



BIANNUAL REPORT

June 2015 - December 2015

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Executive Summary

Advocating for, protecting and positively impacting the lives of the residents and families of the State Supported Living Centers are part of the complex mission of the Office of the Independent Ombudsman. Upon creation of the Office, the motivation of the Legislature was that the Office assist in the task of improving protections for the residents of the SSLCs. The climate of 2009 and the milieu at the centers have vastly changed since that time. The positive impact and evolving nature of the Office is reflected in the substance and structure of this report.

Since February 2010, the biannual reports of the Office have primarily focused on statistics and measurements of the work of the Office. This report takes a new approach by featuring the value added nature of our presence on the 13 campuses of the system and the unique contribution of the Office. Daily, the Ombudsman's Office is called upon to significantly impact the quality of the lives of the residents and improve the outcomes of services and protections. In this reporting period the climate of uncertainty within the system demonstrated our value to the stakeholders of the SSLCs. Residents, families, guardians and staff turn to the Office to provide assistance and answer the complex questions concerning their needs. The collaborative approach of the Office has fostered a positive climate of cooperation without abandoning the independence that is vital to successful outcomes. As a departure from past reports I am recommending steps that will address today's realities and in an effort to impact the future of the the state's response to the needs of its citizens living with developmental disabilities.

Recommendation 1: Provide additional and necessary protections for the residents living in the community to assuage resistance and assure families of the state's commitment to provide safe environments for their loved ones.

Addressing the concerns of the families of residents who are transitioning to community settings is essential for successful outcomes. The families' apprehensions and reticence are real and demonstrable; they must be recognized, acknowledged and addressed. The practice of transitioning residents of the SSLCs to suitable community-based services requires preparation and planning. The initial step is the determination of the resident's desire and approval by the Interdisciplinary Team which includes the individual and their guardian. Many times the guardian is a parent or sibling and they must be in accord with the move. Based on many direct contacts with families of residents, their number one feeling is that community-based care does not have the multi-layered protections that are present at the SSLCs. This perception is widespread and presents a real barrier to the consideration of community living. It is my belief that until this issue is addressed, strong opposition to the community option will continue.

The perception that group homes are not as safe as the SSLCs is real for families. The protections existing at the SSLCs include: 24 hour video monitoring of common areas, compliance with mandatory reporting of incidences, on-site immediate investigations, on-site

access to nursing services, the availability of rights officers and the presence of the Office of the Independent Ombudsman. These provide a safety net of protections at the SSLC which are comforting to families. The concern brought to our office states that they do not see equal and comparable protections in the community.

Recommendation 2: The system of protections in community settings must include independent oversight with confidentiality and authorization to investigate issues of service delivery, health and safety. The experience of the OIO can be a valuable model in the design of these protections.

The impact of the Office of the Independent Ombudsman on the life of the residents and the families has been profound. An important element of this success is the confidence and trust of residents and families in the fairness, confidentiality and independence of the Ombudsman. Confirmed by the high number concerns brought to our office by staffs of the SSLC, independence and confidentiality provide a level of trust and confidence that encourages all stakeholders to utilize the Ombudsman. Protections at the community level must include independent oversight, open access to records and full investigative powers to be effective. The experience of the OIO at the SSLCs provides an excellent model and resource for additional protections at the community level.

Recommendation 3: Encourage and assist the SSLCs to implement person centered services across the range of all service offered to residents. The person served and their families must be an integral part of this process.

DADS, HHS and all programs directed by the enterprise are embracing person centered practices as the basic paradigm of care and service delivery. This mindset and foundational presupposition in the design and execution of programming is being driven by federal guidelines and state law. In order to successfully implement this approach, the investment in training is significant. These initiatives should be recognized and supports should be provided to facilitate this significant change.

These three recommendations will impact the successful outcomes for the people served by the state supported living centers whom we are honored to serve. My thanks to the Governor and his staff, the Legislature as well as the leadership of HHSC and the DADS team for their continued support. Thanks also go to DADS Media Services for providing all the photographs in this report. Additionally, my thanks go to the AIOs and the staff of the Office for their assistance in preparing this report.

Respectfully Submitted,

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

Mission and Principles

The mission of the Office of the Independent Ombudsman 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.

The Office serves by these principles as standard practice for the function of Ombudsman at the state supported living centers and the Texas Department of Aging and Disability Services.

Independence

The Office of the Independent Ombudsman is impartial and independent in structure, function, and appearance to the highest degree possible. The Office is not part of the Texas Department of Aging and Disability Services or the Texas Health and Human Services Commission. 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 and do not hold positions within the agency that present a conflict of interest. The Office of the Independent Ombudsman exercises sole discretion over whether or how to respond to a concern, except as directed by state law. It may also initiate action on a concern identified through the Ombudsman's direct observation.

Flexibility

The Ombudsmen will demonstrate flexibility in their schedules to meet the needs and requests for assistance in serving individuals residing in the state supported living centers. As such, measures which represent flexibility may include advocating with an agency, provider or other person in the best interest of the resident. As the Ombudsmen act according to standardized procedures, the Office exercises a flexible approach to meet the needs of its clients.

Accessibility

The Office of the Independent Ombudsman is accessible to residents, family members, staff members or other interested parties. An Assistant Ombudsman has an office at each facility and can be accessed via email, fax, telephone, mail or in person at each state supported living center. The OIO maintains a toll-free number and a comprehensive web presence. The Office pledges to maintain optimum accessibility by continuously seeking innovative avenues to increase awareness and approachability.

Confidentiality

The Ombudsmen acknowledge the responsibility to respect the confidentiality of the individual, the family member(s), the SSLC staff or other involved party as well as associated records and

documents. Employees of the Office understand that their work will involve access to information that is confidential.

The Office of the Independent Ombudsman is not required to notify DADS or the SSLC administration of communications made to the Office. The name and role of parties that raise a concern will be kept confidential as permitted by law. The Office of the Independent Ombudsman staff pledge to protect privacy and to act responsibly in all correspondence and preparation of reports, whether written or verbal.

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 of the Independent Ombudsman maintains a reputation that is credible among residents, family members, advocates, staff, the legislature, and general public of the state. The Office values this credibility by ensuring all information gathered through investigations and evaluations is accurate and derived from legitimate sources.

Duties and Activity of the Office

The fundamental purpose of our work is to ensure that residents' rights at the state supported living centers (SSLCs) are protected. The philosophy and goal that guides our work is to provide the SSLCs, DADS and the Texas Legislature with information and recommendations so that we can identify opportunities for improvement at the centers, and collectively improve the lives of residents living at the SSLCs.

