

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

Ombudsman Resolution Report Fiscal Year 2016



Prepared By

**Texas Department of Criminal Justice
ARRM Division**

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, 2015 through August 31, 2016 (FY 2016). During FY 2016, resolutions were provided for 26,186 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS	INQUIRY CATEGORIES	TOTALS
EMERGENCY /SPECIALTY	2,167	TRANSPORTATION	4
RELIGION	45	GRIEVANCE PROGRAM	89
CLASSIFICATION	1,147	DNA	3
COMMUNICATION	4,170	RESEARCH	39
DISCIPLINARY	1,046	PAROLE	6,398
FACILITY OPERATIONS	1,642	CRIMINAL HISTORY	64
MEDICAL/HEALTH SERVICES	616	VICTIM ISSUES	83
LEGAL	241	GEN. INFO. QUESTIONS/MISC. ISSUES	2,712
STAFF COMPLAINTS	2,235	FYI/ REFERRALS/ THANK YOU	3,485

OMBUDSMAN CATEGORIES TOTAL 26,186

ISSUE CODE TOTALS BY RESOLUTION OUTCOME RESULTS

ISSUE	TOTAL
EMERGENCY ISSUES	
Allegations/Threats and/or Physical harm from another Offender	1,126
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	12
Offender information provided/Information provided to victim	32
General info provided/Policy or process explained	192
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	214
Other action taken	103
Investigated - No corrective action necessary	565
Pending Litigation/Provided general information	2
No contact information for requestor	3
Request for Protection	29
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General info provided/Policy or process explained	7
Offender reassigned unit/housing/job/class/program	2
Other action taken	1
Investigated - No corrective action necessary	17
No contact information for requestor	1
Physical Harm or Threats of Physical Harm from Staff	836
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Grievance filed and pending outcome	40
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	173
Requested additional information from requestor	4
Referred to OIG+	7
Offender reassigned unit/housing/job/class/program	16
Other action taken	11
Investigated - No corrective action necessary	572
No contact information for requestor	1
Medical Emergencies (to include threats of suicide or hunger strikes)	56
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	25
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	20
Seen by medical/Medication provided/Co-pay issues addressed	6
ADA Issues (denial of access to a program, service or activity based on a disability)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3

*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
Discrimination Based on Gender and/or Nationality	10
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	5
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.)	29
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	8
Referred to OIG**	1
Offender reassigned unit/housing/job/class/program	2
Other action taken	3
Investigated – No corrective action necessary	14
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent)*	39
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	10
Referred to PREA*	9
Other action taken	1
Investigated – No corrective action necessary	15
Pending Litigation/Provided general information	1
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)	38
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	3
Referred to PREA*	13
Offender reassigned unit/housing/job/class/program	1
Other action taken	1
Investigated - No corrective action necessary	17
Pending Litigation/Provided general information	1
Specialty Issues not otherwise specified	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1

*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
RELIGION ISSUES	
Religious Service/Membership	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	14
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	4
Religious Paraphernalia	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Religious Grooming	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Discrimination based on Religion	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	3
Pending Litigation/Provided general information	2
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Requested additional information from requestor	1
Other action taken	3
Investigated - No corrective action necessary	2
CLASSIFICATION ISSUES	
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	2,088
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	3
Offender information provided/Information provided to victim	621
General information provided/Policy or process explained	1,152
Requested additional information from requestor	172
Offender reassigned unit/housing/job/class/program	61
Other action taken	6
Investigated - No corrective action necessary	60
Contact information provided	10
Pending Litigation/Provided general information	1
Not TDCJ jurisdiction	1

ISSUE	TOTAL
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	184
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
Records corrected	1
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	88
Requested additional information from requestor	8
Offender reassigned unit/housing/job/class/program	36
Other action taken	3
Investigated - No corrective action necessary	38
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	111
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	2
Grievance filed and pending outcome	1
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	68
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	7
Other action taken	1
Investigated - No corrective action necessary	21
No contact information for requestor	1
Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.)	64
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	54
Requested additional information from requestor	1
Other action taken	3
Investigated - No corrective action necessary	2
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	130
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	24
General information provided/Policy or process explained	93
Requested additional information from requestor	7
Offender reassigned unit/housing/job/class/program	4
Other action taken	2

ISSUE	TOTAL
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	120
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	82
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	4
Other action taken	1
Investigated - No corrective action necessary	22
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	33
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	24
Requested additional information from requestor	1
Other action taken	2
Investigated - No corrective action necessary	3
Seen by medical/Medication provided/Co-pay issues addressed	1
Not TDCJ jurisdiction	1
Security Threat Group (confirmation, GRAD Program, "ex"-gang investigations initiated, etc.)	30
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	23
Requested additional information from requestor	2
Investigated - No corrective action necessary	3
Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	192
<i>Resolutions/Outcomes</i>	
Records corrected	7
Offender information provided/Information provided to victim	35
General information provided/Policy or process explained	110
Requested additional information from requestor	24
Other action taken	5
Investigated - No corrective action necessary	10
Requested action approved/taken ±	1

±"Requested action approved/taken" resolution code is used to close out the inquiry when no other specific resolution applies to the manner in which the inquiry was resolved.

