

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

**83rd Legislature
Senate Bill 1
General Appropriations Act
Article V, Rider 58
Annual Ombudsman Report**



Prepared By

**Texas Department of Criminal Justice
Office of the Ombudsman**

December 1, 2014

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
83rd LEGISLATURE
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ANNUAL OMBUDSMAN REPORT

The Texas Department of Criminal Justice (TDCJ) Ombudsman Program facilitates public access to agency staff through coordination with divisional offices. Public knowledge of the program and its procedures are available through the TDCJ website. Informational posters, both in English and Spanish, have been placed on TDCJ correctional facilities, secure parole facilities, and district parole offices. The posters outline how each divisional ombudsman may be contacted. The TDCJ website provides contact information for each ombudsman section. A TDCJ Ombudsman Program brochure has been produced in English and Spanish versions, which is also distributed for informational purposes.

The program is in compliance with Texas Government Code §493.016; the Governor's Compact with Texans; and TDCJ Executive Directive (ED) 02.03, "TDCJ Ombudsman Program."

In accordance with Section 493.016 of the Texas Government Code, the TDCJ Ombudsman Program provides a single point of contact for elected officials and members of the general public who have inquiries regarding the agency, offenders or staff. When necessary, investigations shall be coordinated through appropriate TDCJ officials. The TDCJ Ombudsman Offices strive to provide timely responses to the public.

In accordance with the 83rd Legislature, Senate Bill 1 of the General Appropriations Act, Article V, Rider 58, the TDCJ will provide annual reports on the number and types of inquiries made, the resolution of each inquiry, and how each inquiry was resolved.

This report contains information regarding inquiries closed from September 1, 2013 through August 31, 2014 (FY 2014). During FY 2014, resolutions were provided for 19,569 inquiries.

ISSUE CODE TOTALS BY RESOLUTION OUTCOME RESULTS

ISSUE	TOTAL
Allegations/Threats and/or Physical harm from another Offender	663
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	1
Unable to provide outcome or information requested	23
Grievance filed and pending outcome of grievance	15
Other action taken	62
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	145
Referred to OIG	3
Referred to PREA	1
Offender reassigned unit/housing/job/class/program	77
Investigated - No corrective action necessary	314
Request approved/Corrective action taken	5
Some corrective action/Some unable to provide outcome requested	13
No contact information for requestor	1
Request for Protection	15
<i>Resolutions/Outcomes</i>	
Other action taken	1
General info provided/Policy or process explained	4
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	6
Some corrective action/Some unable to provide outcome requested	1
Pending Litigation/Provided general information	1
Physical Harm or Threats of Physical Harm from Staff	519
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	2
Unable to provide outcome or information requested	16
Grievance filed and pending outcome of grievance	46
Other action taken	17
General info provided/Policy or process explained	93
Referred to OIG	8
Referred to PREA	3
Offender reassigned unit/housing/job/class/program	7
Investigated - No corrective action necessary	316
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	9
No contact information for requestor	1

ISSUE	TOTAL
Medical Emergencies (to include threats of suicide or hunger strikes)	18
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	8
Investigated - No corrective action necessary	6
Seen by medical/Medication provided/Co-pay issues addressed	4
ADA Issues (denial of access to a program, service or activity based on a disability)	4
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
General info provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Medical restrictions changed	1
Impermissible Offender Conduct and Privilege Issues (situations where an offender(s) is receiving preferential treatment with regard to services or privileges, access to sensitive information or an offender in authority over another offender)	2
<i>Resolutions/Outcomes</i>	
Other action taken	1
Investigated - No corrective action necessary	1
Discrimination Based on Gender or Nationality	4
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	4
Extortion to include obtaining currency, property, or demanding the performance of an action by coercion, deception, or violence (sexual favors, commissary items, trust fund deposits, etc)	15
<i>Resolutions/Outcomes</i>	
Unable to provide information or outcome requested	1
Grievance filed and pending outcome of grievance	1
General info provided/Policy or process explained	2
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	2
Investigated – No corrective action necessary	7
Request approved/Corrective action taken	1
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent) **	18
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Referred to PREA	17