The Independent Ombudsman is appointed by the governor's office and confirmed by the senate. Dr. George Bithos' office is located in Austin, Texas. 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 the ability to hire Assistant Independent Ombudsmen (AIOs) stationed at each SSLC. The AIOs will have the same duties and powers as outlined for the Independent Ombudsman. Additionally, there are administrative and program staff at the central office to direct operations.

Investigations

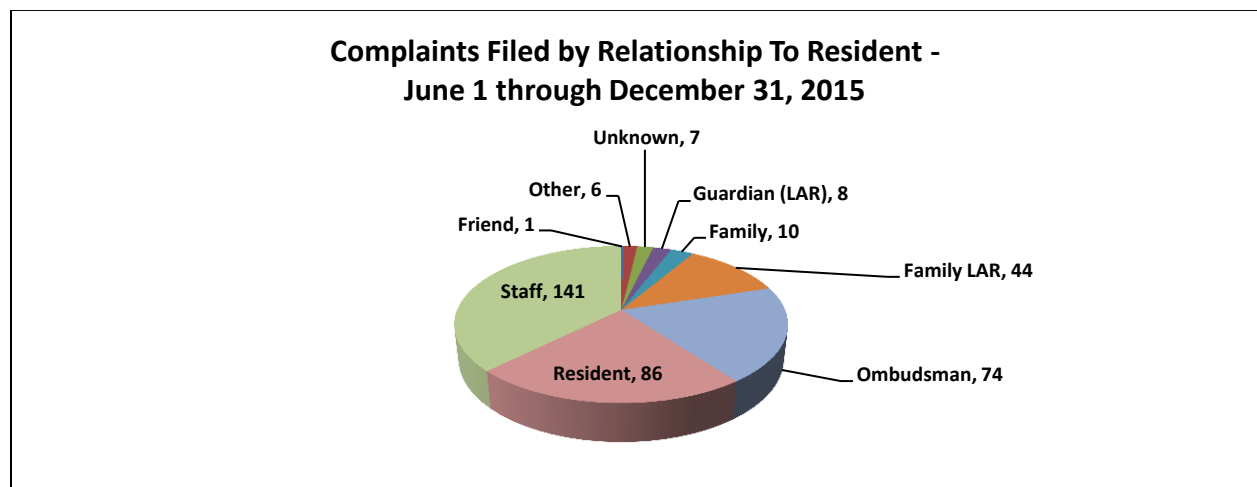
The Assistant Independent Ombudsmen follow standard investigative procedures for complaints and concerns in proportion to the circumstances presented. The extent of an investigation is determined by the AIO which may include collecting evidence in various forms

such as photos, video surveillance, interviews, inquiries, observations, and documentation review. The findings are provided to the Director or designee with recommendations. The AIO then monitors the facility's efforts to address the concerns noted.

There have been a total of 377 complaints investigated in this biannual period. The majority of concerns were brought to the ombudsman's attention by staff members of the SSLC. The ombudsman initiated 80 of the total complaints and family members have made 72 complaints in this biannual period. Most of the concerns regarded Residential Service Delivery with 37%, followed by Rights at 18%.

Examples of investigations conducted within this biannual period:

- *A resident came to the AIO's office and complained that a staff member took some of her personal belongings when she refused to go to work. After some investigating, the AIO discovered that a staff member had taken some of the resident's favorite items away as a means persuading her to go to work. The AIO shared her findings with the center administration. The AIO recommended that the Human Rights Offer conduct training with the staff, as coercion and taking away personal belongings without due process are rights violations.*
- *The AIO noticed a pattern of bullying behavior occurring by a particular resident as reported from video surveillance. The AIO found that the resident is receiving behavioral health services for this particular behavior however the interdisciplinary team were unaware of increased occurrences. The AIO recommended that the staff utilize anti-bullying resources to teach other residents in the home how to handle this type of behavior. Also, the AIO made efforts to increase communication from video surveillance monitors to the professional staff.*



Advocacy

The Ombudsman takes action upon determining a resident, client, 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, and/or any special intervention determined by the circumstances. An ombudsman may provide assistance in the form of mediation to resolve conflicts to the benefit of the residents.

The Ombudsman provides information regarding the rights of residents of a SSLC to all interested parties, including but not limited to, residents, staff, administration, medical personnel, community advocates, and family members. A person can be referred to the OIO website and the Rights handbook provided by DADS as further resources of information.

The Office of the Independent Ombudsman encourages residents to express their concerns about services received and treatment by the state supported living center. Ombudsmen will support an environment that promotes self-advocacy and encourages communication between residents, family members, facility staff, and administration.

The Ombudsman monitors and observes activities in homes and meetings such as planning meetings, Incident Management meetings, Restraint Reduction Meetings, Human Rights Committee meetings, or other instances where relevant issues may be discussed.

Case examples of advocacy by various Assistant Independent Ombudsmen:

- *A resident came to the AIO and expressed that he did not like attending the workshop during the day and wanted to increase the hours of his part-time job as a custodian. The AIO advocated on his behalf by communicating the resident's desires to his interdisciplinary team members. The resident soon began working full-time in the job of his choice.*
- *While visiting a home, the AIO noticed a resident's lips were severely chapped and he was repeatedly pulling at his clothes. AIO discovered that the home staff did not have adequate remedy. After communicating with center administration, the resident's lips and skin condition were treated and he seemed much more content at a follow-up visit.*
- *A family member contacted the AIO for assistance with moving a resident closer to family in another city, as well as transitioning the resident to a smaller home on campus in the meantime. The AIO advocated on behalf of the resident with the SSLC Transition Coordinator and Qualified Intellectual Disability Professional (QIDP) on these issues. Unfortunately, several community providers indicated that they could not serve this resident's needs or did not have group home*

openings. The AIO will continue to monitor the center's efforts to transition the resident to a smaller home on campus when there is availability. The family member expressed satisfaction with the center's efforts and the AIO's advocacy.

In addition to working on specific concerns, the AIOs also attend Interdisciplinary Team meetings periodically in order to evaluate program service planning in general. The table below shows the number of meetings each AIO attended that were not part of specific cases.

