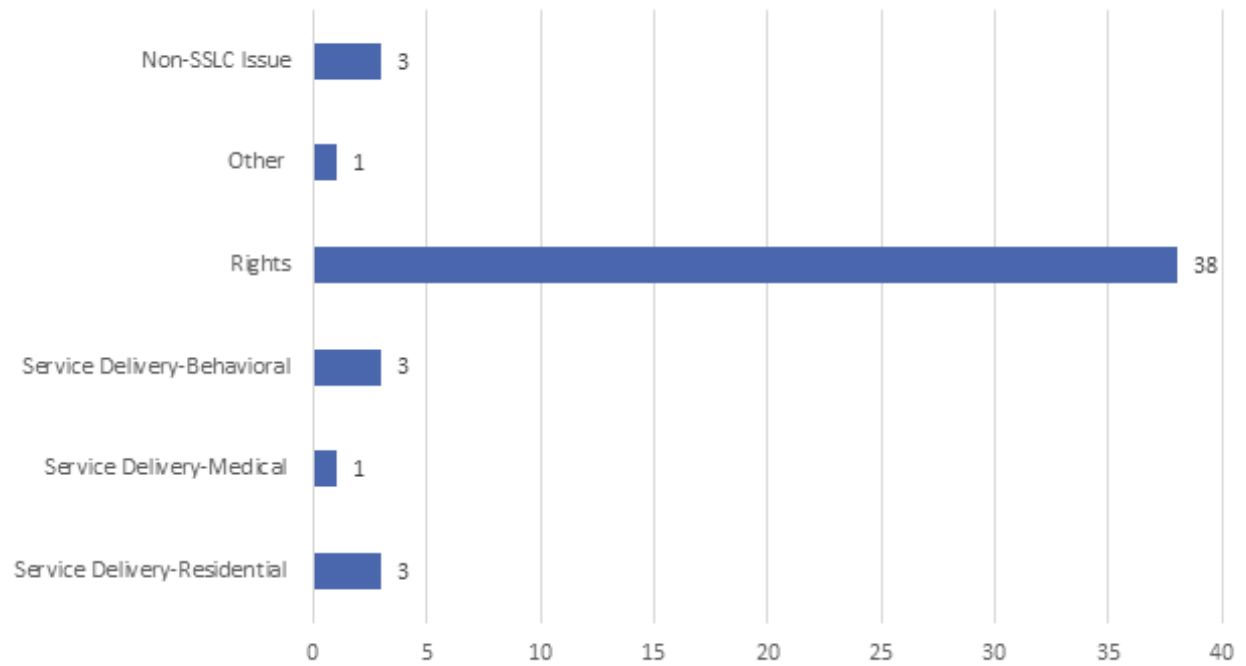
Corpus Christi State Supported Living Center



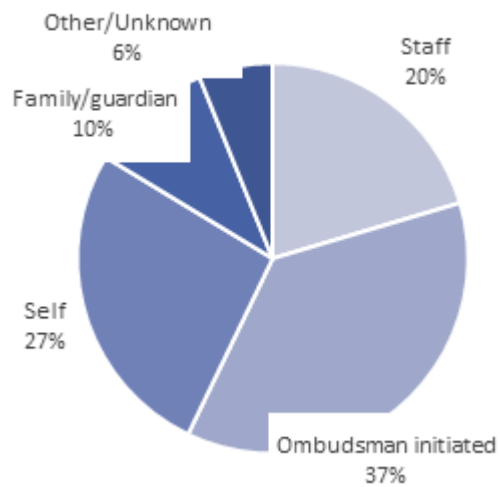
Ms. Davis's career began in 1988 while going to school at Howard Payne University. She worked for the Texas Youth Commission as the Recreation Supervisor. She graduated from HPU with a degree in Physical Education and a minor in English. She went on to work for the TYC for 15 years in various roles. Ms. Davis also worked as an LVN for the University of Texas Medical Branch at a TYC facility and in nursing facilities. She was a respite supervisor for local MHMR and owned her own business, a doughnut coffee shop. Ms. Davis worked at the Mexia SSLC for 4 and a half years as the Transition Specialist. She joined the Office of the Independent Ombudsman at the Corpus Christi SSLC in 2017.



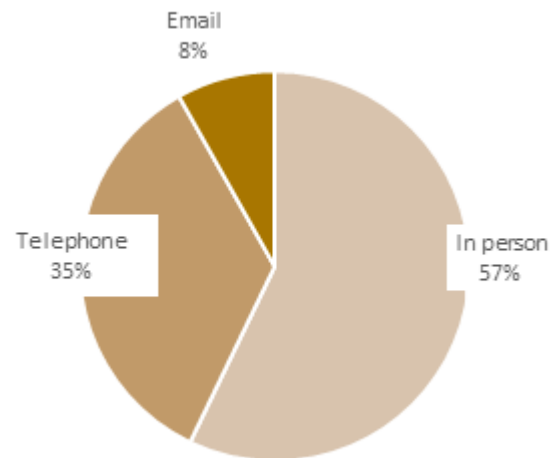
Number of Contacts by Type Corpus Christi



Who Contacted the Ombudsman?



How was the Contact Made?

