

Office of the Independent Ombudsman
for State Supported
Living Centers



2016

Biannual Report

July through December

OFFICE OF THE INDEPENDENT
for State Supported Living Centers



OMBUDSMAN

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Executive Summary

Since the creation of the Office of the Independent Ombudsman by the 81st Legislature, the Office has been dedicated to advocating for and protecting the rights and welfare of residents and families of the State Supported Living Centers. The Ombudsman at each center is called upon to significantly impact the quality of the lives of the residents and improve the outcomes of services and protections. Residents, families, guardians and staff turn to the Office to provide assistance and answer complex questions concerning their needs.

Additionally, the collaborative approach of the Office and the partnership established with the administration of the centers has fostered a positive climate of cooperation without abandoning the independence that is vital to successful outcomes. As this report is read, it is essential that an appreciation of the Ombudsman's role and mission be understood and the value of the independent status of the Office be recognized and celebrated. One of the most essential duties of the Office is to provide recommendations to the administration of each center. This ongoing responsibility grants the ombudsman the opportunity to address case specific recommendations and to indicate the possible systemic issues to be addressed to prevent reoccurrence. Some of these recommendations have been highlighted in select overviews of state supported living centers in this report.

This report requires and affords me the occasion to provide recommendations on a much broader and bolder scale. The success of our office, since its inception eight years ago, provides the opportunity to expand the scope and protections afforded to the residents of the SSLCs to other entities within the HHS provider network.

Recommendation 1: Provide additional comprehensive protections for people with IDD who receive services in community settings. The system of protections in community settings must include independent oversight with confidentiality and authorization to investigate issues of service delivery, rights, health and safety.

It is the responsibility of the state to insure the safety of the people living with IDD wherever they reside. The advocates of the community-based services agree that additional protections could be a vital addition to the existing safeguards. Based on many direct contacts with families of residents of the SSLCs, their strong feeling is that community-based care does not have the multi-layered protections that are present at the SSLCs. The Office of the Independent Ombudsman has proven successful in providing protections and serving the needs of the residents and the families. We can expand our mission to the community-based services to protect those citizens and serve their families within the parameters already provided and proven effective at the SSLCs.

Recommendation 2: Expand the Office of the Independent Ombudsman to provide additional protections for patients at the state hospitals.

The recent prominent issues of safety of the patients in the state hospitals require that additional protections be provided by the legislature. As the legislature considers mental health needs of Texas citizens, there should be consideration that the Office of the Independent Ombudsman already has a presence and provides protections to residents of 12 state managed residential facilities, including the ICF component at the Rio Grande State Center which is combined with a mental health clinic managed by the Department of State Health Services. The expansion of the protections of our office to the other state hospitals would be extremely cost effective, efficient, and could be provided quickly with minimal

structural changes. The Austin State Hospital and the San Antonio State Hospital are adjacent to current Ombudsmen who serve the neighboring SSLCs. This presence would aid in organizing this structural transition with a minimal amount of time.

Recommendation 3: Accelerate training in the fundamentals and implementation of Person Centeredness.

The current Centers for Medicare and Medicaid Services rules require Person-Centered Practices to be provided to anyone receiving services from HHS. Federal guidelines and state law direct this paradigm shift. HHS must increase the rate of training to meet this prerequisite. The certified Person-Centered Thinking trainers of our office are prepared to assist the agency in fulfilling this mandate.

The ombudsman's office is a resource for positive change at the centers and for the entire HHS system. These three recommendations will impact the successful outcomes for the most vulnerable citizens of our state. My thanks to the Governor and his staff, the Legislature as well as the leadership of HHS and the DADS team for their continued support. 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



Office of the Independent Ombudsman

Members of the OIO, back row left to right: Adam Parks (Mexia), Jerome Young (Denton), Marvin Stewart (Lufkin), Brenda Frausto (San Angelo), Phyllis Matthews (Austin), Isabel Ponce (El Paso). Second Row left to right: James Arnold (Rio Grande Center), Gevona Hicks (San Antonio), Carrie Martin (Central Office), George Bithos (Central Office), Candace Jennings (Central Office), Aletrice Jones (Central Office), Robin Seale-Gutierrez (Lubbock). Front row left to right: Kellen Davis (Corpus Christi), Jill Antilley (Abilene), Susan Aguilar (Brenham), Deatrice Potlow (Richmond). Not pictured: Sharon Nielsen (Central Office).

Background

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 and clients of state supported living centers and the ICF-IDD component of the Rio Grande State Center. Pursuant to the mandate of Senate Bill 643 of the 81st Legislative session, the Office is required to report biannually to the Governor and the legislative leadership.

The Department of Aging and Disability Services (DADS) provides specialized assessment, treatment, support, and medical services in state supported living centers and programs for people with intellectual and developmental disabilities. The 12 state supported living centers (SSLCs) and the Rio Grande State Center (ICF/IDD Component) provide 24-hour residential services, comprehensive behavioral treatment services and health care services, including physician, nursing and dental services. Other services include skills training; occupational, physical and speech therapies; vocational programs and employment; and services to maintain connections between residents and their families/natural support systems.

Mission and Principles

The mission of the Office of the Independent Ombudsman (OIO) is to serve as an independent, impartial and confidential resource, assisting our clients, their families and the public with services and related complaints and issues, which deal with the state supported living centers (SSLCs). The Office serves by six principles as a foundation of practice.

Independence

The Office is impartial and independent in structure, function and appearance to the highest degree possible. The Office reports directly to the state's elected leaders in the executive and legislative branches. The employees of the Office do not act as agents of DADS or HHSC and do not hold positions within the agency that present a conflict of interest. The Office exercises sole discretion over whether or how to respond to a concern, except as directed by state law.

Flexibility

As the ombudsmen act according to standardized procedures, the Office exercises a flexible approach to meet the needs and requests for assistance in serving residents of state supported living centers.

Accessibility

The Office is accessible to residents, family members, staff members or other interested parties. An assistant ombudsman has an office at each facility and can be contacted via email, fax, telephone, mail or in person at each state supported living center. The Office maintains a toll-free number and a comprehensive web presence to continuously seek innovative avenues to increase awareness and approachability.

Confidentiality

The Office respects the confidentiality of the resident, family member(s), the SSLC staff or other involved party as well as associated records and documents. The Office is not required to notify DADS or the SSLC administration of communications made to the Office.

Integrity

The ombudsmen will maintain the highest level of professionalism in demeanor as evidenced by consistently displaying honesty, truthfulness, fairness and ethical behavior.

Credibility

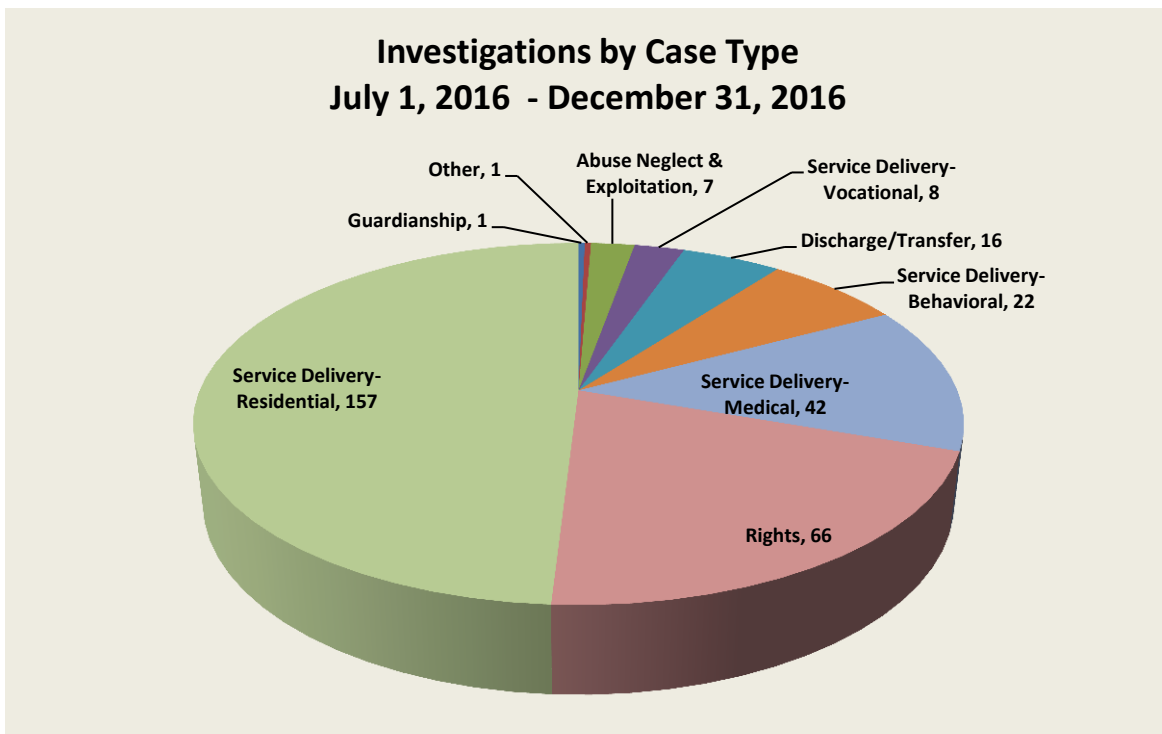
The Office maintains a reputation that is credible among residents, family members, advocates, staff, the legislature and general public of the state.