IDT Meeting Logs	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Total
Abilene	4	0	0	3	2	8	0	17
Austin	1	4	2	2	1	2	3	15
Brenham	2	2	2	3	3	1	2	15
Corpus Christi	2	1	0	1	1	2	2	9
Denton	3	2	3	2	3	3	0	16
El Paso	3	4	2	2	5	4	6	26
Lubbock	2	8	3	2	1	3	4	23
Lufkin	0	3	3	2	3	4	2	17
Mexia	1	2	4	2	2	2	0	13
Richmond	1	2	1	1	2	2	2	11
Rio Grande	3	5	2	2	3	0	3	18
San Angelo	0	0	10	6	6	4	4	30
San Antonio	2	4	4	7	5	4	5	31
Grand Total	24	37	36	35	37	39	33	241

Referrals

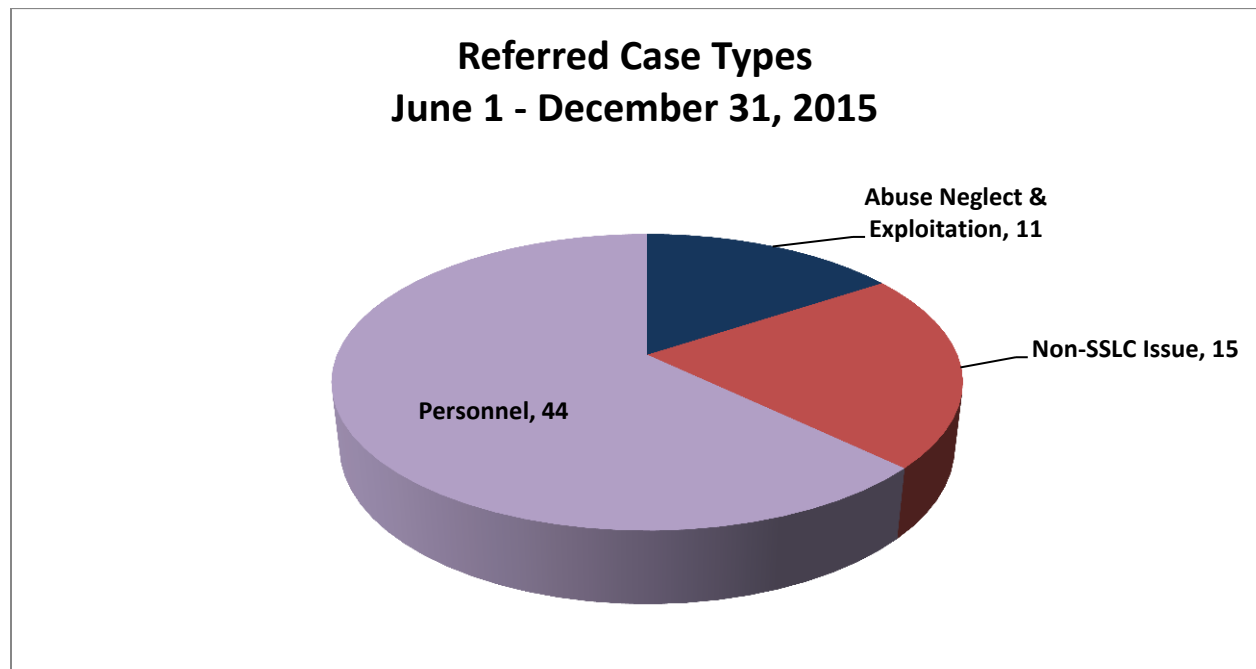
When an AIO is presented with a complaint of abuse, neglect, or exploitation, the Ombudsman makes a report to DFPS immediately. The Ombudsman informs the complainant that communication pertaining to an abuse, neglect, or exploitation must be shared with DFPS. The AIO will then communicate to the Director or designee the basic nature of the ANE, name of the alleged victim, and the name and work location of the alleged perpetrator. The Ombudsman reviews the final report of the investigation following a referral made to DFPS 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.

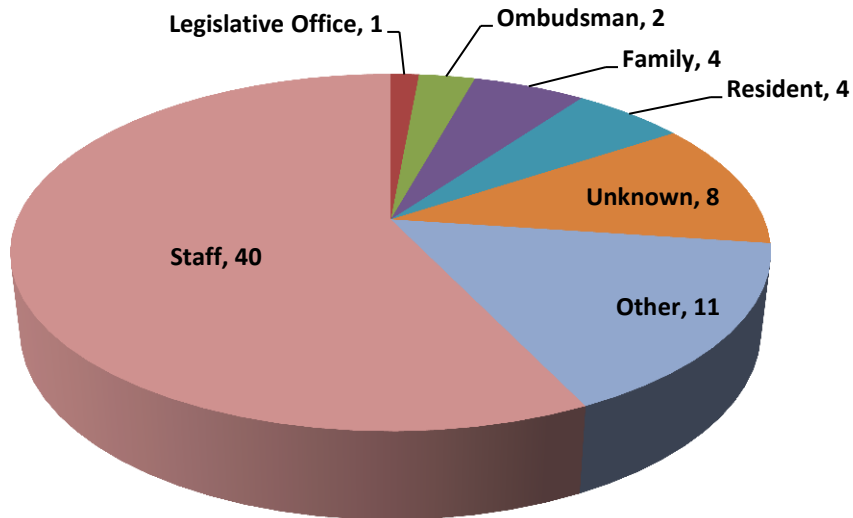
Upon receiving notification of criminal activity, the AIO notifies the Independent Ombudsman or Deputy Independent Ombudsman who then reports the activity to the Office of the Inspector General.

The Ombudsman determines if 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. The Ombudsman determines whether the efforts to resolve the concern is within the scope of the duties of the OIO, or if a referral to another entity is appropriate. Employee matters are outside of the scope of the function of the office therefore all contact relating to personnel matters is referred to Health and Human Services Human Resources.

There have been a total of 70 referrals in this biannual period. The majority of concerns are brought forth by staff who made 40 of the complaints which were referred. Referrals that were outside the scope of duties of the AIO were personnel issues (44), inquiries not regarding residents of the SSLCs, such as long-term care (15) and referrals regarding abuse and neglect (11).



Contact Relationship To Client - Referred Cases June 1 - December 31, 2015



Incident Review

The statute that authorizes the Office of the Independent Ombudsman to investigate complaints at the state supported living centers also defines the responsibility of reviewing incident investigations completed by the SSLC and other entities. An unusual incident is defined by DADS as “an event or situation that seriously threatens the health, safety, or life of individuals.” There are eleven types of unusual incidents ranging from choking incidents, allegations of abuse, to deaths. The Assistant Independent Ombudsman at each SSLC reviews all final reports of unusual incidents, abuse, neglect and exploitation allegations, criminal activity, and ICF Standard violations. The AIO receives all final reports of unusual incidents investigated by the SSLC.

In order to evaluate the center’s investigative process, the AIO reviews whether the investigation is complete, protections for resident 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, and/or rights.