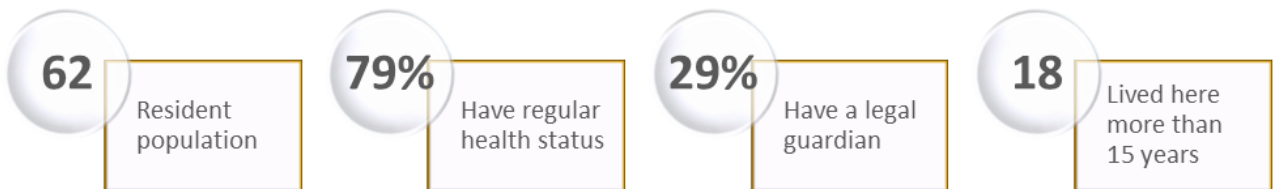


Horacio Flores, Assistant Independent Ombudsman

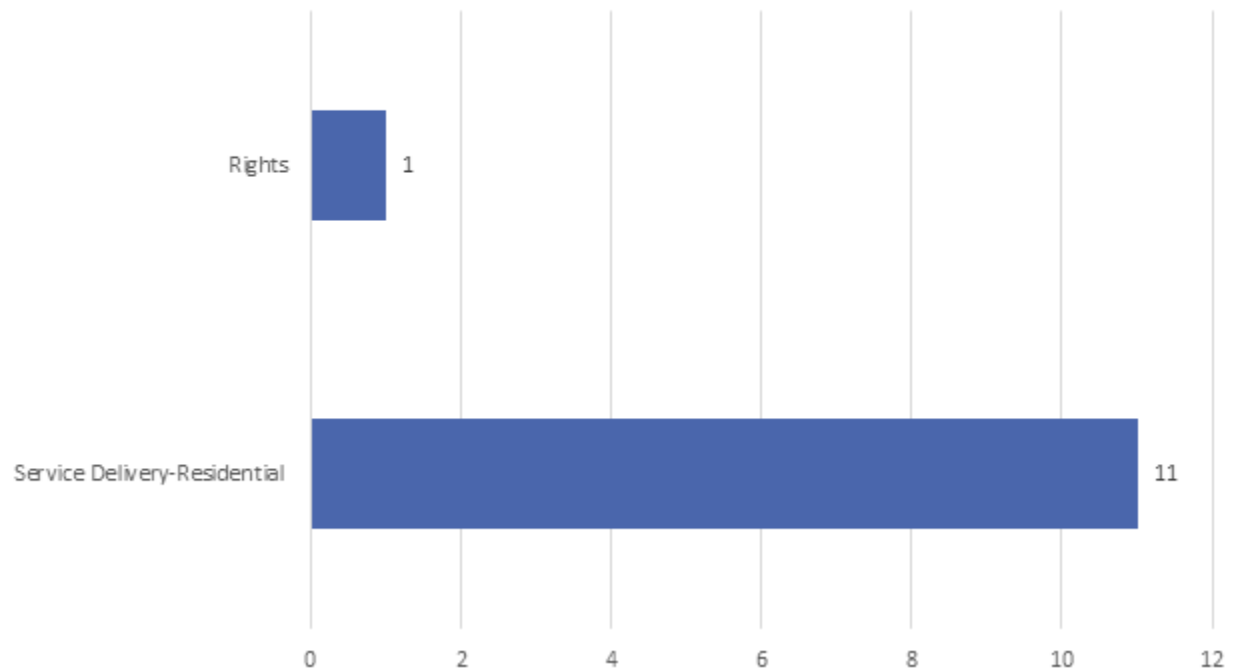
Rio Grande State Center



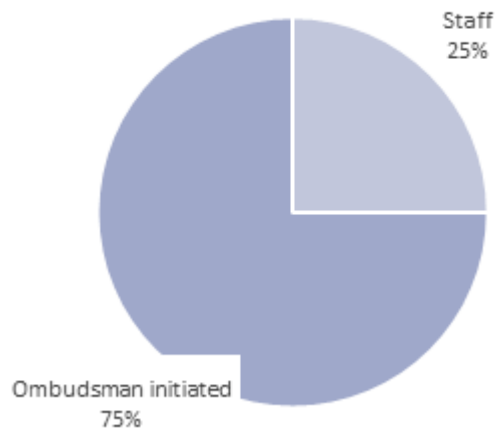
Horacio Flores hails from the Rio Grande Valley and attended Texas A&M Kingsville where he earned his Bachelor of Arts Degree in Psychology. He began his career with the State of Texas working for the Department of Family and Protective Services as an Investigator for Child Protective Services in Nueces, Kleberg, Duval and Jim Hogg counties. Mr. Flores then accepted the position of Qualified Intellectual Disabilities Professional (QIDP) at Corpus Christi State Supported Living Center. Shortly thereafter he was appointed to a Lead QIDP. Mr. Flores then relocated to the Rio Grande Valley and accepted the position of QIDP at the Rio Grande State Center in Harlingen. Mr. Flores accepted the position of Assistant Independent Ombudsman of the Rio Grande Center in April 2017.



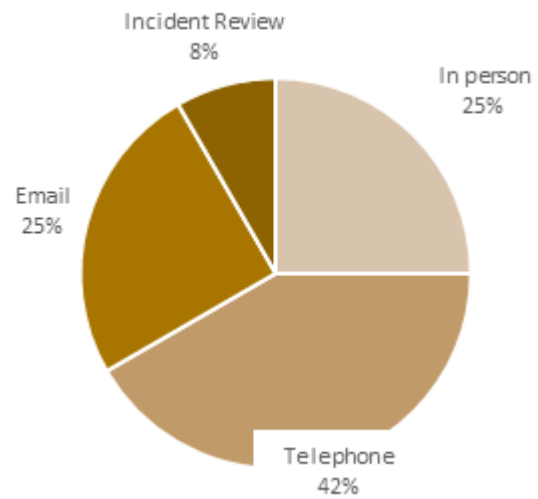
Number of Contacts by Type Rio Grande



Who Contacted the Ombudsman?



How was the Contact Made?

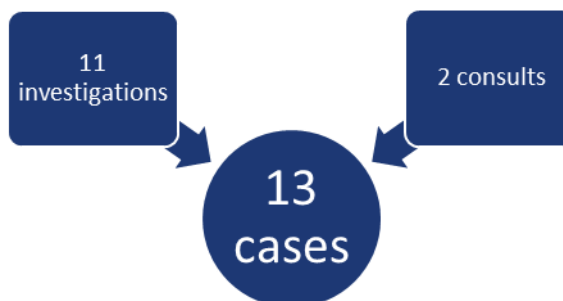


Brenda Frausto, Assistant Independent Ombudsman

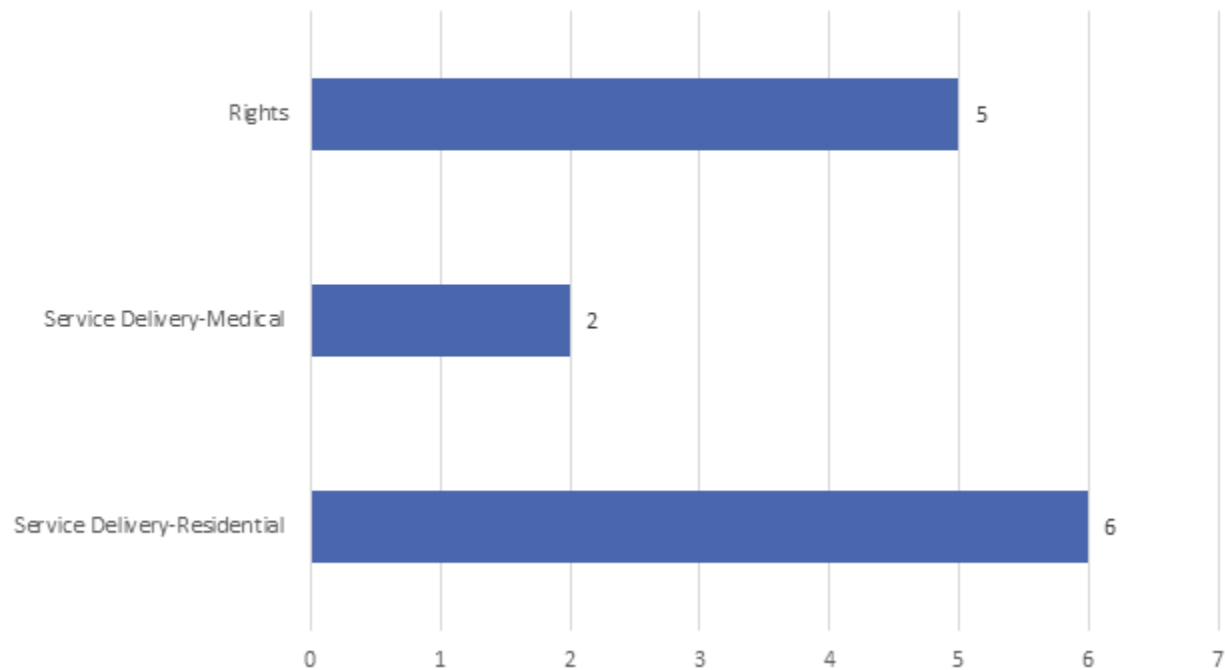
San Angelo State Supported Living Center