Duties and Activity of the Office

The independent ombudsman, located in Austin, Texas, is appointed by the Governor's office and confirmed by the Senate. The duties and powers of the independent ombudsman are mandated by Texas Health and Safety Code, Title 7, §555. This statute provides the independent ombudsman with the ability to hire assistant independent ombudsman (AIOs) at each SSLC. There is also an AIO at central office responsible for managing the required audit (referred to as program review), as well as training and filling in for AIOs at the SSLCs. The AIOs have the same duties and powers as outlined for the independent ombudsman. In addition to the Independent Ombudsman and Deputy Independent Ombudsman, there is administrative staff at central office to support operations.

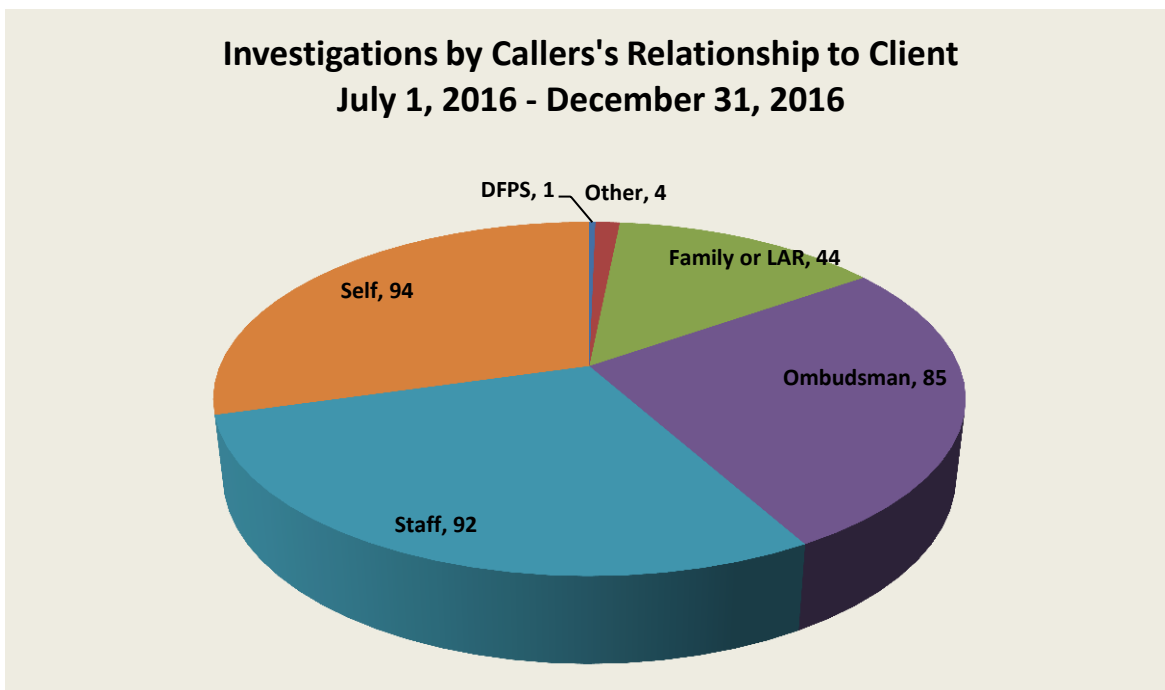
Investigations

The AIOs follow standard investigative procedures for complaints and concerns in proportion to the circumstances presented. The extent of an investigation is determined by the AIO, which may include collecting evidence in various forms such as photos, video surveillance, interviews, inquiries, observations and documentation review. The findings are provided to the SSLC director or designee with recommendations to improve services and the lives of those living at the SSLCs. The AIO then monitors the facility's efforts to address the concerns noted.



AIOs investigated a total of 320 complaints in this biannual period. The majority of complaints (94) were brought to the ombudsmen's attention by residents (29%). Staff members of the

SSLCs brought 92 complaints to the ombudsmen’s attention (28.7%). The ombudsmen initiated 85 of the complaints (26%), and family members made 44 complaints (14%). The top complaints were regarding Residential Service Delivery (49% of complaints), followed by Rights (21%).



Referrals

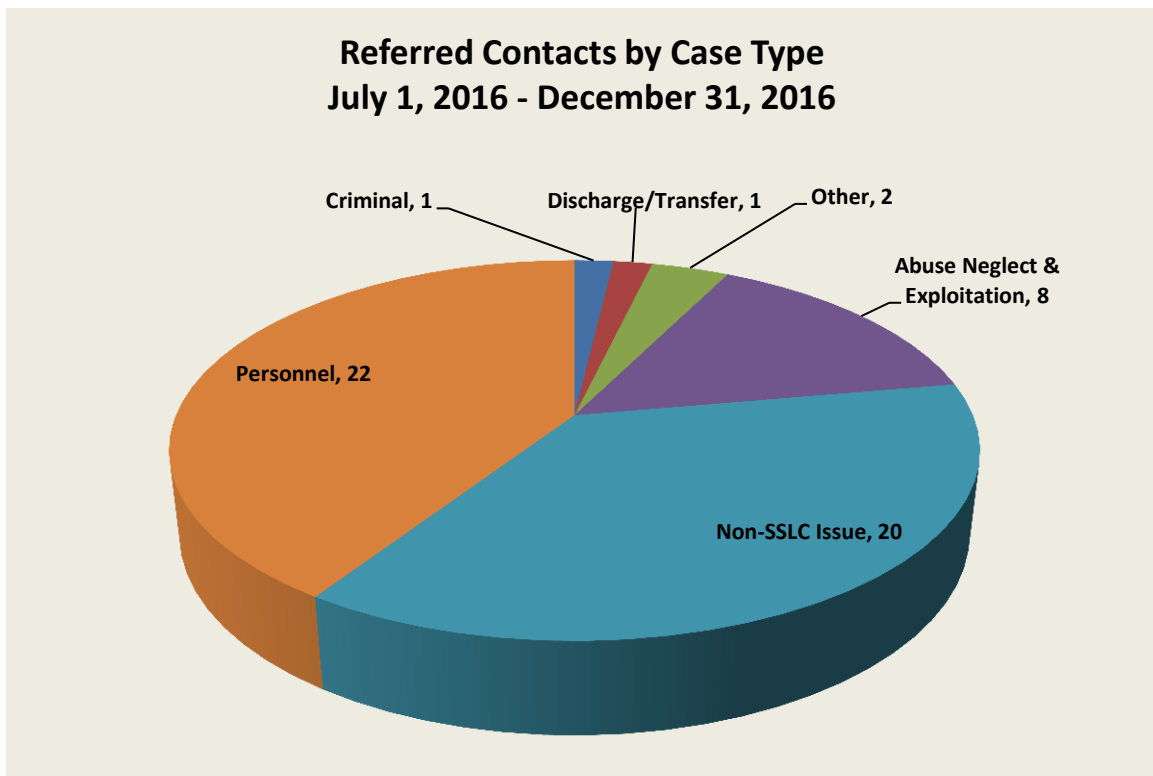
When contacted, the AIO determines whether efforts to resolve a concern are within the scope of the OIO duties or if a referral to another entity is appropriate. Employee matters are outside of the scope the Office, and all personnel matters are referred to Health and Human Services (HHS) Human Resources. The Office is also contacted frequently regarding issues not involving an SSLC.

When an AIO receives a complaint of abuse, neglect or exploitation (ANE), the AIO informs the complainant that this communication must be shared with the Texas Department of Family and Protective Services (DFPS), and the AIO makes a report to DFPS immediately. The AIO will then communicate to the SSLC director or designee the basic nature of the ANE, name of the alleged victim, and the name and work location of the alleged perpetrator. The AIO reviews the final report of the investigation following the DFPS referral to ensure that the complaint was given due diligence.