If a concern is noted, the AIO provides a written explanation of the concern and any recommendations to the designated liaison of SSLC. The AIO tracks the recommendations from

the final reports and monitor the facility's efforts to implement them for an amount of time determined by the AIO.

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

UIR Logs	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Total
Abilene	16	15	7	19	19	8	16	100
Austin	5	12	25	7	25	20	4	98
Brenham	13	17	18	35	17	15	9	124
Corpus Christi	0	6	0	26	5	25	15	77
Denton	22	29	25	28	21	26	23	174
El Paso	7	7	10	20	6	23	19	92
Lubbock	35	21	16	18	29	21	39	179
Lufkin	16	37	26	29	27	23	26	184
Mexia	15	78	18	8	0	0	5	124
Richmond	5	7	6	12	9	6	15	60
Rio Grande State Center	2	3	0	3	2	0	3	13
San Angelo	11	8	40	66	86	20	18	249
San Antonio	21	25	18	14	16	31	18	143
Grand Total	168	265	209	285	262	218	210	1617

Program Review

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

- Ratio of direct-care employees
- Adequacy of staff training
- Ensuring that residents are encouraged to exercise their rights and are afforded due process

The office has expanded its approach and further developed the program review process to include on-going monitoring at each center to provide a more comprehensive representation. Additionally, the program review consists of reviewing center policies, procedures and reviewing residents' files.

The information collected during the 2014-2015 Program Review, including both on-site and on-going monitoring, will be presented in the annual report available in March 2016. 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 program review process.

The figures below reflect the program review activity completed across all SSLCs for on-site visits during 2015 and on-going activity (September 2014 – August 2015):

- 404 Staffing Ratio Home Observations
- 65 Human Rights Committee Meetings attended
- 319 Family Questionnaires mailed out
- 330 Staff In-Service Questionnaires
- 156 In-service Observations
- 130 On-the-Job Training Surveys
- 152 Resident Interviews
- 342 Staff Interviews
- 343 Rights Assessment Documentation Reviews

Office of the Independent Ombudsman



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

Jill Antilley, Assistant Independent Ombudsman

Abilene State Supported Living Center

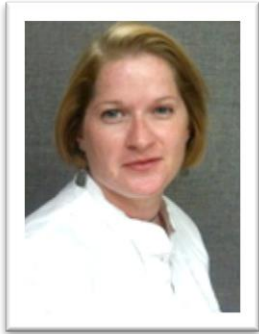
The Abilene State Supported Living Center (AbSSLC) is one of the largest employers of Abilene, Texas and the surrounding cities. The AbSSLC is home to approximately 308 people. AbSSLC cares for people who require 24-hour nursing assistance and total staff care as well as people who are more independent and need less staff assistance, but may display behavioral issues. The AbSSLC also is the home to several males under the age of 18. These young men attend different schools in the community.

There are currently 19 homes at the AbSSLC campus. Six to 24 people live in each home. The home at 5961 Walnut Street closed down in the past six months. The building is now the office space to the Behavioral Health Department.

The AbSSLC has seven different Activity Centers across campus, its own Habilitation Department, a Dental Office, a desensitization dental office, a place where wheelchair modifications can be done, several workshops, an eatery called “The Diner,” and its own laundry system that does laundry for Big Spring State Hospital as well as the Abilene, Lubbock, and San Angelo State Supported Living Centers. The Accounting Department for the AbSSLC also does the accounting for San Angelo, Lubbock, and El Paso State Supported Living Centers.

	Abilene SSLC	Total SSLCs
Population	311	3,165
Ages ≤21	3%	6%
Ages 22-54	54%	55%
Ages 55+	43%	39%
Level of ID: Mild	8%	16%
Moderate	17%	15%
Severe	17%	15%
Profound	58%	52%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	40%	36%
Severe	11%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	15	97

Source: Demographics provided by DADS.



Ms. Antilley has worked for the Abilene State Supported Living Center for over ten years. Her career began in the Recreation Department as a direct-care staff in 2000 while attending college at Hardin Simmons University (HSU). Ms. Antilley graduated from HSU in 2000 with a Bachelor's Degree in Police Administration and went to work for a juvenile correctional facility as a case manager and as a juvenile probation officer. Ms. Antilley returned to the Abilene 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.

Phyllis Matthews, Assistant Independent Ombudsman
Austin State Supported Living Center

The Austin SSLC serves 188 individuals (as of December 1, 2015) with varying degrees of intellectual disabilities, a number of whom also have physical disabilities. The Center is comprised of four residential units. Residents of the first unit require extensive nursing and personal care supports. All of these residents use wheelchairs for mobility to varying degrees, and many receive nutrition via enteral feeding. The second unit serves females and the third unit serves males, both of which require behavioral

	Austin SSLC	Total SSLCs
Population	189	3,165
Ages ≤21	0%	6%
Ages 22-54	33%	55%
Ages 55+	67%	39%
Level of ID: Mild	5%	16%
Moderate	12%	15%
Severe	22%	15%
Profound	61%	52%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	32%	36%
Severe	18%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	8	97

supports. The fourth unit is comprised of four homes providing specialty services for people who are medically fragile with behavioral challenges, males and females requiring more extensive behavioral challenges, and people needing supports associated with autism spectrum challenges. There is great diversity in the level of support needed to perform functional living skills among residents. A small number of individuals on campus attend the Rosedale School of the Austin Independent School District and ride the bus to and from school every day. The living center has on-site Vocational and Day Programming areas. In addition, the facility

oversees a workshop at the Austin State Hospital serving Austin SSLC residents as well as individuals residing in the community.



Ms. Matthews has a B.A. degree in Psychology from St. Edwards University and has many years of experience serving individuals with intellectual and developmental disabilities. As a Contract Oversight and Performance Manager for the Texas Department of Assistive and Rehabilitative Services Division for Early Childhood Intervention Services, she monitored contracted programs and provided technical assistance to programs that deliver services to children with developmental delays and disabilities. As a Program Specialist and later as a Program Compliance Coordinator at the Texas Department of Aging and Disability Services (DADS), she engaged in improvement efforts for State facilities serving people with intellectual and developmental disabilities during the negotiations and finalization of the U.S. Department of Justice Settlement Agreement. She accepted the Assistant Independent Ombudsman position in May 2012.

