

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
84th LEGISLATURE
House Bill 1
General Appropriations Act
Article V, Rider 51

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 84th Legislature, House Bill 1 of the General Appropriations Act, Article V, Rider 51, 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, 2014 through August 31, 2015 (FY 2015). During FY 2015, resolutions were provided for 23,226 inquiries.

ISSUE CODE TOTALS BY RESOLUTION OUTCOME RESULTS

ISSUE	TOTAL
<i>EMERGENCY ISSUES</i>	
Allegations/Threats and/or Physical harm from another Offender	822
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	8
Other action taken	132
General information provided/Policy or process explained	172
Requested additional information from requestor	2
Referred to OIG	1
Offender reassigned unit/housing/job/class/program	129
Investigated - No corrective action necessary	366
Request approved/Corrective action taken	3
Some corrective action/Unable to provide some action requested	5
No contact information for requestor	3
Request for Protection	28
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	8
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	16
Physical Harm or Threats of Physical Harm from Staff	601
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	25
Other action taken	8
General information provided/Policy or process explained	104
Referred to OIG†	12
Offender reassigned unit/housing/job/class/program	8
Investigated - No corrective action necessary	436
Some corrective action/Unable to provide some action requested	3
Pending litigation/provided general information	3
No contact information for requestor	2
Medical Emergencies (to include threats of suicide or hunger strikes)	36
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	15
Investigated - No corrective action necessary	11
Seen by medical staff/Medication provided/Co-pay issues addressed	8
Pending litigation/provided general information	1

†Where "Referred to Office of Inspector General" is noted, this indicates the resolution code used to close out the inquiry however, all inquiries involving complaints against staff are referred to OIG.

ISSUE	TOTAL
ADA Issues (denial of access to a program, service or activity based on a disability)	8
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	3
Food service issue addressed	1
Seen by medical staff/Medication provided/Co-pay issues addressed	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)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Discrimination Based on Gender or Nationality	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated – No corrective action necessary	10
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)	32
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	2
General information provided/Policy or process explained	11
Referred to OIG**	3
Offender reassigned unit/housing/job/class/program	1
Investigated – No corrective action necessary	13
Not TDCJ jurisdiction	1
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent)*	28
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	7
Requested additional information from requestor	1
Referred to PREA	9
Offender reassigned unit/housing/job/class/program	1
Investigated – No corrective action necessary	9

*Where “Referred to PREA: is noted, this indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

**Where “Referred to Office of Inspector General” is noted, this indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of extortion by staff or offenders are referred to OIG.

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)	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Referred to PREA*	2
Investigated - No corrective action necessary	8
Specialty Issues not otherwise specified	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Referred to PREA	1
RELIGION ISSUES	
Religious Service/Membership	21
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	13
Requested additional information from requestor	1
Investigated - No corrective action necessary	6
Religious Paraphernalia	3
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	2
Religious Grooming	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Discrimination based on Religion	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	4
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	16
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	13
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	2

*Where "Referred to PREA" is noted, this indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

ISSUE	TOTAL
CLASSIFICATION ISSUES	
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	1089
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Other action taken	2
Records corrected	2
Offender information provided/Information provided to victim	153
General information provided/Policy or process explained	703
Requested additional information from requestor	138
Offender reassigned unit/housing/job/class/program	48
Investigated - No corrective action necessary	33
Contact information provided	6
Not TDCJ jurisdiction	1
No contact information for requestor	1
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	147
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
Other action taken	1
Records corrected	1
General information provided/Policy or process explained	72
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	30
Investigated - No corrective action necessary	33
Medical restrictions changed	1
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	115
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	80
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	7
Investigated - No corrective action necessary	19
Property replaced/returned/settlement	2
Necessities provided	1
No contact information for requestor	1

ISSUE	TOTAL
Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.)	62
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Other action taken	1
General information provided/Policy or process explained	50
Requested additional information from requestor	1
Investigated - No corrective action necessary	5
Request approved/Corrective action taken	3
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	74
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	66
Requested additional information from requestor	3
Request approved/Corrective action taken	1
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	102
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Records corrected	1
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	79
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	5
Investigated - No corrective action necessary	10
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	40
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	28
Investigated - No corrective action necessary	7
Seen by medical staff/Medication provided/Co-pay issues addressed	1
Request approved/Corrective action taken	1
Some corrective action/Unable to provide some action requested	2
Security Threat Group (confirmation, GRAD Program, "ex"-gang investigations initiated, etc.)	35
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	30
Investigated - No corrective action necessary	3