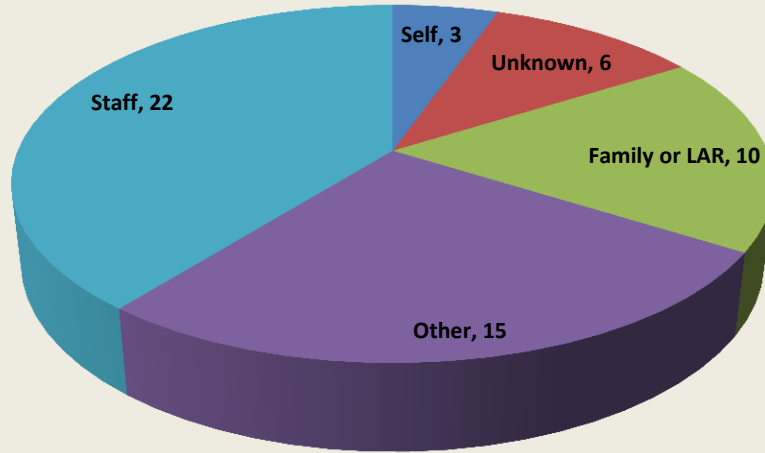
Upon receiving a complaint that involves employee misconduct or a possible violation of licensing standards, the AIO takes steps to ensure the problem is addressed by treating it as a complaint and providing recommendations. Should the AIO find that the facility has not addressed the issue satisfactorily or that the potential for serious harm still exists, a referral to DADS Regulatory Division is made.

Upon receiving notification of criminal activity, the AIO notifies the independent ombudsman or deputy independent ombudsman who then reports the activity to the Office of the Inspector General.

There have been a total of 54 referrals in this biannual period, including complaints, consults, and inquiries. The majority of concerns were brought forth by staff who made 22 of the contacts which were referred. Referrals that were outside the scope of duties of the AIO were personnel issues (22), inquiries not regarding residents of the SSLCs, such as long-term care (19) and concerns regarding, or initiating, an abuse and neglect investigation (8).



**Contact Relationship to Client - Referred Cases
July 1, 2016 - December 31, 2016**



Incident Review

The statute that authorizes the Office to investigate complaints at SSLCs also defines the responsibility of reviewing incident investigations completed by the SSLC and other entities. 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 to allegations of abuse to deaths. The AIO at each SSLC reviews all final reports of unusual incidents, abuse, neglect and exploitation allegations, criminal activity, and ICF Standard violations, including those investigated by the SSLC.

In order to evaluate the Center’s investigative process, the AIO reviews whether the investigation is complete, protections for residents are adequate, recommendations are addressed completely and within a reasonable timeframe, and that preventative measures are considered. The AIO also looks for any reoccurring theme or trend in incidents revealing a systemic issue and other concerns related to services, staff, training or rights.

If a concern is noted, the AIO provides a written explanation of the concern and any recommendations to the designated SSLC liaison. The AIO tracks recommendations from final reports and monitors the facility’s efforts to implement them for an amount of time determined by the AIO.

The table below provides the number of unusual incidents reviewed by each AIO in this biannual reporting period.

SSLC	July	August	September	October	November	December	Total	Average
Abilene	1	27	12	7	14	7	68	11
Austin	10	17	12	10	9	13	71	12
Brenham	14	31	24	11	36	18	134	22
Corpus	26	29	29	0*	0*	0*	84	14
Denton	28	40	32	32	36	24	192	32
El Paso	15	16	14	19	22	16	102	17
Lubbock	29	28	20	21	13	24	135	23
Lufkin	42	24	43	37	31	32	209	35
Mexia	16	48	83	67	34	77	325	54
Richmond	17	10	4	6	6	12	55	9
Rio Grande	1	2	2	1	1	0	7	1
San Angelo	65	19	0*	0*	0*	0*	84	14
San Antonio	16	15	20	15	24	23	113	19
Grand Total	280	306	295	226	226	246	1579	263
Average	22	24	23	17	17	19	20	

* Indicates the AIO position was vacant.

Advocacy

The ombudsman takes action upon determining a resident, family member or LAR is in need of assistance, including advocating with an agency, provider or other person in the best interests of the resident or client and making appropriate referrals. This may entail attending interdisciplinary team meetings, medical appointments or any special intervention determined by the circumstances. The ombudsman provides information about the rights of SSLC residents to all interested parties, including but not limited to, residents, staff, administration, medical personnel, community advocates and family members. The Office encourages residents to express their concerns about treatment and services received at the SSLC. The Office supports an environment that promotes self-advocacy and encourages communication between residents, family, facility staff and administration.

The ombudsman monitors activities in homes and meetings, such as planning meetings, incident management meetings, restraint reduction meetings, human rights committee meetings or other instances in which relevant issues may be discussed. In addition to working on specific concerns, AIOs periodically attend interdisciplinary team meetings to evaluate program service planning in general. In total, AIOs attended 296 meetings in this reporting period.

In Senate Bill 643, legislation required that newly admitted residents under criminal commitment be evaluated to determine whether they pose a high risk of harm to others upon admission and then on annual basis, if deemed high risk. This high-risk determination process occurs at Mexia SSLC and San Angelo SSLC where all criminal court-committed residents are

initially admitted.

A resident who has been designated high-risk, which results in a more restrictive living environment, has the right to appeal this decision. The AIO approaches each resident to offer advocacy and guidance throughout the appeal process. Our Office continues to work with DADS legal and advocate groups to be a resource to the residents. From July 2016 through December 2016, there has been one new determination of high risk and three residents remain high risk.

Program Review

The Office conducts annual on-site audits, referred to as program reviews, to identify isolated incidents or systemic issues in the following areas:

- ratio of direct-care employees;
- adequacy of staff training;
- and ensuring that residents are encouraged to exercise their rights and are afforded due process.

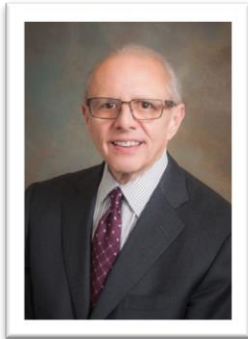
The information collected during the 2015-2016 Program Review, including both on-site and on-going monitoring, will be presented in the Annual Report available in February 2017. The Annual Report is comprised of all of the data collected during the reporting period, identifies outcomes of the review by Center and aggregately, and includes recommendations derived from the information collected.

The figures below reflect the program review activity completed at on-site visits in 2016 at each SSLC and the on-going data collected from September 2015 – August 2016.

- 388 Staffing Ratio Home Observations
- 65 Human Rights Committee Meetings attended
- 334 Family Questionnaires mailed (64 completed and returned for a 19% response rate)
- 328 Staff In-Service Feedback Questionnaires
- 156 In-service Observations
- 130 On-the-Job Training Surveys
- 148 Resident Interviews
- 341 Staff Interviews
- 342 Rights Restriction Determinations Documentation

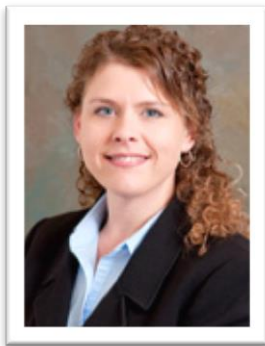
Central Office

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



Dr. George 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, 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 worked in academia in Boston. In 2004, he returned to Texas to become the executive director of the Texas Conference of Churches. Bithos was appointed the independent ombudsman for SSLCs in February 2010 by Governor Perry.

Candace Jennings, MPA, Deputy Independent Ombudsman



Candace Jennings earned her undergraduate education in social work at Southwest Texas State University. While attending college in San Marcos, she began serving people with developmental disabilities as a direct-care specialist. She then gained professional experience in Bexar County as an investigator for child protective services and service coordinator and manager at the local authority. She most recently held the positions of rights protection officer and assistant ombudsman at the San Antonio State Supported Living Center. In 2008, she earned a Master of Public Administration degree at University of Texas at San Antonio. Jennings is also a recent graduate of the 2011 inaugural class of the HHSC Leadership Academy. As deputy independent ombudsman, she seeks to support the OIO by leading with compassion and integrity, expecting that the lives of SSLC residents will be positively impacted by the OIO.