ISSUE	TOTAL
Allegations of Sexual Abuse (sexual contact between the genitals of one person and the genitals, mouth, anus, or hands of another person, to include sexual fondling, without that person's consent)	3
<i>Resolutions/Outcomes</i>	
Referred to OIG	1
Referred to PREA	2
Specialty Issues not otherwise specified	4
<i>Resolutions/Outcomes</i>	
Other action taken	1
General info provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Religious Service/Membership	14
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	10
Investigated - No corrective action necessary	2
Some corrective action/Some unable to provide outcome requested	1
Pending Litigation/Provided general information	1
Religious Paraphernalia	6
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Discrimination based on Religion	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	12
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	1
General info provided/Policy or process explained	9
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	1138
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	1
Request to disregard	1
Unable to provide outcome or information requested	53
Grievance filed and pending outcome of grievance	7
Other action taken	8
Records corrected	2
Offender information provided/Information provided to victim	114
General info provided/Policy or process explained	761
Requested additional information from requestor	78
Offender reassigned unit/housing/job/class/program	31
Investigated - No corrective action necessary	58
Medical restrictions changed	1
Request approved/Corrective action taken	1
Contact information provided	18
Some corrective action/Some unable to provide outcome requested	3
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	132
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Unable to provide outcome or information requested	4
Grievance filed and pending outcome of grievance	4
Other action taken	5
General info provided/Policy or process explained	45
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	30
Investigated - No corrective action necessary	30
Seen by medical/Medication provided/Co-pay issues addressed	2
Medical restrictions changed	3
Some corrective action/Some unable to provide outcome requested	6

ISSUE	TOTAL
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	46
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	2
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	30
Investigated - No corrective action necessary	11
Educational/Vocational Training (Windham School, Educational Testing, Lee College, Class Schedules, Project RIO, Changes, etc.)	48
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	4
Other action taken	2
General info provided/Policy or process explained	38
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	1
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	43
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	4
Other action taken	3
Offender information provided/Information provided to victim	2
General info provided/Policy or process explained	29
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	122
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	10
Grievance filed and pending outcome of grievance	6
Other action taken	7
Records corrected	1
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	67
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	18
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	6

ISSUE	TOTAL
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	21
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	17
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Security Threat Group (confirmation, GRAD Program, “ex”-gang investigations initiated, etc.)	35
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	7
Grievance filed and pending outcome of grievance	2
Records corrected	1
General info provided/Policy or process explained	14
Investigated - No corrective action necessary	9
Some corrective action/Some unable to provide outcome requested	2
Integration/Random Cell Assignments/Lamar Issues (racial discrimination)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	136
<i>Resolutions/Outcomes</i>	
Not satisfied with response	1
Unable to provide outcome or information requested	5
Records corrected	4
Offender information provided/Information provided to victim	17
General info provided/Policy or process explained	104
Requested additional information from requestor	4
Investigated - No corrective action necessary	1
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	85
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	10
Other action taken	2
Records corrected	2
Offender information provided/Information provided to victim	13
General info provided/Policy or process explained	50
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	1
Contact information provided	1
Some corrective action/Some unable to provide outcome requested	2

ISSUE	TOTAL
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	419
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	2
Unable to provide outcome or information requested	23
Grievance filed and pending outcome of grievance	2
Other action taken	12
Records corrected	7
General info provided/Policy or process explained	310
Requested additional information from requestor	12
Reinstated/visitor list approved	9
Investigated - No corrective action necessary	36
Request approved/Corrective action taken	2
Some corrective action/Some unable to provide outcome requested	3
Telephone Access (any issue concerning offender telephone calls)	484
<i>Resolutions/Outcomes</i>	
Duplicate entry	1
Duplicate request from the same requestor	1
Inquiry status	2
Additional information received from requestor	1
Unable to provide outcome or information requested	4
Grievance filed and pending outcome of grievance	1
Other action taken	5
General info provided/Policy or process explained	285
Requested additional information from requestor	9
Telephone access/information provided	171
Investigated - No corrective action necessary	3
Maintenance work order submitted and/or completed	1
Interview Requests (I-60 not answered, administration will not interview, etc.)	5
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
General info provided/Policy or process explained	3

ISSUE	TOTAL
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	194
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	5
Grievance filed and pending outcome of grievance	5
Other action taken	14
Offender information provided/Information provided to victim	4
General info provided/Policy or process explained	128
Requested additional information from requestor	8
Reinstated/visitor list approved	1
Investigated - No corrective action necessary	25
Some corrective action/Some unable to provide outcome requested	3
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	30
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	21
Investigated - No corrective action necessary	8
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	41
<i>Resolutions/Outcomes</i>	
Other action taken	1
Records corrected	1
General info provided/Policy or process explained	29
Investigated - No corrective action necessary	10
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	11
<i>Resolutions/Outcomes</i>	
Other action taken	1
General info provided/Policy or process explained	6
Investigated - No corrective action necessary	1
No contact information for requestor	3
Mail not being delivered in accordance with Correspondence Rules Time Limits	20
<i>Resolutions/Outcomes</i>	
Other action taken	2
General info provided/Policy or process explained	10
Investigated - No corrective action necessary	6
Request approved/Corrective action taken	2