ISSUE	TOTAL
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)	152
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Records corrected	2
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	111
Requested additional information from requestor	7
Investigated - No corrective action necessary	21
Request approved/Corrective action taken	1
Transfers within State (facility transfer requests)	334
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Other action taken	1
General information provided/Policy or process explained	296
Requested additional information from requestor	11
Offender reassigned unit/housing/job/class/program	9
Investigated - No corrective action necessary	11
Request approved/Corrective action taken	4
No contact information for requestor	1
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	3
State Jail/SAFPF Release Inquiry	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Requested additional information from requestor	2
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	101
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Records corrected	4
Offender information provided/Information provided to victim	10
General information provided/Policy or process explained	67
Requested additional information from requestor	7
Investigated - No corrective action necessary	12

ISSUE	TOTAL
COMMUNICATION ISSUES	
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	656
<i>Resolutions/Outcomes</i>	
Other action taken	8
Records corrected	4
General information provided/Policy or process explained	565
Requested additional information from requestor	43
Reinstated/visitor list approved	5
Investigated - No corrective action necessary	25
Access to Courts issue resolved	2
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	1
Pending litigation/provided general information/provided general	1
No contact information for requestor	1
Telephone Access (any issue concerning offender telephone calls)	443
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Other action taken	3
Offender information provided/information provided to victim	2
General information provided/Policy or process explained	256
Requested additional information from requestor	29
Telephone access/information provided	149
Investigated - No corrective action necessary	3
Interview Requests (I-60 not answered, administration will not interview, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Access to Forms (I-60, sick call, non-grievance forms)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	276
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	2
Other action taken	6
Records corrected	1
Offender information provided/Information provided to victim	13
General information provided/Policy or process explained	210
Requested additional information from requestor	20
Investigated - No corrective action necessary	21
No contact information from requestor	1

ISSUE	TOTAL
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	17
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	16
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	66
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	58
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Property replaced/returned/settlement	1
Request approved/Corrective action taken	1
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	3
Mail not being delivered in accordance with Correspondence Rules Time Limits	29
<i>Resolutions/Outcomes</i>	
Duplicate entry	1
General information provided/Policy or process explained	17
Investigated - No corrective action necessary	11
Offender Well Being (have not heard from, non-specified general concerns)	171
<i>Resolutions/Outcomes</i>	
Other action taken	3
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	148
Requested additional information from requestor	12
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	4
No contact information for requestor	1
Communication Issues not otherwise specified	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Requested additional information from requestor	1

ISSUE	TOTAL
<i>DISCIPLINARY ISSUES</i>	
Improperly Charged (inconsistent with the offense or false)	698
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Request to disregard	1
Grievance filed and pending outcome	97
General information provided/Policy or process explained	413
Requested additional information from requestor	27
Investigated - No corrective action necessary	134
Disciplinary overturned	24
No contact information for requestor	1
Notice/Service Deficiency (inadequate, 24 hour rule violation, major/minor charge not specified, other service document errors.)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigation Deficiency (preliminary investigation not conducted or not conducted properly.)	1
<i>Resolutions/Outcomes</i>	
Disciplinary overturned	1
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>	
Grievance filed and pending outcome	2
Investigated - No corrective action necessary	1
Denied Presentation of Documentary and/or Other Evidence (lay-in slips, written statements, photographs, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	3
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representation inadequate)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt.)	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2

ISSUE	TOTAL
Improper Punishment (punishment was too severe or outside of established guidelines.)	15
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	9
Investigated - No corrective action necessary	5
Accused Excluded from Hearing (offender excluded from the hearing without sufficient justification or was not called to the hearing.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Mitigating Factors for Offense (offender admits committing offense but provides reasons for his behavior)	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	6
No Mental Health Review/Clearance (clearance/review was not obtained from MH personnel)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
New Witness/Evidence After the Hearing	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	4
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Investigated - No corrective action necessary	1
Disciplinary overturned	1
Non-Frivolous Evidence Error (evidence, which if true, contradicts the facts alleged in the report)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Disciplinary Overturn Request (no specific reason stated or due process error claimed.)	29
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
General information provided/Policy or process explained	12
Investigated - No corrective action necessary	13