Carrie Martin – Assistant Independent Ombudsman, Central Office



Carrie Martin has over 10 years of experience pursuing social justice issues and over five years of 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, ensuring due process for indigent defendants, and performing administrative operations and internal auditing for a foster care/adoption agency. Mrs. Martin has specialized education and experience in data management, training and organization development, and program management. As the central office AIO,

Mrs. Martin serves as the program manager for Program Review and provides operational support for the office. Mrs. Martin completed graduate coursework in Organization Development at St. Edward's University, earned her Bachelor of Science in criminal justice from Texas State University. She accepted the position of Assistant Independent Ombudsman for central office in December 2014.

Sharon Nielsen, Executive Assistant to Dr. Bithos



Sharon Nielsen brings over 20 years of administrative and office management experience to the team, having worked for the federal government in Virginia and private industry in California. In 2002 she received a TWIN award (Tribute to Women and Industry) from the San Diego County YWCA for her business accomplishments and her volunteer work as a tutor of English as a second language. She joined the Office of the Independent Ombudsman in February 2011.

Aletrice Jones, MBA, Administrative Assistant



Aletrice Jones was raised in Mission Viejo, California and relocated to Austin to complete her undergraduate studies. In 2011, Jones earned her Bachelor of Applied Arts and Sciences from Texas State University. In 2013, she earned her MBA with a concentration in human resource management from the University of Phoenix. Jones has over 15 years of administrative experience. Her previous employment includes working in public education servicing at-risk students as a data coordinator for Austin ISD, a records processor and office assistant for The Department of Special Education for Round Rock ISD, and most recently providing Executive Administrative Support for a nationally recognized rehabilitation hospital in Central Texas. Jones joined the OIO in September 2015.

Abilene State Supported Living Center

The Abilene State Supported Living Center (AbSSLC) is one of the largest employers of Abilene, Texas and the surrounding cities. The AbSSLC is home to approximately 300 people. The people who live at AbSSLC have varying levels of need. 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 have behavioral challenges. The AbSSLC also is the home to several males under the age of 18. These young men attend different schools in the community.

	Abilene SSLC	Total SSLCs
Population	290	3,083
Ages ≤21	3%	6%
Ages 22-54	51%	54%
Ages 55+	46%	40%
Level of ID: Mild	9%	17%
Moderate	17%	16%
Severe	17%	16%
Profound	57%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	43%	34%
Severe	12%	9%
Alleged Offenders: At SSLC	0.0%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	4	61

Source: Demographics provided by DADS

There are currently five units and an infirmary at AbSSLC. Each unit ranges from four to seven homes. There are approximately three to 24 people living in each home. Typically, there are fewer people who live in the homes that have individuals who display significant behavioral issues. Each unit has homes that serve people with various needs. One unit may include a home for people who require 24-hour nursing assistance as well as a home that serves males under the age of 18. This home currently only has three young men living there; one young man will soon turn 18 and move into another home. The Abilene facility currently accepts admission for adolescent males under 18.

There are currently 19 homes at the AbSSLC campus. There are seven different activity centers across campus, a 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 Accounting Department for the AbSSLC also does the accounting for San Angelo, Lubbock, and El Paso State Supported Living Centers.

AbSSLC hosted the Annual Music Festival this year in October. The Executive Commissioner

visited the campus and attended the music festival. The music festival is a great event for everyone involved and everyone has a great time. Individual and group awards are awarded in numerous categories.

There have been no significant position changes at the AbSSLC and the Director, ADOP, and ADOA have remained the same over the years all three are very knowledgeable in their position. The administrative staff and the Assistant Independent Ombudsman for the facility have a good relationship.

Jill Antilley, Assistant Independent Ombudsman



Jill Antilley has worked for the Abilene State Supported Living Center for over 16 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, before accepting the position as the assistant independent ombudsman in 2010.

Austin State Supported Living Center

The Austin SSLC (AuSSLC) serves 184 people with varying degrees of intellectual disabilities, a number of whom also have physical disabilities. The Center is comprised of four residential units. Residents of two of the units, one supporting males and one supporting females, require extensive nursing and personal care supports. Residents of these two units utilize wheelchairs for mobility to varying degrees, and many receive nutrition via enteral feeding. The third unit serves females and the fourth unit serves males, both providing a heightened level of

	Austin SSLC	Total SSLCs
Population	184	3,083
Ages ≤21	0%	6%
Ages 22-54	30%	54%
Ages 55+	70%	40%
Level of ID: Mild	5%	17%
Moderate	12%	16%
Severe	23%	16%
Profound	60%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	38%	34%
Severe	11%	9%
Alleged Offenders: At SSLC	0.5%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	0	61

Source: Demographics provided by DADS

specialized behavior supports. There is great diversity in the level of support needed to complete functional living skills among residents. The Center provides on-site Vocational and Day Programming opportunities. In addition, the facility oversees a workshop at the Austin State Hospital serving Austin SSLC residents as well as individuals residing in the community.

The Center significantly expanded vocational and day programming and continues work to provide opportunities to residents based on individual preferences and needs, in addition to increasing overall participation, skills acquisition and engagement. The Final Touch Vocational Art Center was opened and planning continues for the incorporation of additional opportunities. While exploring a wide variety of arts and crafts, participants learn about themselves and their preferences while practicing and learning valuable skills. Participants earn minimum wage for completed work and have the opportunity to sell their art in the on-site storefront.

The Center was alive with annual holiday activities. The season officially began with the annual Tree of Lights celebration quickly followed by Christmas parties at work and home. Staff participated in the Adopt-a-Resident program and volunteers visited with residents at home while hosting Christmas parties complete with gifts. Attending one of the two formal Christmas galas is the highlight of the season. Residents arrived wearing formal attire

complete with corsages and boutonnieres. The Recreation Center was fully decorated, a DJ volunteered, a photo booth was available, and each person enjoyed hors d'oeuvres individualized to their specific dietary needs.

Phyllis Matthews, Assistant Independent Ombudsman



Phyllis Matthews has a Bachelor of Arts degree in Psychology from St. Edwards University and has many years of experience serving people 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.

Brenham State Supported Living Center

The 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. The BSSLC serves 265 individuals and is made up of three residential units.

Unit one serves individuals with medical and/or physical management needs, as well as older persons who have health conditions and physical management needs.

The second unit serves individuals who have physical management needs and/or require assistance with most activities of daily living. The third unit is comprised of seven cottages and is made up of three separate homes. The individuals that reside at unit three represent a wide range of ages; many are employed in some capacity although the majority of these individuals require some level of assistance with activities of daily living.

	Brenham SSLC	Total SSLCs
Population	262	3,083
Ages ≤21	11%	6%
Ages 22-54	60%	54%
Ages 55+	29%	40%
Level of ID: Mild	5%	17%
Moderate	23%	16%
Severe	15%	16%
Profound	56%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	30%	34%
Severe	5%	9%
Alleged Offenders: At SSLC	0.0%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	5	61

Source: Demographics provided by DADS

The Center provides a variety of on- and off-campus work opportunities for adults, as well as a variety of day programming activities. Some residents earn money by working on craft items in the Art Center that are sold on campus and in the community. School aged residents attend local schools. The Center added additional stop signs and installed call boxes in strategic locations around campus during this reporting period in response to critical incidents.

Numerous changes have occurred in leadership this reporting period. Mr. Brad Benoit was hired as the facility Director in July 2016. Dr. Natarajan Venkatayan transferred from Lufkin SSLC in order to fill the Director of Medical Services position in October. Internal staff was promoted to ADOP, Director of Residential Services and Director of Education and Training. The Director of Behavioral Health Services from Austin SSLC is currently serving as the interim Director of Behavioral Health Services at BSSLC. There continues to be staff turnover in the

Behavioral Services department which has necessitated reassignment of caseloads throughout this reporting period.

Susan Aguilar, Assistant Independent Ombudsman



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, 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.

Corpus Christi State Supported Living Center

The Corpus Christi State Supported Living Center (CCSSLC) serves residents who have a range of profound to mild cognitive disabilities. There are three specialized units: one supports residents that are medically fragile with profound IDD; another provides services for residents with severe and profound IDD and some medical needs; the third unit supports residents with mild to moderate IDD with co-occurring mental illness or behavioral needs.

CCSSLC 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.

Changes in leadership positions included the Assistant Director of Programming, Assistant Director of Administration, Medical Director, and Executive Nurse. Additionally, the Assistant Independent Ombudsman position was vacated in October. In December, Kellen Davis was hired and began duties on January 1, 2017.