ISSUE	TOTAL
Offender Well Being (have not heard from, non-specified general concerns)	120
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Other action taken	10
Offender information provided/Information provided to victim	11
General info provided/Policy or process explained	77
Requested additional information from requestor	6
Investigated - No corrective action necessary	14
Seen by medical/Medication provided/Co-pay issues addressed	1
Communication Issues not otherwise specified	19
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	1
General info provided/Policy or process explained	17
Improperly Charged (inconsistent with the offense or false)	379
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	19
Grievance filed and pending outcome of grievance	80
Other action taken	7
General info provided/Policy or process explained	124
Requested additional information from requestor	10
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	117
Property replaced/returned/settlement	1
Disciplinary overturned	14
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	3
No contact information for requestor	1
Notice/Service Deficiency (inadequate, 24 hour rule violation, major/minor charge not specified, other service document errors.)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
General info provided/Policy or process explained	1
Investigation Deficiency (preliminary investigation not conducted or not conducted properly.)	11
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	3
General info provided/Policy or process explained	6
Requested additional information from requestor	1
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Failure to allow, call, or interview witnesses and/or cross examination (requested witnesses were improperly excluded or cross-examination of the witness was denied)	3
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
Some corrective action/Some unable to provide outcome requested	1
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representation inadequate)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
Investigated - No corrective action necessary	1
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt.)	7
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	1
Other action taken	1
General info provided/Policy or process explained	2
Investigated - No corrective action necessary	2
Improper Punishment (punishment was too severe or outside of established guidelines.)	14
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	2
Other action taken	1
Records corrected	1
General info provided/Policy or process explained	6
Investigated - No corrective action necessary	3
Accused Excluded from Hearing (offender excluded from the hearing without sufficient justification or was not called to the hearing.)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
Investigated - No corrective action necessary	1
Deficient Hearing Record (hearing record inadequately completed, sections left blank)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Mitigating Factors for Offense (offender admits committing offense but provides reasons for his behavior)	2
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Frivolous Issues (reason/excuse which does not refute the charge)	1
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Disciplinary Overturn Request (no specific reason stated or due process error claimed.)	32
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	3
Grievance filed and pending outcome of grievance	4
Other action taken	1
General info provided/Policy or process explained	12
Investigated - No corrective action necessary	7
Disciplinary overturned	4
Some corrective action/Some unable to provide outcome requested	1
Disciplinary Issues not otherwise specified	77
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	8
Grievance filed and pending outcome of grievance	12
Records corrected	1
General info provided/Policy or process explained	36
Requested additional information from requestor	1
Investigated - No corrective action necessary	18
Disciplinary overturned	1
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	75
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	2
Other action taken	4
General info provided/Policy or process explained	27
Investigated - No corrective action necessary	29
Food service issue addressed	13

ISSUE	TOTAL
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	119
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	3
Other action taken	7
Offender information provided/Information provided to victim	2
General info provided/Policy or process explained	91
Requested additional information from requestor	2
Investigated - No corrective action necessary	12
Request approved/Corrective action taken	1
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	93
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	7
Other action taken	3
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	74
Requested additional information from requestor	5
Investigated - No corrective action necessary	2
Trust fund credited	1
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	16
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	4
General info provided/Policy or process explained	8
Investigated - No corrective action necessary	2
Request approved/Corrective action taken	1
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	32
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	7
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	15
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Necessities provided	3
Request approved/Corrective action taken	1
Activity Rotation (building schedules, count time procedures)	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2

ISSUE	TOTAL
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	215
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	2
Grievance filed and pending outcome of grievance	4
Other action taken	26
Records corrected	1
General info provided/Policy or process explained	80
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	49
Maintenance work order submitted and/or completed	37
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	6
No contact information for requestor	1
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	4
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Grooming (shaving, haircuts, braiding, etc.)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	26
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
Other action taken	1
General info provided/Policy or process explained	13
Investigated - No corrective action necessary	10
Showers (denials, schedules)	10
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	1
General info provided/Policy or process explained	5
Requested additional information from requestor	1
Maintenance work order submitted and/or completed	2