ISSUE	TOTAL
Disciplinary Issues not otherwise specified	199
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	33
Other action taken	2
General information provided/Policy or process explained	96
Requested additional information from requestor	8
Investigated - No corrective action necessary	49
Disciplinary overturned	9
Some corrective action/Some unable to provide outcome requested	1
No contact information for requestor	1
<i>FACILITY OPERATIONS ISSUES</i>	
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	92
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	59
Requested additional information from requestor	7
Investigated - No corrective action necessary	13
Food service issue addressed	9
Access to Courts issue resolved	1
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	170
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	2
Other action taken	7
General information provided/Policy or process explained	137
Requested additional information from requestor	9
Investigated - No corrective action necessary	13
Trust fund credited	1
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	141
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	2
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	120
Requested additional information from requestor	11
Investigated - No corrective action necessary	2
Trust fund credited	1

ISSUE	TOTAL
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	38
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	24
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	4
Maintenance work order submitted and/or completed	5
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	36
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	29
Requested additional information from requestor	2
Investigated - No corrective action necessary	2
Maintenance work order submitted and/or completed	2
Necessities provided	1
Activity Rotation (building schedules, count time procedures)	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	3
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	315
<i>Resolutions/Outcomes</i>	
Duplicate request for same requestor	1
Additional information received from requestor	1
Grievance filed and pending outcome	1
Other action taken	5
General information provided/Policy or process explained	200
Requested additional information from requestor	12
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	41
Maintenance work order submitted and/or completed	49
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	1
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Grooming (shaving, haircuts, braiding, etc.)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Requested additional information from requestor	1
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	56
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	39
Requested additional information from requestor	3
Investigated - No corrective action necessary	9
Maintenance work order submitted and/or completed	2
Disciplinary overturned	1
No contact information for requestor	1
Showers (denials, schedules)	16
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	14
Investigated - No corrective action necessary	1
Maintenance work order submitted and/or completed	1
Confiscated/Contraband Property	91
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	7
General information provided/Policy or process explained	58
Requested additional information from requestor	3
Investigated - No corrective action necessary	12
Property replaced/returned/settlement	7
Access to Courts issue resolved	3
Property Policy Questions/Complaints (regulations of offender personal property)	36
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	22
Requested additional information from requestor	4
Investigated - No corrective action necessary	2
Property replaced/returned/settlement	6
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	333
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Request to disregard	1
Grievance filed and pending outcome	38
Other action taken	8
General information provided/Policy or process explained	184
Requested additional information from requestor	7
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	42
Property replaced/returned/settlement	48
Trust fund credited	1
Grievance overturned	1

ISSUE	TOTAL
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	25
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	13
Investigated - No corrective action necessary	12
Maintenance (all unit/facility areas)	76
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	48
Investigated - No corrective action necessary	3
Maintenance work order submitted and/or completed	24
Facility Lockdown	45
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	40
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	2
No contact information for requestor	1
Offender Drug Testing Procedures (any issue regarding random drug testing program)	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	20
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	17
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
Facility Issues not otherwise specified	16
<i>Resolutions/Outcomes</i>	
Duplicate entry	1
General information provided/Policy or process explained	9
Requested additional information from requestor	1
Investigated - No corrective action necessary	4
No contact information for requestor	1
HEALTH SERVICES ISSUES	
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	5

ISSUE	TOTAL
Medical Personnel	40
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	13
Seen by medical/Medication provided/Co-pay issues addressed	27
Confidentiality/Privacy of Medical Information (release of information forms)	3
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	1
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Access/Denial to Medical Care and Services	89
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	53
Requested additional information from requestor	4
Seen by medical/Medication provided/Co-pay issues addressed	30
Dental	20
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	14
Health Records (review/copy issues, discrepancies, external health records issues)	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	17
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Infectious Diseases (any communicable disease)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Medication Issues	69
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	43
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	25
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	12
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	6