Kellen Davis, Assistant Independent Ombudsman



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. Ms. Davis worked at the Mexia SSLC for four and a half years as the Transition Specialist. She joined the Office of the Independent Ombudsman at the Corpus Christi SSLC in 2017.

	Corpus Christi SSLC	Total SSLCs
Population	219	3,083
Ages ≤21	1%	6%
Ages 22-54	55%	54%
Ages 55+	44%	40%
Level of ID: Mild	21%	17%
Moderate	11%	16%
Severe	13%	16%
Profound	53%	50%
Unspecified	2%	1%
Not Indicated	0%	1%
Health Status: Moderate	47%	34%
Severe	6%	9%
Alleged Offenders: At SSLC	3.7%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	2	61

Source: Demographics provided by DADS

Denton State Supported Living Center

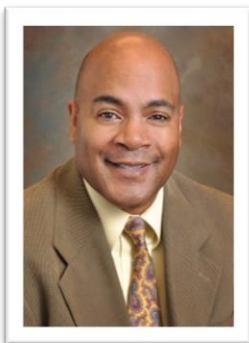
The Denton State Supported Living Center (DSSLC) provides services to people with cognitive and physical disabilities ranging from mild to profound. The campus consists of six units. Two units serve residents who are medically fragile and require 24-hour nursing care. Although the majority of these residents have physical limitations, they are provided with resources to be as independent as possible. Some need assistance with propelling their wheelchair, while others have been provided with motorized wheelchairs to move independently. The other units are home to people who need less physical assistance and receive more intense behavioral services. Although most residents are older adults, two of the residents attend public school.

	Denton SSLC	Total SSLCs
Population	449	3,083
Ages ≤21	2%	6%
Ages 22-54	45%	54%
Ages 55+	53%	40%
Level of ID: Mild	11%	17%
Moderate	12%	16%
Severe	17%	16%
Profound	56%	50%
Unspecified	2%	1%
Not Indicated	1%	1%
Health Status: Moderate	32%	34%
Severe	16%	9%
Alleged Offenders: At SSLC	1.1%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	5	61

Source: Demographics provided by DADS

There are several programming and life skills areas, including a senior activities center, throughout the campus. Residents are also provided the opportunity to work with a job coach through campus employment. Several residents hold competitive employment at local establishments such as Exxon, Chili's and Sonic drive-in.

Jerome Young, Assistant Independent Ombudsman



Jerome Young earned 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.

El Paso State Supported Living Center

El Paso SSLC (ESSLC) campus is divided into two sections which serve 105 residents. The homes which have always been identified by numbers have recently been assigned names. Unit one which consists of six homes is now known as the Chihuahua Desert. The home located at 512 Kirkland (Palo Verde) was recently renovated. The home located at 507 Kirkland is now being renovated and is scheduled to reopen in early 2017 with its new name to be announced at that time. Other homes in this unit are 510 Kirkland (Agave) for male residents and 508 Kirkland (Yucca), 509 Kirkland (Mezcal) and 513 Kirkland (Copper Canyon) for female residents.

	El Paso SSLC	Total SSLCs
Population	105	3,083
Ages ≤21	3%	6%
Ages 22-54	65%	54%
Ages 55+	32%	40%
Level of ID: Mild	8%	17%
Moderate	17%	16%
Severe	14%	16%
Profound	61%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	29%	34%
Severe	8%	9%
Alleged Offenders: At SSLC	1.9%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	2	55

Source: Demographics provided by DADS

These homes serve residents who have a high level of independence in daily living skills. These individuals require less extensive medical attention allowing for most to attend group activities and work programs outside their homes. At present, there are individuals who work in food service delivering snacks to homes, others working in Housekeeping's laundry area and one individual is working for the Maintenance Department. Currently, there is one individual who is scheduled to start working outside the Center.

Unit two, now known as the Sonoran Desert, consists of large dormitories, now known as Jasper, Galena and Desert Rose, respectively. Cottages 506 Kirkland (Tiger's Eye) and 511 Kirkland (Saguaro) are also part of this unit. These homes provide support for residents with greater medical needs and require more intensive assistance and many use adaptive equipment to move around their homes. Building 503 Kirkland houses Habilitation Therapies, medical, dental and psychiatric clinics. A small number of individuals attend group activities or workshop outside their homes during the day, while others engage in activities in the common areas of their respective homes. A notable improvement to the facility is the installation of surveillance cameras on all enclosed patios since these were deemed common areas that residents frequent.

A new Assistant Director of Programming, Teresa Trevino, was hired. Ms. Trevino was formerly a Unit Director in Corpus Christi and began her duties at ESSLC in September.

Additionally, Benjamin Giraldo, former BCBA at Richmond SSLC, accepted the position of Director of Behavioral Services.

In a case involving individuals who work outdoors, recommendations were made that the interdisciplinary teams consider medications that may cause heat sensitivity, medical risk factors, and parameters for working hours with consideration of the heat index in summer months.

Isabel Ponce, Assistant Independent Ombudsman



Born and raised in the Sun City, Isabel 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, Ponce accepted the assistant independent ombudsman position in December 2010.

Lubbock State Supported Living Center

The facility currently serves 193 residents who range from age 18 to 79 years at 15 homes. Three of the facility's 15 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 three of these. The remaining eight homes serve male residents. Four of the eight are home to male residents who are dually diagnosed and have significant behavioral challenges.

	Lubbock SSLC	Total SSLCs
Population	194	3,083
Ages ≤21	3%	6%
Ages 22-54	66%	54%
Ages 55+	31%	40%
Level of ID: Mild	14%	17%
Moderate	13%	16%
Severe	13%	16%
Profound	57%	50%
Unspecified	1%	1%
Not Indicated	2%	1%
Health Status: Moderate	44%	34%
Severe	19%	9%
Alleged Offenders: At SSLC	2.1%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	7	61

Source: Demographics provided by DADS

There are currently 16 residents working in the community; two are competitively employed and 14 are working in a supported employment environment. In addition, there are 30 residents who are working on campus in minimum wage positions most with the Hearts and Hands program or at the Diner.

Since July, eight residents have been admitted and seven residents transitioned to live in the community. There was also one resident who transferred from Corpus Christi SSLC and two residents who transferred from Lubbock SSLC to other SSLCs.

There were several changes in the medical department this bi-annual period. The Medical Director accepted the position of the Medical Discipline Coordinator at the SSLC State Office. A new Medical Director was hired and started at the end of November 2016. A long term physician retired in November and the Lead Psychiatrist left. The facility is presently working to recruit another staff physician and psychiatrist. Currently, the vacancies are being covered by contract staff.

A follow up on recommendations made regarding serious injuries provided the need for greater focus on certain identified residents, trending of data on environmental audits and increased environmental audits at homes with a high frequency of serious injuries. Given that serious injury data appeared to worsen from the initial review at the follow up, data will again be reviewed in January 2017.

Recommendations were made regarding medication compliance reporting issues when it was found that a resident had not taken essential medications for several days. Specific and systemic recommendations included: review, revision, and training on medication refusal procedures, review of other residents' records who are known to frequently refuse medications, and consideration of assigning a RN case manager to each home. Follow up completed in December showed improvement in medication compliance with the specific resident along with more consistent implementation of the medication refusal procedure.

An issue was identified regarding staffing levels at one home during meal time. After investigation, several recommendations were made which included formalizing processes for staff to float to the home during meal time, increasing the home's staffing ratio at meal time, assigning a food service worker to assist in food preparation and clean up, evaluation of the home's meal process by the facility meal committee, and administrative oversight. Actions have been taken by the facility and on-going monitoring by the AIO continues.

Robin Seale-Gutierrez, Assistant Independent Ombudsman



Robin Seale-Gutierrez earned her Bachelors of Arts in psychology in 2004 from Texas Tech University and plans to complete her master's degree in the near future. Seale-Gutierrez has worked at Lubbock State Supported Living Center for over ten years in various roles including a psychological assistant, qualified intellectual disability professional (QIDP), QIDP coordinator and most recently the assistant director of programs. Seale-Gutierrez 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, Seale-Gutierrez served as a parent advocate for those receiving special education services by serving on multiple committees and advisory boards for two school districts. Seale-Gutierrez joined the Office of the Independent Ombudsman in June 2014.