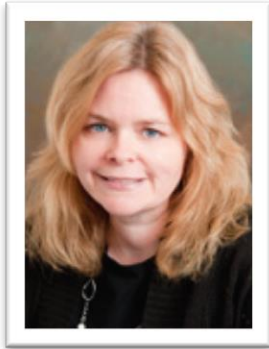
Susan Aguilar, Assistant Independent Ombudsman
Brenham State Supported Living Center

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 Center has a census of 275 individuals and is made up of three residential units. Unit I is comprised of two systems buildings, one of which serves individuals with medical and/or physical management needs, and the other primarily serves older

	Brenham SSLC	Total SSLCs
Population	277	3,165
Ages ≤21	10%	6%
Ages 22-54	61%	55%
Ages 55+	29%	39%
Level of ID: Mild	4%	16%
Moderate	21%	15%
Severe	14%	15%
Profound	61%	52%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	29%	36%
Severe	2%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	5	97

persons who have health conditions and physical management needs. The second unit is comprised of a systems building, and serves individuals who have physical management needs

and/or require assistance with most activities of daily living. One home in this unit has been designated as the environmentally safe home. Unit three is comprised of seven cottages and a systems building that 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 do require some level of assistance with activities of daily living. The Center provides a variety of on- and off-campus work opportunities for adults, as well as a variety of day programming activities.



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

Angela Leach, Assistant Independent Ombudsman
Corpus Christi State Supported Living Center

The Corpus Christi SSLC's census is currently at 222. The individuals served range from profound to mild in cognitive abilities. There are three units, and each unit specializes in services. The units serve residents that are medically fragile with profound IDD, individuals with severe and profound IDD and some medical needs, and individuals with mild to moderate IDD with co-occurring mental illness or behavioral needs.

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

	Corpus Christi SSLC	Total SSLCs
Population	223	3,165
Ages ≤21	3%	6%
Ages 22-54	54%	55%
Ages 55+	43%	39%
Level of ID: Mild	20%	16%
Moderate	12%	15%
Severe	11%	15%
Profound	56%	52%
Unspecified	1%	1%
Not Indicated	0%	1%
Health Status: Moderate	44%	36%
Severe	8%	9%
Alleged Offenders: At SSLC	4%	5%
Deemed High Risk	0%	0.44%
Community Transitions	2	97



Ms. Leach obtained a Bachelor of Science degree in Psychology with a minor in Biology from Angelo State University. While completing her degree she worked as a direct support staff serving people with intellectual and developmental disabilities. After graduating she continued her career over the next 12 years at the Behavioral Health Center of Nueces County, in the Local Authority area, providing services in Case Management and later managing the IDD service area. Individualized and exceptional treatment of persons needing assistance in our state supported areas has always been of primary importance to Ms. Leach. She joined the OIO as the Assistant Independent Ombudsman of the Corpus Christi SSLC in December 2014.

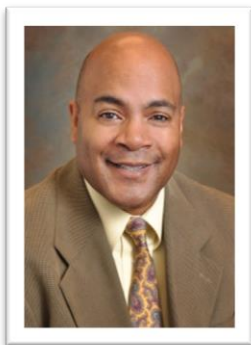
Jerome Young, Assistant Independent Ombudsman

Denton State Supported Living Center

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

	Denton SSLC	Total SSLCs
Population	460	3,165
Ages ≤21	2%	6%
Ages 22-54	46%	55%
Ages 55+	52%	39%
Level of ID: Mild	11%	16%
Moderate	13%	15%
Severe	17%	15%
Profound	57%	52%
Unspecified	1%	1%
Not Indicated	1%	1%
Health Status: Moderate	36%	36%
Severe	18%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	3	97

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



Born and raised in Clovis, New Mexico, Mr. Young obtained a Bachelor's Degree in Accounting from Texas Tech University. He began his career at Lubbock State School in 1993 as an Active Treatment Provider. After several years in Lubbock, he moved to the Dallas/Ft. Worth area and served at the Denton SSLC, holding the positions of Direct Support Professional, Building Coordinator, Residential Supervisor and Job Requisition Coordinator. His reputation for client advocacy, fairness and compassion attested that he would be a valuable member of the Office of the Independent Ombudsman. He joined the OIO as the Assistant Independent Ombudsman for the Denton SSLC in February 2013.

Isabel Ponce, Assistant Independent Ombudsman
El Paso State Supported Living Center

The most current census for the El Paso State Supported Living Center is 105. The campus is divided into two sections. The west side residential area consists of one large building where people live in three large dormitories identified as A, B, and C. These homes are where individuals with greater medical needs reside. These individuals also typically require physical assistance and many use a wheelchair to move around their homes. This same building located at 503 Kirkland also houses Habilitation Therapies, Dental, Psychiatric and Medical clinics along with numerous other offices. A medical infirmary room is also found at this location.

A small number of individuals attend group activities or workshop outside their homes during the day while most engage in similar activities in the common areas of their respective homes.

	El Paso SSLC	Total SSLCs
Population	105	3,165
Ages ≤21	1%	6%
Ages 22-54	66%	55%
Ages 55+	33%	39%
Level of ID: Mild	4%	16%
Moderate	16%	15%
Severe	12%	15%
Profound	67%	52%
Unspecified	1%	1%
Not Indicated	0%	1%
Health Status: Moderate	34%	36%
Severe	8%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	3	97

On the other side of campus, six of the seven homes are operational. One home has been under renovation and is scheduled to reopen in the third week of January 2016. This home has been earmarked for individuals with similar behavioral challenges that require greater involvement from behavioral services. Plans have been made for individual and group counseling as well as activities geared to reducing stress and agitation associated with their behavioral issues. The home will also have carefully selected staff that have been trained on each individual's needs. This pilot program will be tracked in several ways to determine if a specialized home setting will benefit other groups of individuals with similar needs.

The smaller homes on the east side of campus are home to eight to 12 individuals who require less extensive medical attention allowing for most to attend group activities and work programs outside the homes. Currently there are individuals working in food service, housekeeping and maintenance. Several individuals are interviewing in the community for part-time employment.



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

Robin Seale-Gutierrez, Assistant Independent Ombudsman
Lubbock State Supported Living Center

The facility currently serves 201 residents (as of December 31, 2015) who range from age 18 to 78 years at 14 homes. Three of the facility’s 14 homes serve female residents, one serving female residents who are dually diagnosed (with IDD and Psychiatric Disorders). There are four homes whose residents are medically fragile, with 24-hour nursing being provided at two of these. The remaining seven homes serve male residents. Four of the eight are home to male residents who are dually diagnosed and have significant behavioral challenges.