ISSUE	TOTAL
Not Satisfied with Treatment	169
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
General information provided/Policy or process explained	69
Requested additional information from requestor	4
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	94
Assistive Disability Services – ADS	1
<i>Resolutions/Outcomes</i>	
Some corrective action/Some unable to provide outcome requested	1
Podiatry (medically prescribed footwear/appliances)	2
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	2
Medical Transportation (ambulances, PHOP van, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Ophthalmology/Optometry/Glasses	19
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	8
Request approved/Corrective action taken	1
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Seen by medical/Medication provided/Co-pay issues addressed	7
Medical Copayment	25
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	17
Seen by medical/Medication provided/Co-pay issues addressed	8
Ancillary Medical Services	3
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	3
Medical Issues not otherwise specified	83
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	52
Requested additional information from requestor	3
Seen by medical/Medication provided/Co-pay issues addressed	25

ISSUE	TOTAL
LEGAL ISSUES	
Access to Courts	6
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
Access to Courts issue resolved	4
No contact information for requestor	1
Indigent Supplies	1
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	1
Telephone Access to Attorneys	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	1
Law Books	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	1
Law Library	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Access to Courts issue resolved	5
Notary Work	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Access to Courts issue resolved	4
Storage of Legal Material	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Access to Courts issue resolved	1
Open Records Requests	127
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Other action taken	1
Offender information provided/Information provided to victim	40
General information provided/Policy or process explained	67
Requested additional information from requestor	8
Investigated - No corrective action necessary	1
Access to Courts issue resolved	9

ISSUE	TOTAL
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	52
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	39
Requested additional information from requestor	1
Access to Courts issue resolved	12
STAFF COMPLAINT ISSUES	
Use of Force	27
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Requested additional information from requestor	1
Referred to OIG+	3
Investigated - No corrective action necessary	13
Use of Chemical Agents	19
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	9
Requested additional information from requestor	1
Referred to OIG+	2
Investigated - No corrective action necessary	6
Pointed a Weapon	1
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Allegations of Criminal Activity by Staff (violations of state of federal law)	16
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Referred to OIG+	1
Investigated - No corrective action necessary	8
No contact information for requestor	1
Allegations of Retaliation/Harassment for use of Grievance Procedure	50
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	16
Requested additional information from requestor	1
Investigated - No corrective action necessary	31
Allegations of Retaliation/Harassment for efforts to exercise Access to Courts rights	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Allegations of Harassment for contributing to or cooperating with an Official Investigation	21
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	17

† Where "Referred to Office of Inspector General" is noted, this indicates the resolution code used to close out the inquiry however, all inquiries involving complaints against staff are referred to OIG.

ISSUE	TOTAL
Unprofessional Staff Appearance	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Threats from Staff	38
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
General information provided/Policy or process explained	9
Referred to OIG†	1
Investigated - No corrective action necessary	24
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	74
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	3
General information provided/Policy or process explained	22
Investigated - No corrective action necessary	48
Allegations of Denial/Interference with Activity	53
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	7
General information provided/Policy or process explained	14
Requested additional information from requestor	2
Investigated - No corrective action necessary	30
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1325
<i>Resolutions/Outcomes</i>	
Duplicate Entry	1
Duplicate request from the same requestor	2
Request to disregard	2
Grievance filed and pending outcome	71
Other action taken	11
General information provided/Policy or process explained	302
Requested additional information from requestor	23
Offender reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	897
Request approved/Corrective action taken	3
Contact information provided	1
Some corrective action/Some unable to provide outcome requested	1
No contact information for requestor	5
Staff Issues Not Otherwise Specified	28
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	22
Investigated - No corrective action necessary	6

†Where "Referred to Office of Inspector General" is noted, this indicates the resolution code used to close out the inquiry however, all inquiries involving complaints against staff are referred to OIG.