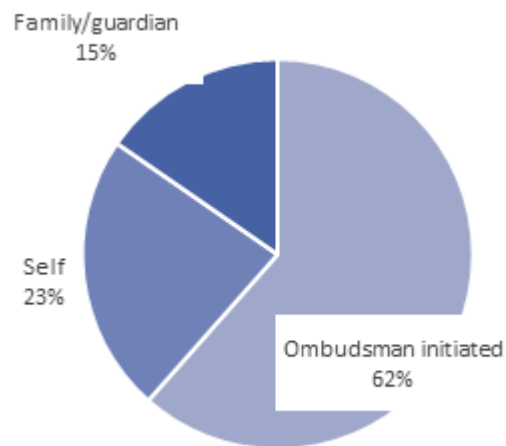
Ms. Frausto obtained a Bachelor of Science degree in Psychology with a minor in Sociology from Angelo State University. She began her career at the San Angelo SSLC in 1991 as an active treatment provider then later assumed the role of Admission and Placement Coordinator. Ms. Frausto was also the Admission Coordinator for MHMR Service of the Concho Valley. For 13 years, Ms. Frausto worked for the Texas Department of Family and Protective Services as an Adult Protective Services Specialist where she earned the reputation of going above and beyond to protect and serve Texas' most vulnerable adults. Ms. Frausto has served as a Guardian Advocate with Guardianship Alliance of the Concho Valley and was a member of the Tom Green County Coalition Against Violence. She joined the Office of the Independent Ombudsman in 2016. Ms. Frausto is certified as a Person Centered Thinking trainer with The Learning Community for Person Centered Practices.



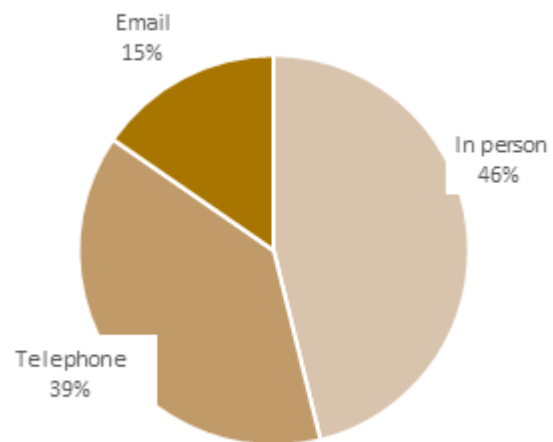
Number of Contacts by Type San Angelo



Who Contacted the Ombudsman?



How was the Contact Made?

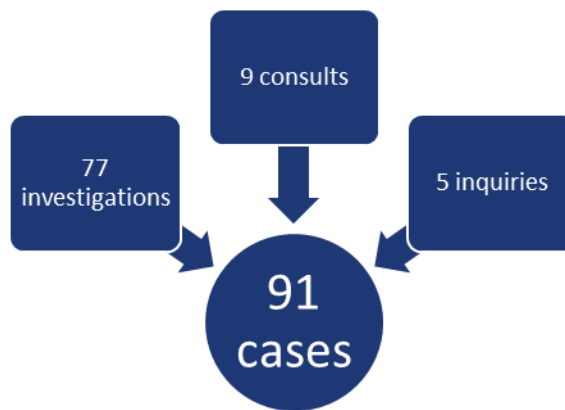
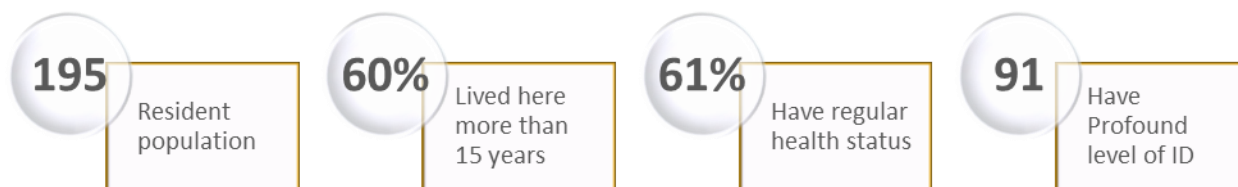