ISSUE	TOTAL
Confiscated/Contraband Property	56
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	10
Other action taken	3
General info provided/Policy or process explained	17
Investigated - No corrective action necessary	18
Property replaced/returned/settlement	4
Some corrective action/Some unable to provide outcome requested	3
Property Policy Questions/Complaints (regulations of offender personal property)	31
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	3
Other action taken	4
General info provided/Policy or process explained	19
Investigated - No corrective action necessary	3
Request approved/Corrective action taken	1
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	210
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	10
Grievance filed and pending outcome of grievance	20
Other action taken	13
General info provided/Policy or process explained	91
Requested additional information from requestor	4
Investigated - No corrective action necessary	26
Property replaced/returned/settlement	38
Necessities provided	2
Request approved/Corrective action taken	2
Some corrective action/Some unable to provide outcome requested	3
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	18
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	2
General info provided/Policy or process explained	10
Investigated - No corrective action necessary	5
No contact information for requestor	1

ISSUE	TOTAL
Maintenance (all unit/facility areas)	22
<i>Resolutions/Outcomes</i>	
Other action taken	4
General info provided/Policy or process explained	4
Requested additional information from requestor	1
Investigated - No corrective action necessary	4
Maintenance work order submitted and/or completed	8
Some corrective action/Some unable to provide outcome requested	1
Facility Lockdown	26
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	19
Requested additional information from requestor	1
Investigated - No corrective action necessary	5
Offender Drug Testing Procedures (any issue regarding random drug testing program)	6
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Request approved/Corrective action taken	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	18
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	1
General info provided/Policy or process explained	15
Investigated - No corrective action necessary	1
Facility Issues not otherwise specified	49
<i>Resolutions/Outcomes</i>	
Inquiry status	1
Other action taken	1
General info provided/Policy or process explained	29
Investigated - No corrective action necessary	15
Maintenance work order submitted and/or completed	2
Some corrective action/Some unable to provide outcome requested	1
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	5
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Seen by medical/Medication provided/Co-pay issues addressed	2

ISSUE	TOTAL
Medical Personnel	43
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Unable to provide outcome or information requested	2
General info provided/Policy or process explained	8
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	31
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	7
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Seen by medical/Medication provided/Co-pay issues addressed	4
Access/Denial to Medical Care and Services	50
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	3
General info provided/Policy or process explained	19
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	26
Dental	6
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	3
Health Records (review/copy issues, discrepancies, external health records issues)	18
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
General info provided/Policy or process explained	10
Seen by medical/Medication provided/Co-pay issues addressed	6
Infectious Diseases (any communicable disease)	2
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	2
Medical Classification/Health Summary – HSM-18 (for use when there are errors on the HSM-18 or in the offender’s medical records)	3
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	2
Medication Issues	43
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	17
Investigated - No corrective action necessary	2
Seen by medical/Medication provided/Co-pay issues addressed	24

ISSUE	TOTAL
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	8
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	5
Not Satisfied with Treatment	124
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	1
Other action taken	1
General info provided/Policy or process explained	47
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	4
Seen by medical/Medication provided/Co-pay issues addressed	68
Podiatry (medically prescribed footwear/appliances)	4
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	4
Special Medical Diets	2
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Medical Transportation (ambulances, PHOP van, etc.)	1
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Ophthalmology/Optometry/Glasses	8
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	4
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	8
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	6
Medical Copayment	24
<i>Resolutions/Outcomes</i>	
Other action taken	1
General info provided/Policy or process explained	9
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	13

ISSUE	TOTAL
Medical Issues not otherwise specified	71
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Offender information provided/Information provided to victim	2
General info provided/Policy or process explained	45
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	22
Access to Courts	8
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	4
Investigated - No corrective action necessary	2
Access to Courts issue resolved	2
Indigent Supplies	5
<i>Resolutions/Outcomes</i>	
Other action taken	1
General info provided/Policy or process explained	4
Telephone Access to Attorneys	1
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	1
Law Library	16
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	3
General info provided/Policy or process explained	6
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Access to Courts issue resolved	2
Legal Visits with Other Offenders	1
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Attorney Visits	1
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Notary Work	4
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2
Access to Courts issue resolved	2
Storage of Legal Material	2
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2