Lufkin State Supported Living Center

The Lufkin State Supported Living Center (LfSSLC), at the time of this report, provides support services for 296 people with profound to mild intellectual and physical disabilities. There are four units serving both men and women. All units are capable of providing 24 hour nursing services. Two of these units provide medical services to several medically fragile people. The Center also provides services to 18 adolescent individuals (18 and under). Two residences for adolescents, one male and one female, are located in the Oak Hill Unit. Public school services are provided by the Central Independent School District both on the LfSSLC campus, and the CISD campus. Several people living at the Center require intense Behavioral Health Services due to extreme challenging behavior that can pose a threat of injury to themselves and others.

	Lufkin SSLC	Total SSLCs
Population	294	3,083
Ages ≤21	11%	6%
Ages 22-54	45%	54%
Ages 55+	44%	40%
Level of ID: Mild	8%	17%
Moderate	11%	16%
Severe	18%	16%
Profound	63%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	33%	34%
Severe	9%	9%
Alleged Offenders: At SSLC	0.3%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	5	61

Source: Demographics provided by DADS

LfSSLC continues to actively seek community placement for people who are ready for transition, and needed services can be met in the community. There are four smaller residences at the Center that are designated as transition homes and are used to prepare people for transition to community living. Currently there are 10 active referrals. Over the past six months the Center has placed four people (one minor) into a community setting, transferred one person to another SSLC, and admitted seven people (two minors and one from another SSLC). Over the past six months, one person returned to the facility due to unsuccessful community placement.

The Center benefitted from having a Medical Director, Dr. Natarajan Venkatayan, who started June 2016, but later transferred to another SSLC to be closer to his family. The Center utilizes Advanced Practice Registered Nurses and contract physicians in addition to full time physicians. Administrative professional staff positions have changed over the past six months with the Center hiring an Assistant Director of Programs in June, a QIDP Coordinator in August, and a Human Rights' Officer in September.

Marvin Stewart, Assistant Independent Ombudsman



Marvin Stewart earned his bachelor's degree in psychology and his Master of Arts 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. 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.

Mexia State Supported Living Center

(Mexia SSLC) MSSLC provides services to residents who function in the profound to mild range of intellectual disabilities. Senate Bill 643 designated MSSLC as the state’s forensic facility for people deemed incompetent to stand trial for a criminal charge. All new admissions come through the court system and must be eligible for admission to an SSLC.

MSSLC provides specialized forensics training for employees in order to better serve the individuals who are currently being admitted into the facility. The facility is continuing with the High Risk Determination 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. Fifty-five percent of the population is alleged offenders. Eighty-nine percent of the total population is male. Twelve percent of the population is considered minors. School-aged residents attend classes at Mexia ISD at the Mexia ISD Development Center.

	Mexia SSLC	Total SSLCs
Population	254	3,083
Ages ≤21	22%	6%
Ages 22-54	57%	54%
Ages 55+	21%	40%
Level of ID: Borderline	1%	0%
Mild	47%	17%
Moderate	26%	16%
Severe	6%	16%
Profound	19%	50%
Unspecified	0%	1%
Not Indicated	1%	1%
Health Status: Moderate	27%	34%
Severe	4%	9%
Alleged Offenders: At SSLC	55.1%	6.2%
Deemed High Risk	5.5%	0.5%
Community Transitions	14	61

Source: Demographics provided by DADS

There are five units on campus, and three of those units are designated as forensic. Longhorn Unit serves up to 52 juvenile male alleged offenders. One of the six homes, Longhorn 4, is locked and is set up to serve four people. Whiterock Unit serves up to 47 adult alleged offenders in six homes, with Whiterock 3 being designated the “high risk” home. This home only serves individuals who have been deemed high risk through the HRD process. Shamrock Unit serves up to 59 adult male alleged offenders in five homes. Barnett Unit serves up to 51 males, ages 18 and up. Most of the individuals need some staff assistance with completing their self-care and daily living skills. Martin Unit serves up to 65 individuals, both male and female, and provides 24 hour nursing care. This unit is also provides support for the most medically fragile individuals and they require more staff assistance than any of the other units. The center is making progress with a plan to remodel the homes. A fence project has been completed and the facility is awaiting the completion of two gate houses.

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. Mexia SSLC has recently opened a General Store in the City of Mexia. This store will allow products from the Woodshop as well as the greenhouse to be sold in town at a designated retail space. The General Store will also provide employment opportunities for individuals of MSSLC.

There are currently 17 Individuals referred for community transition. Mexia SSLC has supported five individuals to transition to community services in the past six months and had 28 Admissions in the same time frame. There are 12 individuals currently referred to other state supported living centers.

Mexia SSLC has seen a few key positions change: a new Director began on August 15, 2016. The facility is currently looking to hire a Director of Residential Services, Assistant Director of Administration and a Director of Quality Assurance.

Recommendations to re-educate IDT members on restrictions vs supports, as well as due process were made after it was discovered that a restriction was being implemented without due process. A trend of this type of rights violation seems more evident in the Habilitation Therapy department. Also, it was discovered that staff and Individuals do not understand how to appeal an IDT decision. An individual wanted to appeal a level of supervision restriction and staff were not aware of the process. The policy states that it should be submitted to the Director's office. The Director clarified the policy and will develop a committee to hear the appeal.

Adam Parks, Assistant Independent Ombudsman



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. 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.

Richmond State Supported Living Center

Richmond State supported Living Center (RSSLC) opened in 1968. The 241-acre facility is home to approximately 324 residents and employs approximately 1280 staff. The state supported living center serves a 13-county area: Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Hardin, Harris, Jefferson, Matagorda, Orange, Waller and Wharton.

RSSLC has a total of 24 homes. Trinity, San Antonio and Leon Homes are divided into four living areas on each of the homes identified by side A, B, C, D. Pecos, San Jacinto and TJ5, TJ6, TJ7, TJ8, TJ9, Nueces, Guadalupe, Lavaca, and Sabine. Trinity D is the only co-ed home on Campus.

	Richmond SSLC	Total SSLCs
Population	326	3,083
Ages ≤21	1%	6%
Ages 22-54	54%	54%
Ages 55+	45%	40%
Level of ID: Mild	11%	17%
Moderate	8%	16%
Severe	19%	16%
Profound	60%	50%
Unspecified	0%	1%
Not Indicated	2%	1%
Health Status: Moderate	46%	34%
Severe	4%	9%
Alleged Offenders: At SSLC	0.9%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	6	61

Source: Demographics provided by DADS

There are three work centers on campus where the residents attend daily. The Main Workshop has contractual work where the residents perform a variety of job skills and are paid on a production rate. The Angelina Workshop provides for an extension of the Main Workshop. The Colorado Pica Workshop has a work program designed for individuals that exhibit pica behavior. The materials used at this workshop are approved for a safe environment. RSSLC has a retirement environment for residents 55+ located at the Forever Young building on campus. The program offers for a slower pace environment while still having the benefits of socialization, staff engagement and maintaining skills by way of arts, crafts, music, literature, and sensory.

RSSLC is constantly working to improve the area of engagement and active treatment. To name a few, RSSLC hosted the First Annual Kickball Tournament and Pep Rally in November 2016; held its Annual Candy Cane Ball in December; hosted its 9th Annual Caroling Celebration in December; a Night Before Christmas Pajama Party for staff and residents. RSSLC continued the 40 year old tradition of delighting visitors of all ages with Project Noel, which is a collection of holiday displays featuring favorites from Santa Claus to Rudolph; and continued the annual Hanukkah celebration.

During the past six months, awareness of the role of the AIO has increased. There has been a steady increase in requests by the residents, the residents' family, and staff for the AIO involvement. A recommendation was made to ensure that staff on a certain home were in-serviced by way of providing supporting documents to support that the in-service occurred. Recommendations were made for an IDT team to address a resident's frequent meal refusals causing distress and health concerns. Also, recommendations were made to implement a tracking and notification process for guardianship status.

Deatrice Potlow, Assistant Independent Ombudsman



Deatrice Potlow earned a Bachelor of Science 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.

Rio Grande State Center

RGSC is composed of three facilities that are part of the Texas Department of State Health Services state hospital system. It has a mental health clinic that includes a forensic unit, an outpatient health clinic and an intermediate care facility that provides services to 60 residents with intellectual and developmental disabilities (IDD). This ICF component served by the OIO is comprised of two homes, El Paisano and La Paloma.

The El Paisano home serves independent individuals, who tend to have more behavioral challenges. The La Paloma serves individuals who are medically fragile.