	Lubbock SSLC	Total SSLCs
Population	200	3,165
Ages ≤21	2%	6%
Ages 22-54	70%	55%
Ages 55+	28%	39%
Level of ID: Mild	15%	16%
Moderate	14%	15%
Severe	15%	15%
Profound	56%	52%
Unspecified	1%	1%
Not Indicated	0%	1%
Health Status: Moderate	44%	36%
Severe	17%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	5	97

The gentlemen residing at 523 – Violet were moved to 520 – Willow on June 23, 2015 as the environment and physical layout of the home better suited the needs of the gentlemen (recommended by the AIO on February 26, 2015 and again on May 29, 2015). 523 – Violet is currently closed to allow for maintenance issues to be completed.

The facility offers an array of day activities for the residents which range from competitive employment to a retirement program. There are two workshops at the facility in which 71 residents participate in a variety of contracted labor activities ranging from completion of arts and crafts items to filling construction gravel bags. Of the 71 residents, 22 residents also participate in supported employment/enterprise and 20 participate in the on-campus client worker program. The Lilly program area was closed in October 2015. Day program services in which 60 residents participate are now all offered at the education building. Day program activities range from specialized training for those with visual impairment to specialty programs where the resident works one-to-one with a program trainer on established goals.



A Lubbock native, Ms. Seale-Gutierrez received her Bachelors of Arts in Psychology in 2004 from Texas Tech University and plans to complete her Master's degree in the near future. Ms. Seale-Gutierrez has worked at Lubbock State Supported Living Center for 9.5 years in various roles including a Psychological Assistant, Qualified Intellectual Disability Professional (QIDP), QIDP Coordinator, and most recently the Assistant Director of Programs. Ms. Seale-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, Ms. 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. Ms. Seale-Gutierrez joined the Office of the Independent Ombudsman for State Supported Living Centers in June 2014.

Marvin Stewart, Assistant Independent Ombudsman
Lufkin State Supported Living Center

The Lufkin State Supported Living Center provides support services for 307 people with profound to mild intellectual and physical disabilities. The Center provides services to 17 adolescent individuals. Two residences, 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. The Center's population includes several people requiring intense Behavioral Health Services due to extreme challenging behavior, and several people who are medically fragile. Of the four designated units at the Center, three provide 24-hour nursing services to support people with varying degrees of physical and medical challenges.

	Lufkin SSLC	Total SSLCs
Population	307	3,165
Ages ≤21	10%	6%
Ages 22-54	48%	55%
Ages 55+	42%	39%
Level of ID: Mild	7%	16%
Moderate	10%	15%
Severe	16%	15%
Profound	66%	52%
Unspecified	0%	1%
Not Indicated	1%	1%
Health Status: Moderate	36%	36%
Severe	6%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	10	97



Mr. Stewart received his Bachelor’s Degree in Psychology and his Master of Arts Degree in Community Counseling from Stephen F. Austin State University in Nacogdoches, Texas. He has worked at the Lufkin State Supported Living Center for over 20 years, serving in various capacities such as Unit Psychologist and Supervising Unit Psychologist. Mr. Stewart transferred to the Quality Assurance Department and served as Program Compliance Monitor, where he also fulfilled the duties of Deputy Human Rights Officer. He accepted the Assistant Independent Ombudsman position in August of 2011.

Adam Parks, Assistant Independent Ombudsman
Mexia State Supported Living Center

Mexia SSLC provides services to individuals who function in the profound to mild range of intellectual disabilities. Senate Bill 643 designated Mexia SSLC as the forensic facility, and all new admissions come through the court system. Fifty-four percent of the population is an Alleged Offender. Eighty-seven percent of the total population is male. Also, 45% of the population is under the age of 30. Sixty-eight percent of the population has resided at Mexia SSLC for ten years or less. Fourteen percent of the population is considered a minor.

There are five units on campus, and three of those units are designated as forensic. Longhorn Unit houses up to 72 juvenile male alleged offenders. One of the six homes, Longhorn 4, is locked. Whiterock Unit houses up to 102 adult alleged offenders in eight homes, with Whiterock 7 and 8 and being locked homes. Shamrock Unit houses up to 96 adult male alleged offenders in five homes. Barnett Unit houses up to 68 males, ages 18 and up. Most of the individuals are ambulatory, and some need some staff assistance with

	Mexia SSLC	Total SSLCs
Population	254	3,165
Ages ≤21	24%	6%
Ages 22-54	54%	55%
Ages 55+	22%	39%
Level of ID: Mild	44%	16%
Moderate	26%	15%
Severe	6%	15%
Profound	22%	52%
Unspecified	1%	1%
Not Indicated	0%	1%
Health Status: Moderate	40%	36%
Severe	3%	9%
Alleged Offenders: At SSLC	53%	5%
Deemed High Risk	6%	0.44%
Community Transitions	23	97

completing their self-care and daily living skills. Martin Unit houses up to 112 individuals, both male and female. The most medically fragile individuals live within the Martin Unit. Individuals are both ambulatory and non-ambulatory, and they require more staff assistance than any of the other units. Martin Unit provides 24 hour nursing care.

Vocational training is provided in several areas on campus, as well as in the community. There is a large workshop that does contract work and two other smaller workshops. There is also a recycling crew that collects paper and cardboard from Mexia and neighboring cities, as well as a mowing crew. There is a greenhouse which sells plants to the public all year round, with a high volume of poinsettia sales during the holiday season. The facility woodshop repairs furniture in the facility and it also builds and sells wood outdoor furniture to the public. There are current plans to open a General Store to make some of the products easily available to the public. School-aged individuals attend classes at Mexia ISD at the Mexia ISD Development Center.

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. This High-Risk Determination process continues at Mexia SSLC and San Angelo SSLC where all court committed individuals are initially admitted. The OIO is charged to advocate for and educate the residents determined to be high risk of their right to appeal. Our office continues to work with DADS legal and advocate groups to be a resource to the residents throughout this process.



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

Deatrice Potlow, Assistant Independent Ombudsman
Richmond State Supported Living Center

Richmond State supported Living Center (RSSLC) opened 1968. RSSCL operates under the Texas Department Aging Disability Service (DADS). The 241-acre state supported living center is home to 327 Residents. RSSLC has a total of 24 homes. RSSLC has three workshops on campus that offer employment opportunities, and job enhancement skills to the residents Monday through Friday.

	Richmond SSLC	Total SSLCs
Population	327	3,165
Ages ≤21	2%	6%
Ages 22-54	57%	55%
Ages 55+	41%	39%
Level of ID: Mild	12%	16%
Moderate	9%	15%
Severe	18%	15%
Profound	61%	52%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	47%	36%
Severe	3%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	4	97

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RSSLC is undergoing major project renovations to include the Main Vocational Service Center and the Gymnasium. As these projects continue in their final stages the residents were temporarily relocated to other Vocational Centers on campus and special events were held at different buildings or held off campus.