Gevona Hicks, Assistant Independent Ombudsman

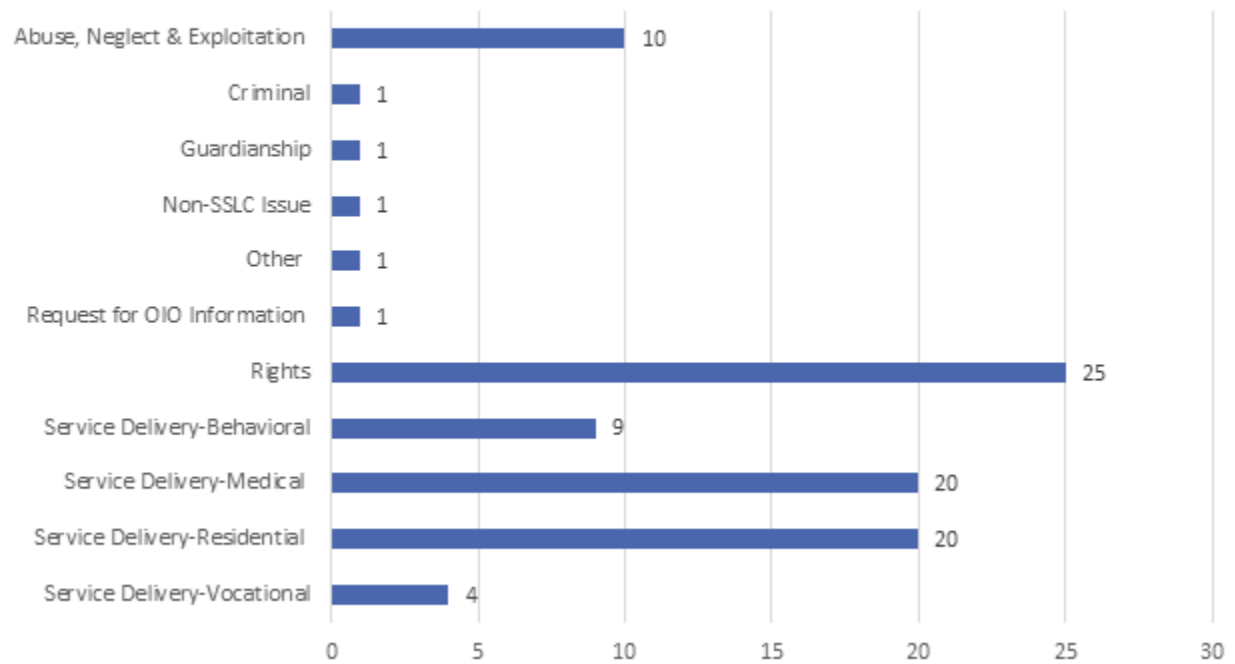
San Antonio State Supported Living Center



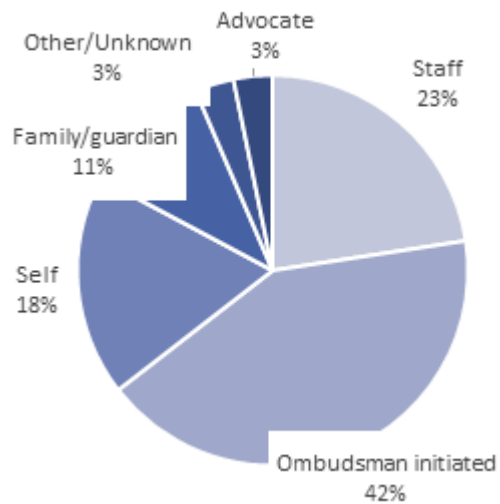
A native of Birmingham, Alabama, Ms. Hicks received her Bachelor of Science in Psychology and a certificate in Gerontology from the University of Alabama at Birmingham. She relocated to San Antonio, Texas in 2001 and worked with infants and toddlers at a local children's shelter. She began her career supporting children and adults with developmental disabilities providing direct care and then as a 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 and Human Rights Officer prior to joining the Office of the Independent Ombudsman for State Supported Living Centers in April 2014. Ms. Hicks is a certified Person Centered Thinking trainer with The Learning Community for Person Centered Practices.



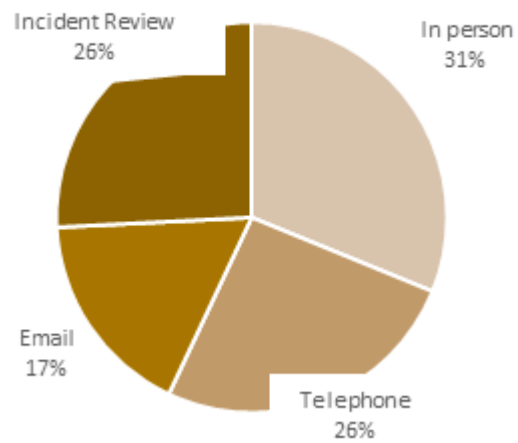
Number of Contacts by Type San Antonio



Who Contacted the Ombudsman?



How was the Contact Made?