ISSUE	TOTAL
TRANSPORTATION ISSUES	
Transportation (any issue regarding offender movement via bus, van, etc.)	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
GRIEVANCE PROGRAM ISSUES	
Allegations against Grievance staff	8
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	2
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Request approved/Corrective action taken	1
Grievance Procedure/Processing/Response Time	70
<i>Resolutions/Outcomes</i>	
Other action taken	2
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	54
Requested additional information from requestor	2
Investigated - No corrective action necessary	11
Access to Grievance Forms	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Access to Courts issue resolved	1
DNA ISSUES	
DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
RESEARCH ISSUES	
Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.)	48
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	46
PAROLE ISSUES	
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	199
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	136
Requested additional information from requestor	42
Contact information provided	8

ISSUE	TOTAL
Policies/Procedures/Requirements/Supervision Systems	1062
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	1
Offender information provided/Information provided to victim	17
General information provided/Policy or process explained	967
Requested additional information from requestor	32
Referred to BPP	1
Contact information provided	43
Community Supervision Programs	25
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	22
Requested additional information from requestor	1
Referred to BPP	1
Offender's Community Supervision Status	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Parole Status or Parole Review Process Inquiry	2982
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	590
General information provided/Policy or process explained	2011
Requested additional information from requestor	369
Referred to BPP	2
Contact information provided	9
No contact information for requestor	1
BPP Parole Decision Inquiry	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	336
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	13
General information provided/Policy or process explained	308
Requested additional information from requestor	14
Request approved/Corrective action taken	1
BPP Policy/Procedure Inquiry	51
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Requested additional information from requestor	3
Referred to BPP	43
No contact information for requestor	1

ISSUE	TOTAL
Parole Revocation Process/Concern	260
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	236
Requested additional information from requestor	6
Referred to BPP	1
Contact information provided	11
Parole Officer/Office Inquiry	758
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	375
Requested additional information from requestor	20
Parole support or protest letter received	1
Contact information provided	351
Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Seen by medical staff/Medication provided/Co-pay issues addressed	1
Referred to BPP	1
Interstate Compact Inquiry (for parole or community supervision)	28
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	25
Contact information provided	1
Support/Non-Support Letters for Parole Release	921
<i>Resolutions/Outcomes</i>	
Duplicate entry	2
Additional information received from requestor	1
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	5
Requested additional information from requestor	111
Parole support or protest letter received	793
Contact information provided	1
No contact information for requestor	6
CRIMINAL HISTORY ISSUES	
Conviction Information	65
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	7
General information provided/Policy or process explained	49
Requested additional information from requestor	9

ISSUE	TOTAL
<i>VICTIM ISSUES</i>	
Victim Issues	83
<i>Resolutions/Outcomes</i>	
Other action taken	2
Offender information provided/Information provided to victim	33
General information provided/Policy or process explained	27
Requested additional information from requestor	15
Parole support or protest letter received	4
Request approved/Corrective action taken	1
No contact information for requestor	1
<i>OTHER/MISCELLANEOUS ISSUES</i>	
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	33
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	20
Requested additional information from requestor	5
Investigated - No corrective action necessary	3
Disciplinary overturned	1
Request approved/Corrective action taken	1
Not TDCJ jurisdiction	1
No contact information for requestor	1
SAFPF Process (screening, judicial process)	1
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc)	2664
<i>Resolutions/Outcomes</i>	
Duplicate Entry	2
Duplicate request from the same requestor	2
Inquiry status	103
Additional information received from requestor	5
Request to disregard	3
Grievance filed and pending outcome	1
Other action taken	1
Offender information provided/Information provided to victim	79
General information provided/Policy or process explained	1823
Requested additional information from requestor	633
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	4
Referred to BPP	2
Contact information provided	3
No contact information for requestor	1

ISSUE	TOTAL
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.)	120
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	31
Requested additional information from requestor	2
Not TDCJ jurisdiction	87
<i>FYI / REFERRALS / THANK YOU</i>	
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only.	543
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	10
Additional information received from requestor	503
Request to disregard	28
No contact information for requestor	2
Telephone/Internet/Mail Contacts Used when Ombudsman office receives numerous letters – same subject, same requestor.	1095
<i>Resolutions/Outcomes</i>	
Duplicate Entry	3
Duplicate request from the same requestor	1091
Request to disregard	1
Compliment/Thank you/Rebuttal	1306
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	988
Not satisfied with response	318
TOTAL	23,226