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

James Arnold, Assistant Independent Ombudsman
Rio Grande State Center

The Rio Grande State Center is composed of three facilities, which are part of the Department of State Health Services state hospital system. It has a mental health clinic which includes a forensic unit, an outpatient health clinic, and an Intermediate Care Facility which provides services to 64 individuals with Intellectual and Developmental Disabilities (IDD). This ICF component is served by the Office of the Independent Ombudsman.

	Rio Grande Center	Total SSLCs
Population	65	3,165
Ages ≤21	8%	6%
Ages 22-54	72%	55%
Ages 55+	20%	39%
Level of ID: Mild	9%	16%
Moderate	28%	15%
Severe	29%	15%
Profound	28%	52%
Unspecified	6%	1%
Not Indicated	0%	1%
Health Status: Moderate	18%	36%
Severe	3%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	5	97



Mr. Arnold hails from Pearsall, Texas, and attended the University of Texas (UT) at Austin and Texas A&I (now Texas A&M) in Kingsville to complete his Bachelor of Arts degree in Music Education. While attending UT Austin, Mr. Arnold joined the Air Force. Following his military career, Mr. Arnold completed two Master's Degrees, one in Educational Psychology from East Texas State University and the other in Counseling Psychology. He joined the Commerce Police Department and was promoted to sergeant. Later he accepted a psychologist's position at the Rio Grande State Center in Harlingen. He also served as Human Rights Officer before accepting the Assistant Independent Ombudsman position in 2010.

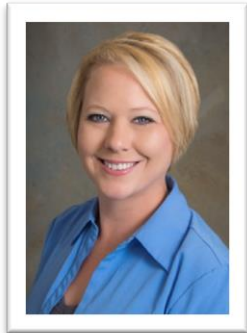
Kristin Priddy, Assistant Independent Ombudsman
San Angelo State Supported Living Center

The San Angelo State Supported Living Center, located about 15 miles north of San Angelo in Carlsbad, is home to 215 individuals with profound to mild developmental and physical disabilities. There are 18 homes on the SSLC campus with plans to open another soon. The majority of the residents are independent in their daily living skills and ambulate without assistance. There are two homes dedicated to geriatric individuals and two for medically fragile individuals. One home serves juvenile females, many of whom were

	San Angelo SSLC	Total SSLCs
Population	232	3,165
Ages ≤21	2%	6%
Ages 22-54	64%	55%
Ages 55+	34%	39%
Level of ID: Mild	59%	16%
Moderate	20%	15%
Severe	9%	15%
Profound	11%	52%
Unspecified	0%	1%
Not Indicated	0%	1%
Health Status: Moderate	20%	36%
Severe	0%	9%
Alleged Offenders: At SSLC	13%	5%
Deemed High Risk	0%	0.44%
Community Transitions	11	97

referred to the SSLC by juvenile courts. Two homes are dedicated to serving males who have inappropriate sexual behavior, many of whom have been charged with sexual offenses. The facility employs staff specialized in treatment for this population. The facility operates a competency restoration program for individuals admitted through the courts because they have been found incompetent to stand trial for criminal offenses. A large number of the

facility’s population are dual diagnosed, meaning that they have been diagnosed with a mental illness along with intellectual disability.



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

Gevona Hicks, Assistant Independent Ombudsman
San Antonio State Supported Living Center

The San Antonio State Supported Living Center (SASSLC) opened in 1978. The center currently serves 233 individuals with cognitive disabilities ranging from mild to profound. The San Antonio SSLC is comprised of eight residential homes. Two homes specialize in providing medical monitoring and 24-hour nursing services, two homes specialize in providing support for individuals with behavioral challenges, and the other four homes provide services ranging from total care needs and physical management to minimal assistance with activities of

	San Antonio SSLC	Total SSLCs
Population	232	3,165
Ages ≤21	2%	6%
Ages 22-54	64%	55%
Ages 55+	34%	39%
Level of ID: Mild	13%	16%
Moderate	16%	15%
Severe	17%	15%
Profound	53%	52%
Unspecified	0%	1%
Not Indicated	1%	1%
Health Status: Moderate	24%	36%
Severe	11%	9%
Alleged Offenders: At SSLC	0%	5%
Deemed High Risk	0%	0.44%
Community Transitions	3	97

daily living activities. San Antonio also continues to provide services to individuals qualifying and receiving public education services.

The residents have access to a developmental center which accommodates vocational workshops, habilitation programs, gymnasium, swimming pool, and computer lab. San Antonio SSLC currently has 120 residents with vocational employment on campus and seven residents employed and working off-site at community establishments. The campus also houses a dental clinic, volunteer pavilion, clinical services offices and administration offices. The campus is located in southwest San Antonio near several shopping centers and business which are frequently visited by residents.



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

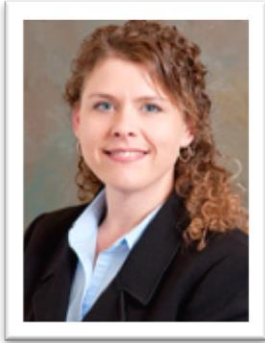
Central Office

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



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. George and his wife Ria have two grown and married children and five fabulous grandchildren. They enjoy traveling, cooking, entertaining and the arts.

Candace Jennings, MPA – Deputy Independent Ombudsman



Ms. Jennings was born and raised in Galveston County, Texas, and received 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. Ms. 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 Independent Ombudsman by leading with compassion and integrity, expecting that the lives of SSLC residents will be positively impacted by the OIO.

Sharon Nielsen - Executive Assistant to Dr. Bithos



Ms. 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. Ms. Nielsen joined the Office of the Independent Ombudsman in February 2011.

Aletrice Jones, MBA - Administrative Assistant



Ms. Jones was raised in Mission Viejo, California and relocated to Austin to complete her undergraduate studies. In 2011, Ms. 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. Ms. 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. Ms. Jones joined the OIO in September 2015.