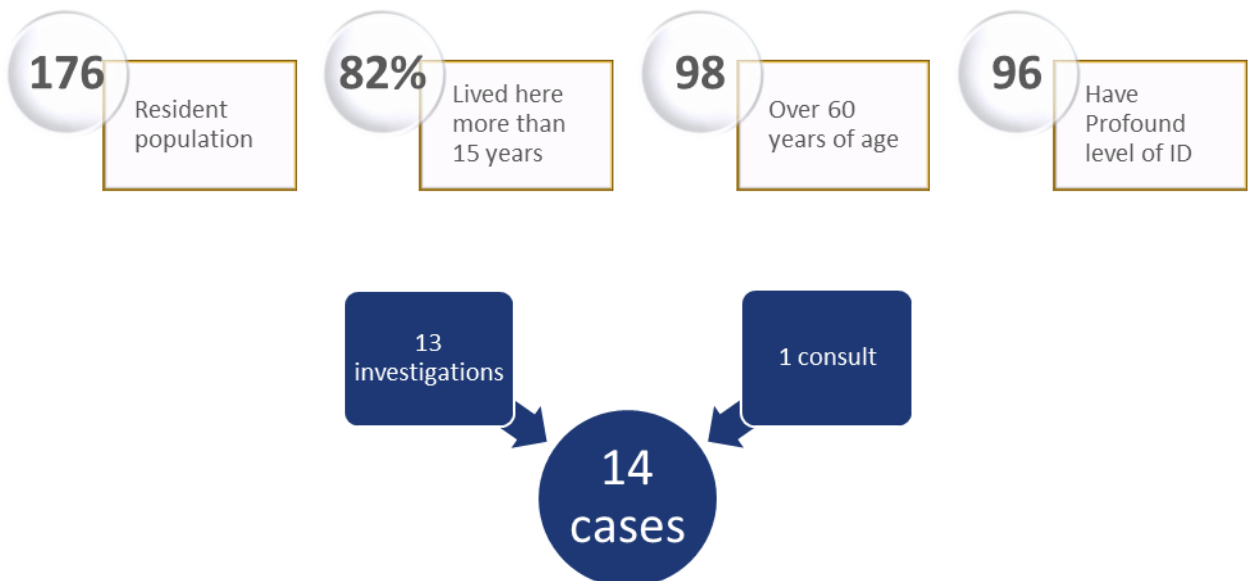


Talya Hines, Assistant Independent Ombudsman

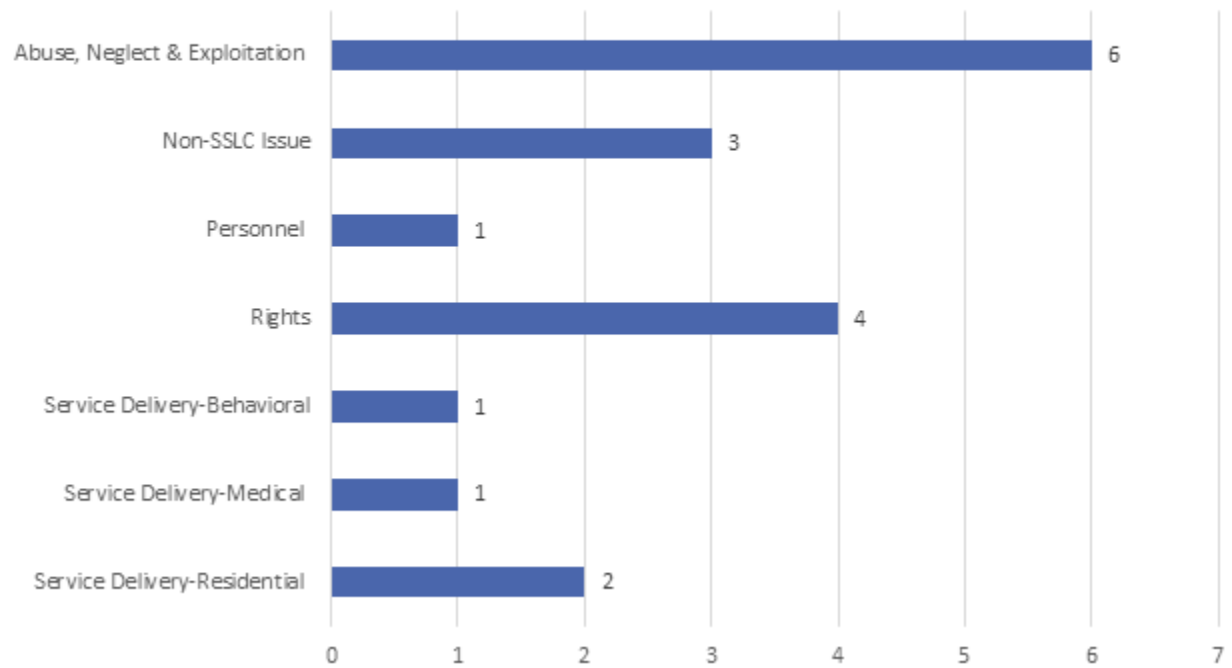
Austin State Supported Living Center



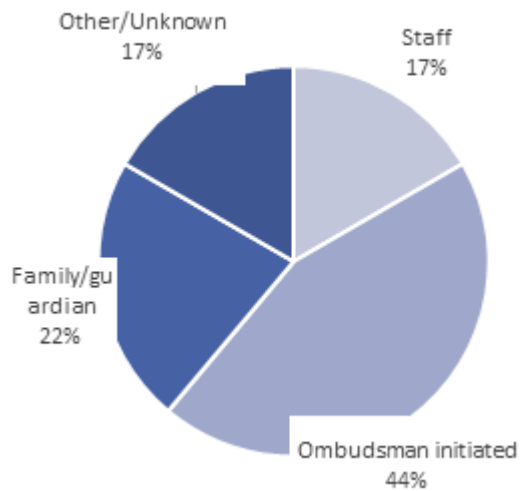
Ms. Hines was born and raised in Grayson County, Texas, and resides in Pflugerville with her family. Ms. Hines earned a Bachelor of Arts Degree in Sociology and a Master of Science Degree in Rehabilitation Counseling from the University of North Texas. She began her professional career at the Department of Family and Protective Services as a Child Care Licensing Specialist in Dallas. Ms. Hines then moved to Austin where she assisted individuals with disabilities with maintaining independence through their environment and employment as a case manager for the Department of Assistive and Rehabilitative Services. Following her passion to help others, Ms. Hines obtained the position of Post-Move Monitor at the Austin SSLC, where she supported individuals who transitioned into a community setting. Before she began serving as the Assistant Independent Ombudsman for the Austin SSLC in 2018, she developed online and instructor led curricula for Local Authorities as a Curriculum Developer for HHS. Ms. Hines is certified as a Person Centered Thinking trainer with The Learning Community for Person Centered Practices.



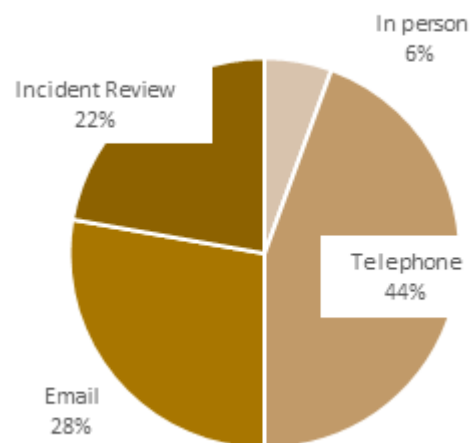
Number of Contacts by Type Austin



Who Contacted the Ombudsman?



How was the Contact Made?