ISSUE	TOTAL
Open Records Requests	96
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	8
Other action taken	2
Offender information provided/Information provided to victim	17
General info provided/Policy or process explained	60
Requested additional information from requestor	3
Investigated - No corrective action necessary	3
Access to Courts issue resolved	1
Request approved/Corrective action taken	1
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	56
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	2
General info provided/Policy or process explained	51
Access to Courts issue resolved	1
Not TDCJ jurisdiction	1
Use of Force	44
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	6
Grievance filed and pending outcome of grievance	5
Other action taken	3
General info provided/Policy or process explained	7
Referred to OIG	6
Investigated - No corrective action necessary	15
No contact information for requestor	1
Use of Chemical Agents	13
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
General info provided/Policy or process explained	5
Referred to OIG	3
Investigated - No corrective action necessary	3
Allegations of Criminal Activity by Staff (violations of state of federal law)	11
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	6
Requested additional information from requestor	1
Referred to OIG	4

ISSUE	TOTAL
Allegations of Retaliation/Harassment for use of Grievance Procedure	28
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Grievance filed and pending outcome of grievance	7
Other action taken	1
Investigated - No corrective action necessary	18
Some corrective action/Some unable to provide outcome requested	1
Allegations of Retaliation/Harassment for efforts to exercise Access to Courts rights	4
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Pending Litigation/Provided general information	2
Allegations of Harassment for contributing to or cooperating with an Official Investigation	3
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Unprofessional Staff Appearance	1
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Threats from Staff	21
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	7
Investigated - No corrective action necessary	14
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	50
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	8
Other action taken	2
General info provided/Policy or process explained	7
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	32
Allegations of Denial/Interference with Activity	55
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
Grievance filed and pending outcome of grievance	7
Other action taken	3
Records corrected	1
General info provided/Policy or process explained	10
Requested additional information from requestor	1
Investigated - No corrective action necessary	30
Some corrective action/Some unable to provide outcome requested	1

ISSUE	TOTAL
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1101
<i>Resolutions/Outcomes</i>	
Duplicate Entry	1
Duplicate request from the same requestor	4
Request to disregard	4
Not satisfied with response	1
Unable to provide outcome or information requested	19
Grievance filed and pending outcome of grievance	117
Other action taken	27
Records corrected	1
General info provided/Policy or process explained	207
Requested additional information from requestor	8
Referred to OIG	1
Referred to PREA	12
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	683
Request approved/Corrective action taken	4
Contact information provided	1
Some corrective action/Some unable to provide outcome requested	10
Staff Issues Not Otherwise Specified	28
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome of grievance	1
Other action taken	1
General info provided/Policy or process explained	7
Requested additional information from requestor	2
Referred to OIG	2
Investigated - No corrective action necessary	13
Transportation (any issue regarding offender movement via bus, van, etc.)	4
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Request approved/Corrective action taken	1

ISSUE	TOTAL
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	29
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	2
Other action taken	2
General info provided/Policy or process explained	10
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	8
Some corrective action/Some unable to provide outcome requested	1
Not TDCJ jurisdiction	1
Allegations against Grievance staff	15
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome of grievance	1
Other action taken	1
General info provided/Policy or process explained	4
Investigated - No corrective action necessary	8
Some corrective action/Some unable to provide outcome requested	1
Grievance Procedure/Processing/Response Time	61
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	2
Grievance filed and pending outcome of grievance	6
Other action taken	3
Records corrected	2
General info provided/Policy or process explained	30
Requested additional information from requestor	1
Investigated - No corrective action necessary	14
Grievance overturned	1
Disciplinary overturned	1
Some corrective action/Some unable to provide outcome requested	1
Access to Grievance Forms	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.)	7
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	7

ISSUE	TOTAL
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only.	558
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	5
Additional information received from requestor	383
Request to disregard	135
Not satisfied with response	32
Not TDCJ jurisdiction	2
No contact information for requestor	1
Telephone/Internet/Mail Contacts	813
Used when Ombudsman office receives numerous letters – same subject, same requestor.	
<i>Resolutions/Outcomes</i>	
Duplicate Entry	59
Duplicate request from the same requestor	754
Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.)	25
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	1
Other action taken	1
General info provided/Policy or process explained	21
Requested additional information from requestor	1
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	145
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Unable to provide outcome or information requested	10
Offender information provided/Information provided to victim	46
General info provided/Policy or process explained	51
Requested additional information from requestor	23
Investigated - No corrective action necessary	1
Contact information provided	12
Policies/Procedures/Requirements/Supervision Systems	559
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Not satisfied with response	1
Unable to provide outcome or information requested	25
Offender information provided/Information provided to victim	71
General info provided/Policy or process explained	371
Requested additional information from requestor	12
Parole support or protest letter received	1
Contact information provided	77