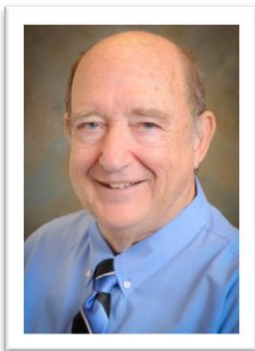
The AIO recommended using a program such as the "Alive Inside" program to help an individual who was beginning to withdraw to be more involved in his programming. It was highly recommended that programs should place many of our individuals in normalized situations in which they have a very strong interest.

Recommendations were also made to involve individuals in group activities that got them used to depending on each other in order to reduce animosity and aggression.

	Rio Grande Center	Total SSLCs
Population	60	3,083
Ages ≤21	5%	6%
Ages 22-54	75%	54%
Ages 55+	20%	40%
Level of ID: Mild	13%	17%
Moderate	17%	16%
Severe	28%	16%
Profound	28%	50%
Unspecified	10%	1%
Not Indicated	3%	1%
Health Status: Moderate	15%	34%
Severe	0%	9%
Alleged Offenders: At SSLC	1.7%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	5	61

Source: Demographics provided by DADS

James Arnold, Assistant Independent Ombudsman



James Arnold attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts in music education. While attending UT Austin, Arnold joined the Air Force. Following his military career, 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.

San Angelo State Supported Living Center

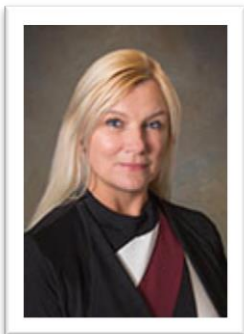
San Angelo SSLC (SGSSLC), located about 15 miles north of San Angelo in Carlsbad, is home to 215 residents with profound to mild developmental and physical disabilities. There are 18 homes including a new home added as a transition home for residents transitioning from the facility to the community. The majority of residents are independent in their daily living skills. Two homes are dedicated to geriatric residents and two for medically fragile residents. There are two homes that serve people with a Pica diagnosis and autistic features. These homes will soon have a back yard area that provides a safe, calming area for the residents to enjoy. The backyard will have some sensory items as well.

One home serves juvenile females, many of whom were referred to the SGSSLC 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 residents admitted through the courts because they have been found incompetent to stand trial for criminal offenses. A large number of the facility's population has a dual diagnosis (IDD with a mental illness).

	San Angelo SSLC	Total SSLCs
Population	218	3,083
Ages ≤21	9%	6%
Ages 22-54	66%	54%
Ages 55+	25%	40%
Level of ID: Mild	57%	17%
Moderate	21%	16%
Severe	8%	16%
Profound	11%	50%
Unspecified	0%	1%
Not Indicated	3%	1%
Health Status: Moderate	18%	34%
Severe	4%	9%
Alleged Offenders: At SSLC	10.6%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	4	61

Source: Demographics provided by DADS

Brenda Frausto, Assistant Independent Ombudsman



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 State School in 1991 as an active treatment provider then later assumed the role as the Admission and Placement Coordinator. Ms. Frausto was also the Admission Coordinator for MHMR Service of the Concho Valley. For the past 13 years, Ms. Frausto has worked for the Texas Department of Family and Protective Services. Ms. Frausto has served as a Guardian Advocate with and was a member of the Tom Green County Coalition Against Violence. Ms. Frausto joined the Office of the Independent Ombudsman in November, 2016.

San Antonio State Supported Living Center

The San Antonio State Supported Living Center (SASSLC) opened in 1978 and currently serves 231 individuals with intellectual disabilities. The SASSLC is comprised of eight residential homes: two homes specialize in providing medical monitoring and 24-hour nursing services; two other homes specialize in providing support for individuals with behavioral challenges, and the other three homes provide services ranging from total care needs and physical management, to minimal assistance with daily living activities. San Antonio SSLC also continues to provide services to individuals qualifying and receiving public education services.

	San Antonio SSLC	Total SSLCs
Population	228	3,083
Ages ≤21	1%	6%
Ages 22-54	63%	54%
Ages 55+	36%	40%
Level of ID: Mild	13%	17%
Moderate	18%	16%
Severe	18%	16%
Profound	51%	50%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	23%	34%
Severe	10%	9%
Alleged Offenders: At SSLC	0.9%	6.2%
Deemed High Risk	0.0%	0.5%
Community Transitions	2	61

Source: Demographics provided by DADS

SASSLC clinical services include a recently established on-site

pharmacy, dental clinic, nursing services and habilitation therapies. Recently, the SASSLC was recognized for efforts to reduce occurrences of aspiration pneumonias and seizures.

Residents also have access to a Developmental Center which accommodates vocational workshops, habilitation programs, gymnasium, swimming pool, and computer lab. SASSLC currently has 107 residents with vocational employment on campus and six residents employed off-site at community establishments. Sensory and retirement programs are also provided as day habilitation services. Leisure and social programs are active with residents attending the Annual Self Advocacy Conference and Annual Music Festival. SASSLC resident performers were awarded first place in Rhythm Band and Vocal Choir categories

Administrative professional staff positions additions over the last 6 months include:

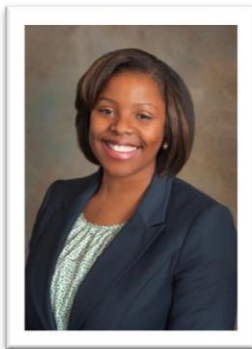
- Qualified Intellectual Disability Professional Coordinator and Educator, both experienced QIDPs from the facility who implemented needed changes to improve the annual care planning process,
- Unit I Residential Director with experience from DADS Regulatory and private provider agencies,
- Admission Placement Coordinator and Post Move Monitor, both with experience as service coordinators,

- the new Director of Social Work hired two additional Social Workers, and
- multiple changes in professional assignments across disciplines.

In effort to recognize Direct Support Professionals (DSPs), various events and activities such as “DSP Week,” was held to express appreciation and the administration made revisions to DSP’s work schedules to address staffing challenges, such as staff being held beyond their regularly scheduled shift.

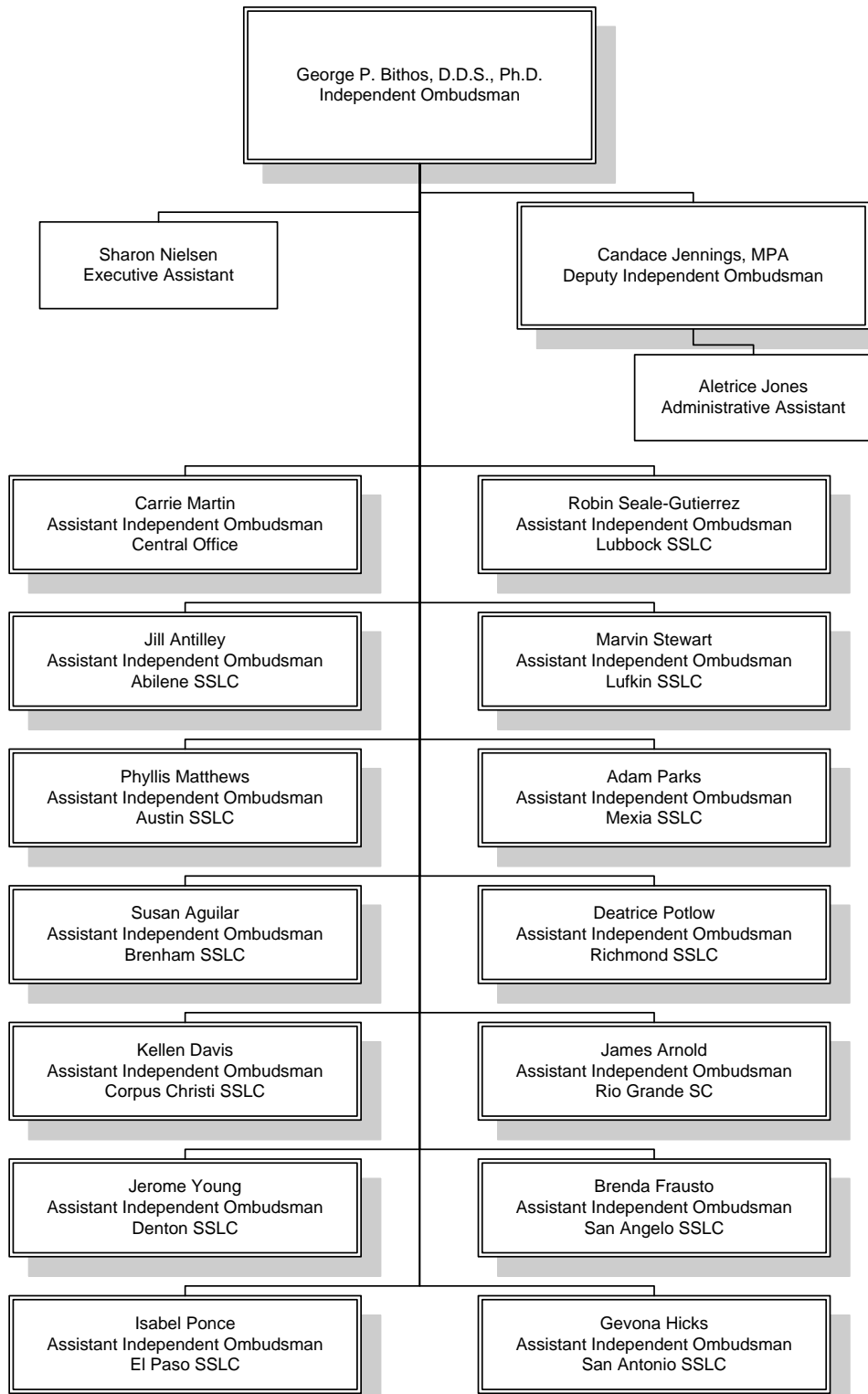
The administration has been transparent in its operations. The AIO is included in review of incident investigation findings and has been welcomed to observe during departmental meeting, employee trainings and when developing plans for systematic changes. San Antonio SSLC has been receptive towards AIO recommendations and made efforts towards implementation. Public access, confidentiality and safety risk were identified at the Developmental Center. The AIO asked the administration to consider methods to protect individuals by limiting access to persons seeking employment at the Center, which lead to improvement with monitoring guest and applicants visiting the campus.