Edward Leal, Assistant Independent Ombudsman

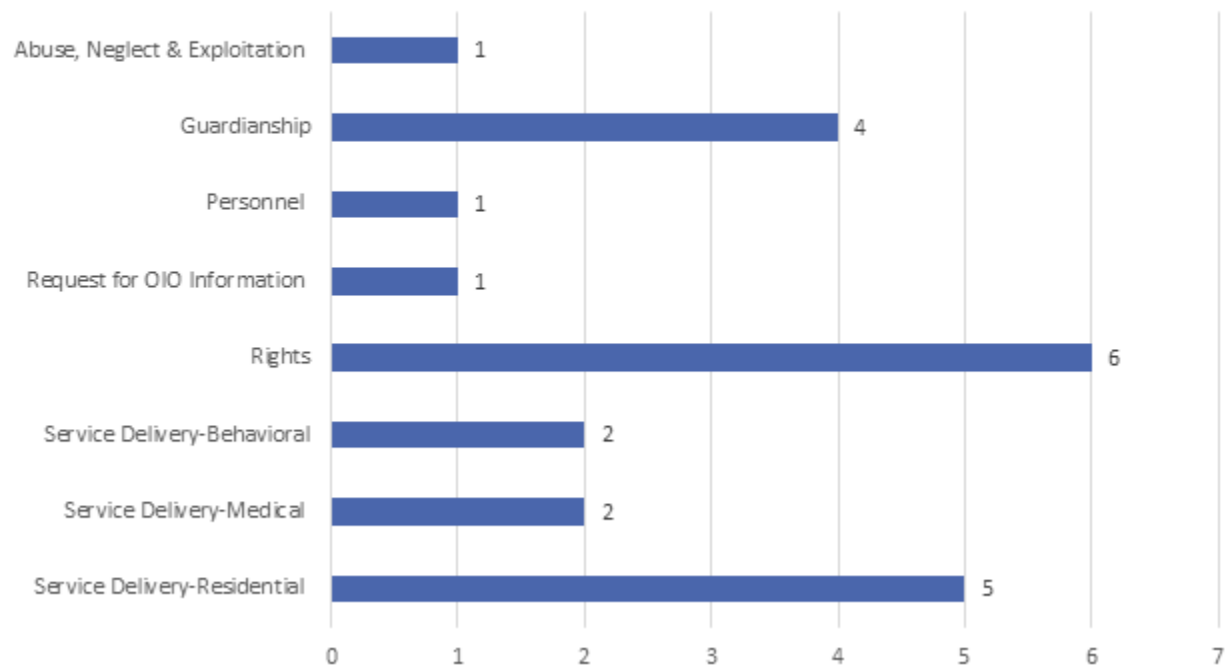
Denton State Supported Living Center



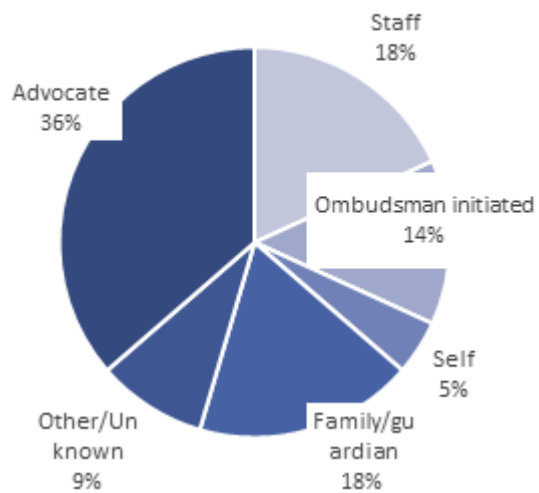
Edward Leal began his career in 2009 at the Denton SSLC where he served both as a Direct Support Professional and the Administrative Assistant to the Center Director for almost a decade. Edward then served as a Civil Rights Specialist where he received extensive training and experience conducting complex investigations of employment discrimination complaints. He has a Bachelor of Applied Arts and Sciences degree from the University of North Texas with an emphasis in Applied Behavior Analysis and Clinical Psychology and is pursuing a Master of Business Administration degree. Mr. Leal joined the Office of the Independent Ombudsman as the Assistant Independent Ombudsman at the Denton SSLC in February 2020.



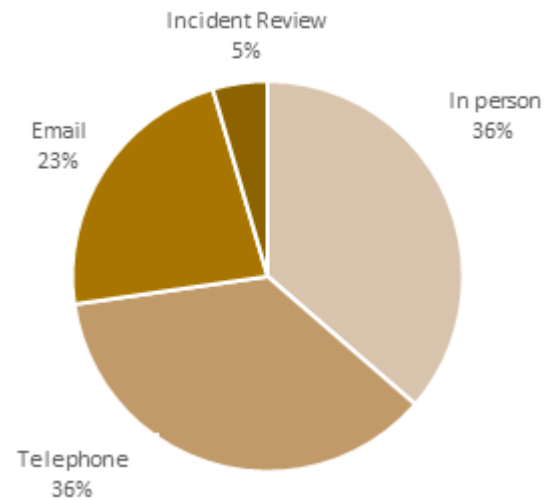
Number of Contacts by Type Denton



Who Contacted the Ombudsman?



How was the Contact Made?