ISSUE	TOTAL
Community Supervision Programs	11
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Offender information provided/Information provided to victim	2
General info provided/Policy or process explained	8
SAFPF Process (screening, judicial process)	3
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	2
Offender's Community Supervision Status	2
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2
Transfers within State (facility transfer requests)	271
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Compliment/Thank you	1
Unable to provide outcome or information requested	24
Other action taken	12
General info provided/Policy or process explained	203
Requested additional information from requestor	7
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	17
Request approved/Corrective action taken	3
Some corrective action/Some unable to provide outcome requested	1
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	4
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Victim Issues	65
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	3
Offender information provided/Information provided to victim	40
General info provided/Policy or process explained	12
Requested additional information from requestor	6
Parole support or protest letter received	4

ISSUE	TOTAL
Parole Status or Parole Review Process Inquiry	3268
<i>Resolutions/Outcomes</i>	
Duplicate Entry	2
Request to disregard	1
Not satisfied with response	3
Offender information provided/Information provided to victim	761
General info provided/Policy or process explained	2184
Requested additional information from requestor	274
Parole support or protest letter received	10
Referred to BPP	8
Contact information provided	16
Some corrective action/Some unable to provide outcome requested	9
BPP Parole Decision Inquiry	2
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Referred to BPP	1
Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	237
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	38
Offender information provided/Information provided to victim	32
General info provided/Policy or process explained	156
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	1
Parole support or protest letter received	1
Referred to BPP	1
Contact information provided	3
BPP Policy/Procedure Inquiry	62
<i>Resolutions/Outcomes</i>	
Requested additional information from requestor	2
Referred to BPP	60
Parole Revocation Process/Concern	144
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	12
Offender information provided/Information provided to victim	15
General info provided/Policy or process explained	96
Requested additional information from requestor	6
Request approved/Corrective action taken	1
Contact information provided	13
Not TDCJ jurisdiction	1
BPP Parole Revocation Decision Inquiry	2
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Requested additional information from requestor	1

ISSUE	TOTAL
Parole Officer/Office Inquiry	624
<i>Resolutions/Outcomes</i>	
Duplicate entry	1
Duplicate request from the same requestor	1
Unable to provide outcome or information requested	24
Offender information provided/Information provided to victim	27
General info provided/Policy or process explained	255
Requested additional information from requestor	10
Parole support or protest letter received	1
Contact information provided	303
Some corrective action/Some unable to provide outcome requested	2
Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	2
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	1
Interstate Compact Inquiry (for parole or community supervision)	26
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Offender information provided/Information provided to victim	3
General info provided/Policy or process explained	19
Requested additional information from requestor	2
Contact information provided	1
Conviction Information	85
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	12
Records corrected	1
Offender information provided/Information provided to victim	18
General info provided/Policy or process explained	44
Requested additional information from requestor	8
Not TDCJ jurisdiction	2
State Jail/SAFPF Release Inquiry	33
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	8
Other action taken	2
Offender information provided/Information provided to victim	5
General info provided/Policy or process explained	15
Requested additional information from requestor	1
Not TDCJ jurisdiction	2

ISSUE	TOTAL
Compliment/Thank you	1103
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	965
Not satisfied with response	138
Support/Non-Support Letters for Parole Release	1233
<i>Resolutions/Outcomes</i>	
Duplicate entry	1
Unable to provide outcome or information requested	13
Offender information provided/Information provided to victim	27
General info provided/Policy or process explained	20
Requested additional information from requestor	77
Parole support or protest letter received	1093
Contact information provided	2
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc)	2068
<i>Resolutions/Outcomes</i>	
Duplicate Entry	2
Duplicate request from the same requestor	1
Inquiry status	170
Additional information received from requestor	10
Request to disregard	6
Not satisfied with response	53
Unable to provide outcome or information requested	154
Grievance filed and pending outcome of grievance	1
Other action taken	1
Records corrected	2
Offender information provided/Information provided to victim	118
General info provided/Policy or process explained	1317
Requested additional information from requestor	207
Investigated - No corrective action necessary	9
Contact information provided	14
Not TDCJ jurisdiction	3
Improper – TDCJ does not have the authority to address the issue(s). (County jails, federal facilities, arrests/trials/confinement, innocence/guilt, offender wages, child support, etc.)	118
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Unable to provide outcome or information requested	24
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	13
Requested additional information from requestor	1
Not TDCJ jurisdiction	78
TOTAL	19,569