Gevona Hicks, Assistant Independent Ombudsman



Gevona Hicks earned her Bachelor of Science in psychology from the University of Alabama at Birmingham, where she also earned 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. 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 qualified intellectual disability professional. 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.

Organizational Chart



Appendix: Data

Contacts by Case Type by SSLC, July 1, 2016 through December 31, 2016

Case Type	Abilene SSLC	Austin SSLC	Corpus Christi SSLC	Denton SSLC	El Paso SSLC	Lubbock SSLC	Lufkin SSLC	Mexia SSLC	Richmond SSLC	Rio Grande State Center	San Angelo SSLC	San Antonio SSLC	Total
Abuse Neglect & Exploitation	0	0	4	0	0	3	3	6	0	2	0	0	18
Criminal	0	0	1	0	0	0	0	0	0	0	0	0	1
Discharge/Transfer	1	1	1	1	0	4	7	1	4	0	0	1	21
Guardianship	4	0	0	0	0	0	1	0	0	0	0	1	6
High Risk Determination	0	0	0	0	0	0	0	0	2	0	0	0	2
Non-SSLC Issue	0	2	3	0	2	1	4	1	1	3	0	1	21
Other	2	3	1	0	1	2	1	1	0	0	0	0	12
Personnel	2	0	0	0	4	3	5	0	3	3	0	0	22
Request for OIO Information	1	0	0	0	1	0	0	1	0	0	0	0	3
Rights	1	7	6	5	4	5	28	13	9	3	4	4	98
Service Delivery-Behavioral	1	2	1	1	0	6	2	3	1	1	1	0	24
Service Delivery-Medical	1	3	6	0	4	6	10	3	1	1	2	2	48
Service Delivery-Residential	1	12	7	3	17	33	21	12	3	30	5	3	167
Service Delivery-Vocational	0	3	2	0	0	3	1	0	0	1	1	0	12
Total	14	33	32	10	33	66	83	41	24	44	13	12	455

Contacts by Relationship to Resident by SSLC, July 1, 2016 through December 31, 2016

Relationship To Resident	Abilene SSLC	Austin SSLC	Corpus Christi SSLC	Denton SSLC	El Paso SSLC	Lubbock SSLC	Lufkin SSLC	Mexia SSLC	Richmond SSLC	Rio Grande State Center	San Angelo SSLC	San Antonio SSLC	Total
Advocate	0	0	0	0	0	1	0	0	0	0	0	1	2
DFPS	0	0	0	0	0	0	0	0	0	0	0	1	1
Family	1	2	1	0	1	0	2	0	1	0	1	2	13
Family LAR	3	2	5	0	1	6	2	5	0	6	0	0	40
Guardian (LAR)	0	5	1	0	2	0	0	0	1	2	1	1	13
Ombudsman	0	16	0	6	4	12	12	11	1	12	9	0	91
Other	0	3	3	0	1	1	7	1	1	4	0	1	25
Self	0	0	15	1	9	10	34	2	8	10	1	5	99
Staff	9	5	7	3	15	36	25	21	9	10	1	0	164
Unknown	1	0	0	0	0	0	1	1	3	0	0	1	7
Total	14	33	32	10	33	66	83	41	24	44	13	12	455

Contacts per Month per SSLC, July 1, 2016 through December 31, 2016

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
Abilene SSLC	1	4	2	3	1	3	14
Austin SSLC	1	6	5	9	1	11	33
Brenham SSLC	5	7	4	7	3	6	32
Corpus Christi SSLC	5	1	3	1	0	0	10
Denton SSLC	5	7	8	8	0	5	33
El Paso SSLC	10	14	12	9	9	12	66
Lubbock SSLC	17	10	20	13	13	10	83
Lufkin SSLC	6	13	7	6	3	6	41
Mexia SSLC	0	0	7	11	0	6	24
Richmond SSLC	10	5	7	8	5	9	44
Rio Grande Center	3	3	1	2	1	3	13
San Angelo SSLC	2	3	1	0	1	5	12
San Antonio SSLC	6	12	11	7	9	5	50
Total	71	85	88	84	46	81	455

Contacts by Action Type by SSLC, July 1, 2016 through December 31, 2016

Action Type	Abilene SSLC	Austin SSLC	Brenham SSLC	Corpus Christi SSLC	Denton SSLC	El Paso SSLC	Lubbock SSLC	Lufkin SSLC	Mexia SSLC	Richmond SSLC	Rio Grande State Center	San Angelo SSLC	San Antonio SSLC	Total
Complaint	1	22	26	10	26	63	68	22	13	41	12	10	40	354
Complaint - Legislative Contact	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Consult	10	4	2	0	1	1	14	13	11	3	1	1	6	67
Inquiry	3	6	4	0	6	2	1	6	0	0	0	1	4	33
Total	14	33	32	10	33	66	83	41	24	44	13	12	50	455

Appendix: Certified Person-Centered Thinking Trainers

The Centers for Medicare and Medicaid Services (CMS) requires person-centered planning and services be provided to all Home and Community-Based Services programs (HCBS), intermediate care facilities (ICF), nursing facilities, mental health services, Community First Choice (CFC) services, and home health services. The State of Texas partners with the Institute for Person-Centered Practices for development of a person-centered thinking and person-centered plan facilitation training, which is tailored to teach facilitators to meet the person-centered planning requirements contained in the federal requirements.

The Office of the Independent Ombudsman for SSLCs endorses and strongly supports the philosophy and practices of person centeredness. Certified trainers are required to provide this essential training. Beginning in 2013, HHS, DADS and the OIO sponsored candidates for this rigorous training. The following members of this office have successfully completed the training and have been certified as Person-Centered Thinking Trainers by the Institute for Person-Centered Practices and the Learning Community for Person-Centered Practices:

Dr. George P. Bithos
Ms. Candace Jennings
Ms. Susan Aguilar
Ms. Jill Antilley
Ms. Gevona Hicks
Mr. Adam Parks
Ms. Robin Seale-Gutierrez
Ms. Phyllis Matthews (candidate for certification)

Glossary of Acronyms

AIO	Assistant Independent Ombudsman
ADOP	Assistant Director of Programs
BCBA	Board Certified Behavior Analyst
DADS	Texas Department of Aging and Disability Services
DCP	Direct Care Professional
DFPS	Texas Department of Family Protective Services
DOJ	Department of Justice
ICF	Intermediate Care Facility
IDD	Intellectual and Developmental Disabilities
IDT	Interdisciplinary Team
ISP	Individual Support Plan
LAR	Legally Authorized Representative
OIG	Office of the Inspector General
OIO	Office of the Independent Ombudsman
PIM	Program Improvement Manager
PSP	Personal Support Plan
QDDP	Qualified Development Disability Professional
QIDP	Qualified Intellectual Disability Professional
SSLC	State Supported Living Center