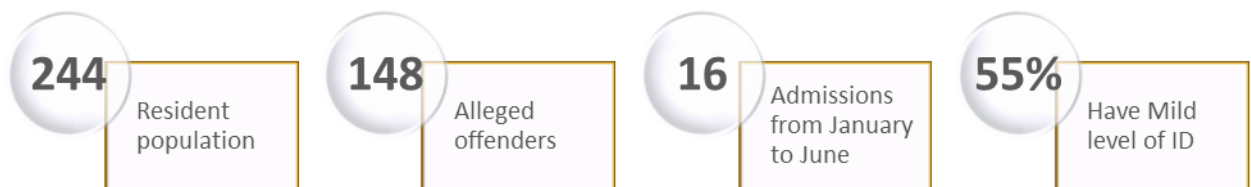


Adam Parks, Assistant Independent Ombudsman

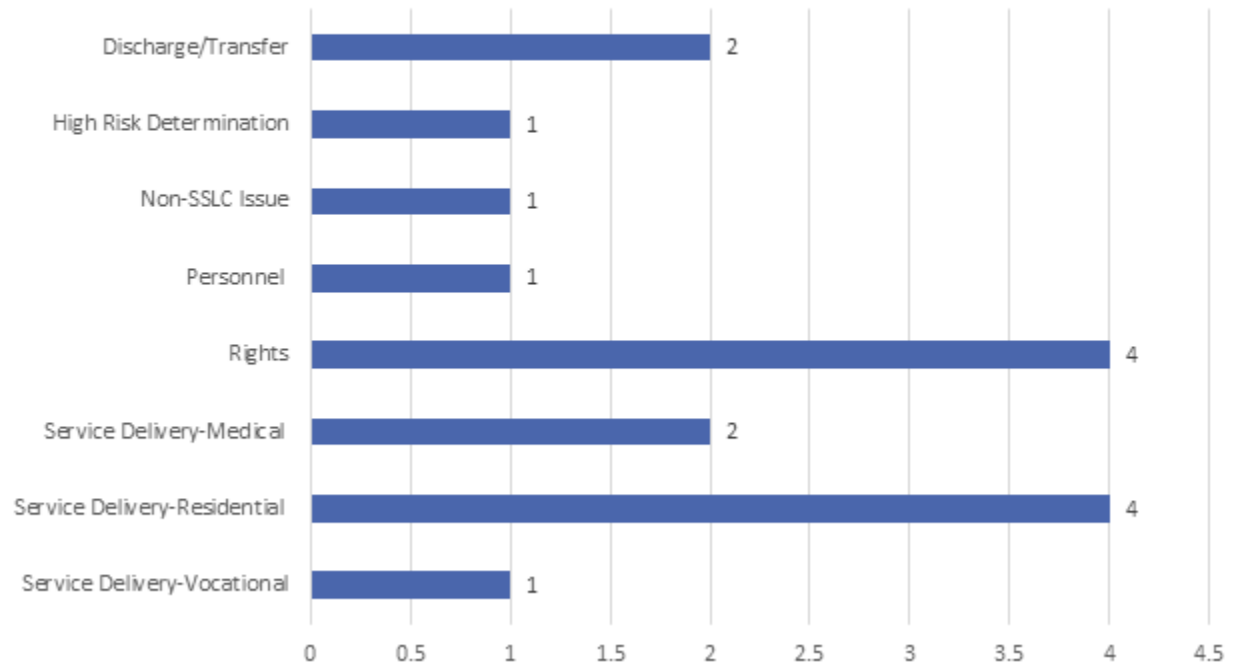
Mexia State Supported Living Center



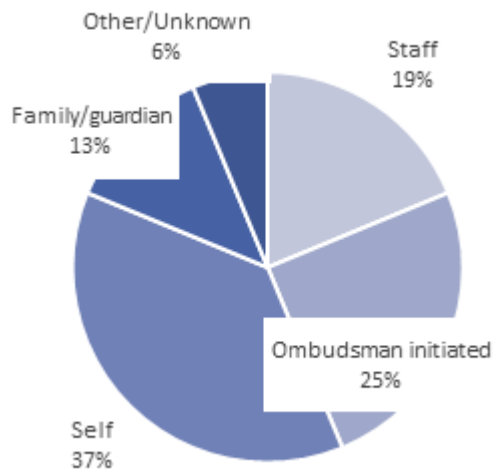
Adam Parks was raised in Mexia, Texas. He attended Stephen F. Austin State University where he earned a Bachelor of Arts in Psychology. After graduation, he began his professional career as a conservatorship caseworker for the Department of Family and Protective Services in Angelina and Shelby County Texas. Mr. Parks then accepted the position of Qualified Intellectual Disability Professional (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. Parks accepted the position of Assistant Independent Ombudsman of the Mexia State Supported Living Center in February 2014.



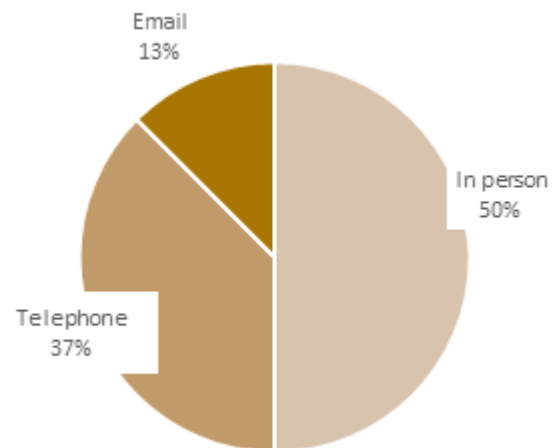
Number of Contacts by Type Mexia



Who Contacted the Ombudsman?



How was the Contact Made?

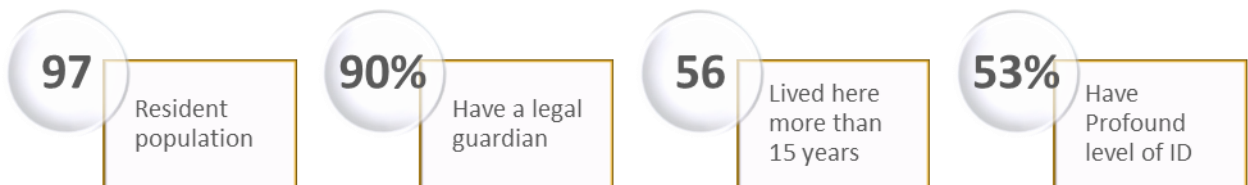


Isabel Ponce, Assistant Independent Ombudsman

El Paso State Supported Living Center

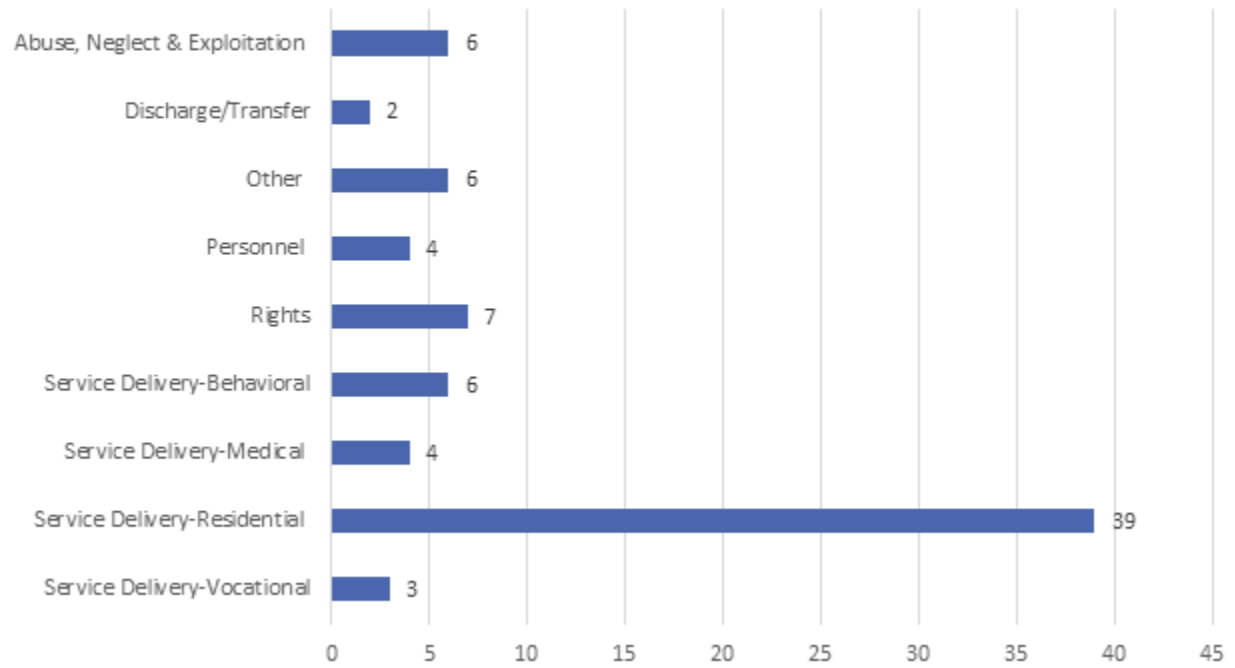


Born and raised in the Sun City, Ms. Ponce went from serving the elderly population to working with children. She was employed by the El Paso Headstart Program where she provided social services to children and their families through Community Outreach. Later she came to serve adults with developmental disabilities as a Residential Director in the private sector. Once she became a Certified Internal Investigator, she began working as a Case Manager for a Home and Community-based Services Provider. After seven years, Ms. Ponce joined the Office of the Independent Ombudsman in December 2010 as the AIO for the El Paso State Supported Living Center.