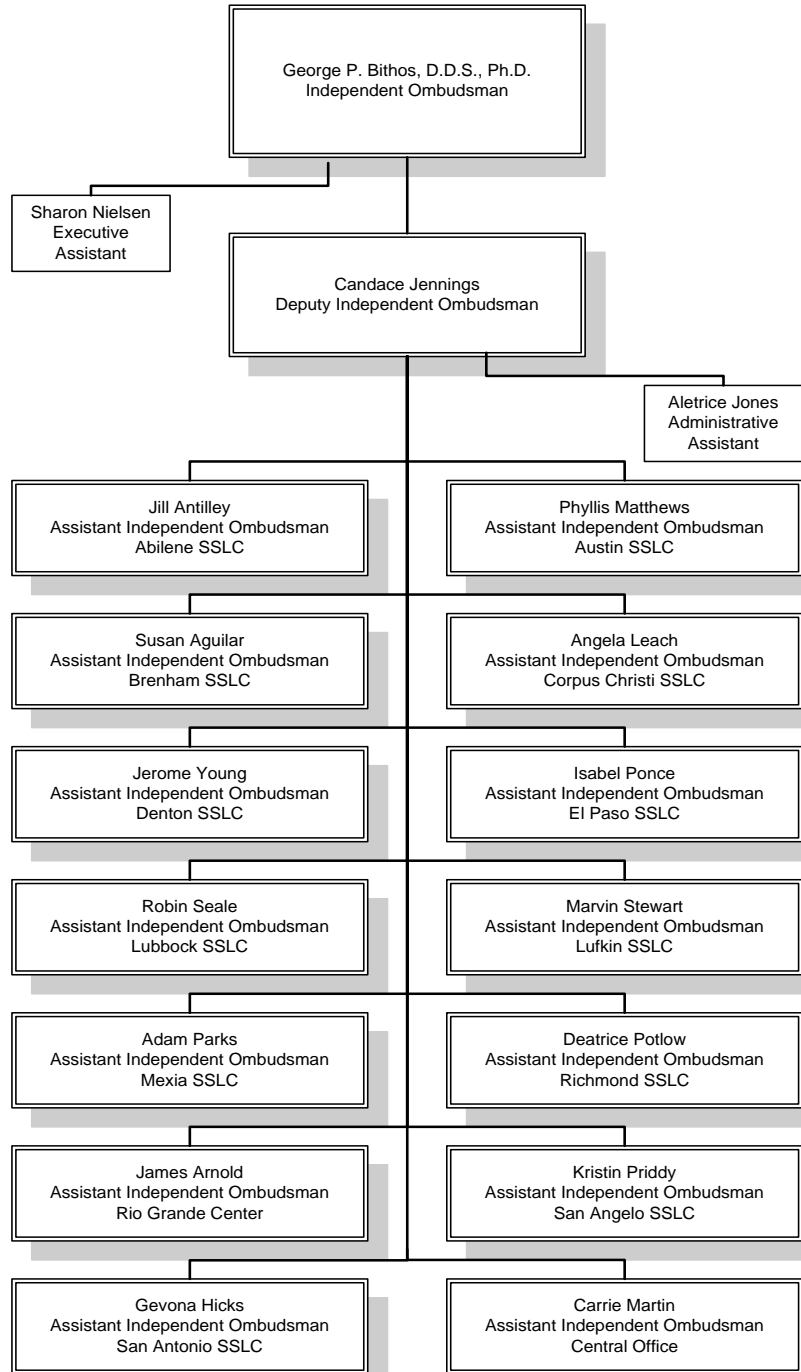
Carrie Martin – Assistant Independent Ombudsman, Central Office



Mrs. 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, 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 and coordination. 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 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 December 2014.



Organizational Chart



Appendix: Data

Contacts by Case Type by SSLC, June 1, 2015 through December 31, 2015

Case Type	Abilene	Austin	Corpus Christi	Denton	El Paso	Lubbock	Lufkin	Mexia	Richmond	Rio Grande	San Angelo	San Antonio	Total	
Abuse Neglect & Exploitation	1	1	4	0	0	2	4	7	0	1	0	1	2	23
Discharge/ Transfer	2	5	1	1	0	1	3	2	0	2	2	0	3	22
Guardianship	0	0	0	0	0	0	3	0	0	0	4	0	0	7
High Risk Determination	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Non-SSLC Issue	3	5	1	0	0	0	3	1	0	2	0	0	0	15
Other	1	1	2	0	1	0	0	1	0	1	0	1	2	10
Personnel	3	3	4	0	11	5	8	2	3	4	0	0	1	44
Request for OIO Information	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Retaliation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Rights	2	4	1	4	0	3	31	13	13	3	0	7	16	97
Service Delivery-Behavioral	1	0	1	5	0	1	5	5	2	1	5	0	7	33
Service Delivery-Medical	1	4	1	3	2	4	8	10	0	3	2	0	9	47
Service Delivery-Residential	7	10	20	10	18	35	8	12	3	8	3	0	17	151
Service Delivery-Vocational	1	0	1	0	2	3	5	0	1	3	5	0	0	21
Total	22	33	36	23	34	56	78	53	23	28	21	9	57	473

Contacts by Relationship to Resident by SSLC, June 1, 2015 through December 31, 2015

Relationship To Resident	Abilene	Austin	Brenham	Corpus Christi	Denton	El Paso	Lubbock	Lufkin	Mexia	Richmond	Rio Grande	San Angelo	San Antonio	Total
Advocate	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Family	0	1	3	0	1	1	3	0	0	1	2	0	2	14
Family LAR	2	0	11	1	1	2	4	9	0	6	0	1	11	48
Friend	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Guardian (LAR)	1	2	1	1	4	0	0	1	0	0	0	0	0	10
Legislative Office	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Ombudsman	2	10	3	2	2	11	7	12	2	3	12	3	11	80
Other	0	6	1	0	0	1	1	1	0	2	1	1	1	15
Resident	6	1	9	17	8	6	21	3	5	3	1	3	5	88
Staff	6	13	8	2	18	35	40	25	14	12	5	1	27	206
Unknown	5	0	0	0	0	0	1	0	2	1	0	0	0	9
Total	22	33	36	23	34	56	78	53	23	28	21	9	57	473

Contacts Per Month Per SSLC, June 1, 2015 through December 31, 2015

	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Total
Abilene SSLC	5	6	2	3	4	0	2	22
Austin SSLC	6	10	6	3	1	3	4	33
Brenham SSLC	5	6	8	6	4	3	4	36
Corpus Christi SSLC	0	5	0	9	0	2	7	23
Denton SSLC	4	6	5	5	5	4	5	34
El Paso SSLC	7	8	7	8	9	8	9	56
Lubbock SSLC	7	12	15	9	8	13	14	78
Lufkin SSLC	6	9	9	7	4	12	6	53
Mexia SSLC	4	6	3	4	3	1	2	23
Richmond SSLC	4	2	5	0	4	10	3	28
Rio Grande Center	5	6	1	3	2	2	2	21
San Angelo SSLC	2	0	2	4	0	0	1	9
San Antonio SSLC	16	9	5	6	6	3	12	57
Total	71	85	68	67	50	61	71	473