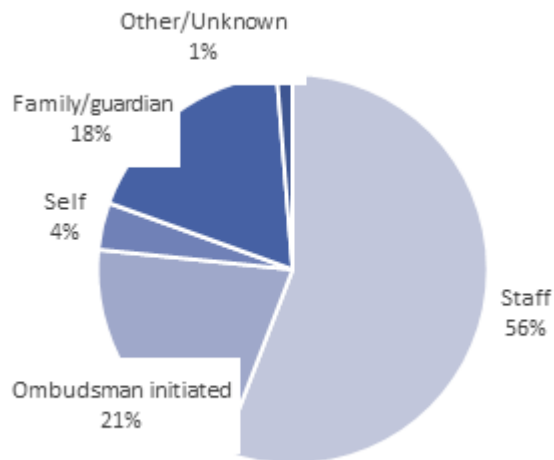


Number of Contacts by Type

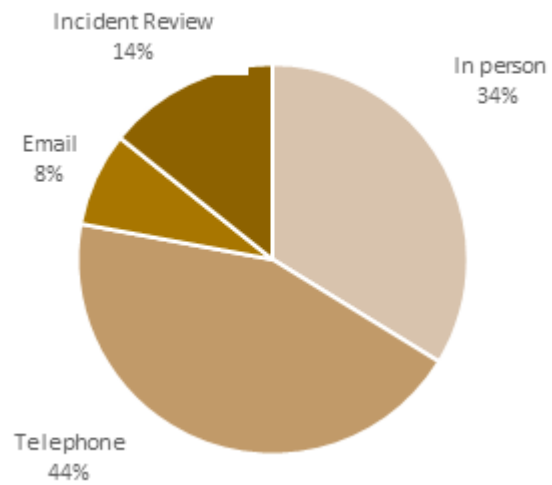
El Paso



Who Contacted the Ombudsman?



How was the Contact Made?

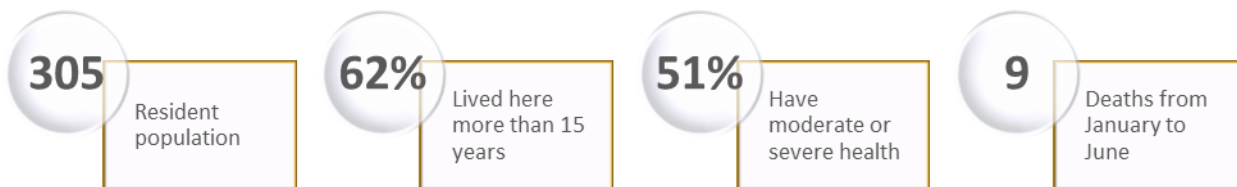


Deatrice Potlow, Assistant Independent Ombudsman

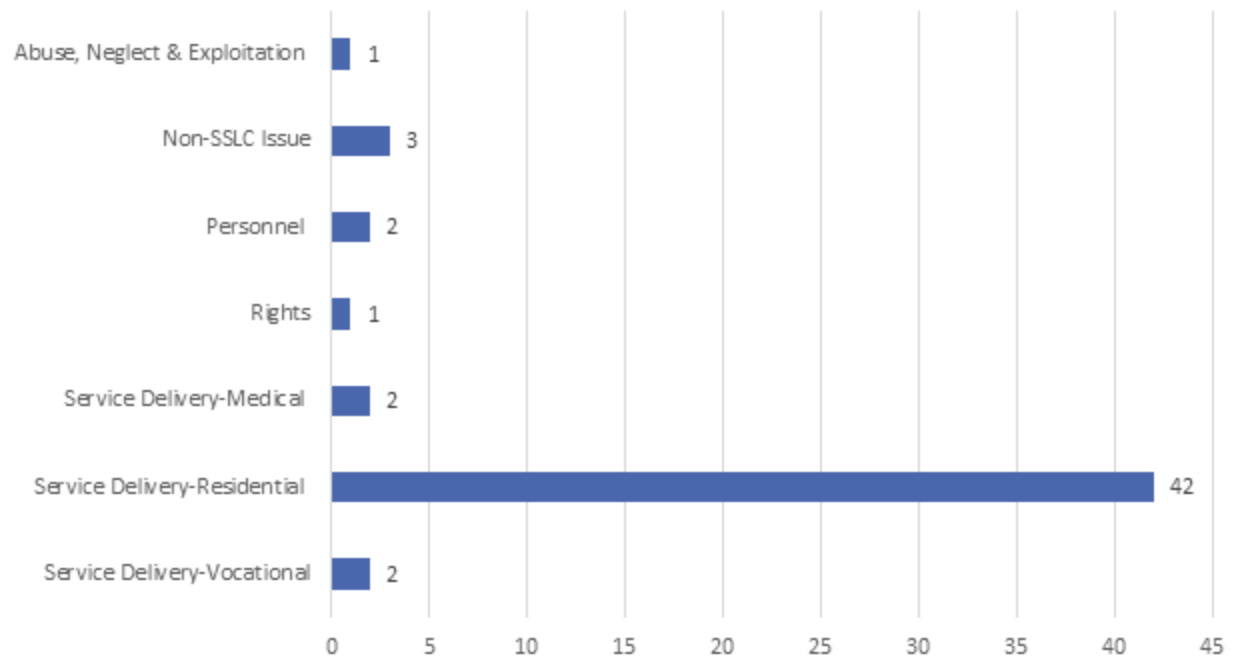
Richmond State Supported Living Center



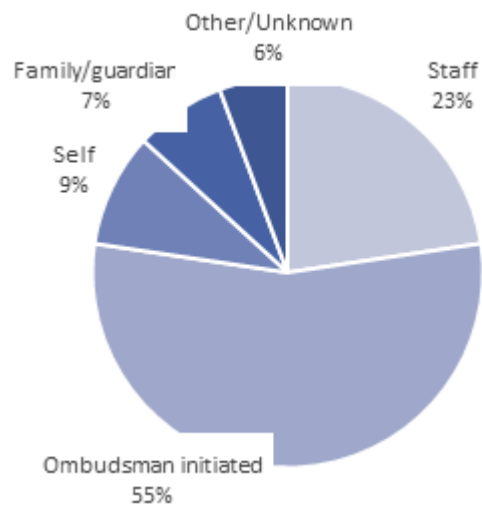
Born and raised in Greenwood, Mississippi, Ms. Potlow earned a Bachelor of Science Degree in Office Administration in 1997. Shortly after graduating she began working at a local hospital as a Medical Transcriptionist. She relocated to Houston, Texas for career advancement and began a career with the State of Texas. During her tenure of employment, she served as an Investigator for children, adults and persons with disabilities. Prior to joining the Office of the Independent Ombudsman as the Assistant Independent Ombudsman in 2012, she worked as a facility investigator who was responsible for investigating allegations of abuse, neglect and exploitation at the Richmond SSLC.



Number of Contacts by Type Richmond



Who Contacted the Ombudsman?



How was the Contact Made?