ISSUE	TOTAL
Transfers within State (facility transfer requests)	344
<i>Resolutions/Outcomes</i>	
Records corrected	1
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	267
Requested additional information from requestor	13
Offender reassigned unit/housing/job/class/program	11
Other action taken	9
Investigated - No corrective action necessary	39
No contact information for requestor	2
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	13
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	10
Other action taken	1
Investigated - No corrective action necessary	1
State Jail/SAFPF Release Inquiry	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	189
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Records corrected	6
Offender information provided/Information provided to victim	27
General information provided/Policy or process explained	133
Requested additional information from requestor	10
Offender reassigned unit/housing/job/class/program	1
Other action taken	4
Investigated - No corrective action necessary	5
Not TDCJ jurisdiction	2
COMMUNICATION ISSUES	
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	683
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	1
Grievance filed and pending outcome	2
Records corrected	3
Offender information provided/information provided to victim	31
General information provided/Policy or process explained	521
Requested additional information from requestor	66
Reinstated/visitor list approved	5
Other action taken	9
Investigated - No corrective action necessary	42
Not TDCJ jurisdiction	1
No contact information for requestor	1

ISSUE	TOTAL
Telephone Access (any issue concerning offender telephone calls)	336
<i>Resolutions/Outcomes</i>	
Offender information provided/information provided to victim	3
General information provided/Policy or process explained	134
Requested additional information from requestor	31
Telephone access/information provided	162
Other action taken	2
Investigated - No corrective action necessary	4
Interview Requests (I-60 not answered, administration will not interview, etc.)	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Reinstated/visitor list approved	1
Other action taken	1
Investigated - No corrective action necessary	3
Access to Forms (I-60, sick call, non-grievance forms)	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	352
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	45
General information provided/Policy or process explained	227
Requested additional information from requestor	48
Other action taken	9
Investigated - No corrective action necessary	19
Property replaced/returned/settlement	1
Requested action approved/taken ±	2
Not TDCJ jurisdiction	1
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Property replaced/returned/settlement	1

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ISSUE	TOTAL
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	60
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	44
Requested additional information from requestor	3
Other action taken	2
Investigated - No corrective action necessary	7
Property replaced/returned/settlement	2
Access to Courts issue resolved	1
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	12
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	5
Requested additional information from requestor	1
Other action taken	1
Investigated - No corrective action necessary	2
Pending Litigation/Provided general information	2
Mail not being delivered in accordance with Correspondence Rules Time Limits	35
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	13
Requested additional information from requestor	1
Other action taken	1
Investigated - No corrective action necessary	15
Offender Well Being (have not heard from, non-specified general concerns)	306
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Offender information provided/Information provided to victim	14
General information provided/Policy or process explained	250
Requested additional information from requestor	16
Offender reassigned unit/housing/job/class/program	7
Other action taken	2
Investigated - No corrective action necessary	14
Necessities provided	1
No contact information for requestor	1
Communication Issues not otherwise specified	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Other action taken	1

ISSUE	TOTAL
DISCIPLINARY ISSUES	
Improperly Charged (inconsistent with the offense or false)	750
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	96
Offender information provided/Information provided to victim	19
General information provided/Policy or process explained	401
Requested additional information from requestor	13
Referred to OIG	1
Offender reassigned unit/housing/job/class/program	3
Other action taken	6
Investigated - No corrective action necessary	190
Grievance overturned	1
Disciplinary overturned	18
No contact information for requestor	1
Notice/Service Deficiency (inadequate, 24 hour rule violation, major/minor charge not specified, other service document errors.)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Other action taken	1
Investigated - No corrective action necessary	1
Investigation Deficiency (preliminary investigation not conducted or not conducted properly)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Failure to allow, call, or interview witnesses and/or cross examination (requested witnesses were improperly excluded or cross-examination of the witness was denied)	8
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	2
Denied Presentation of Documentary and/or Other Evidence (lay-in slips, written)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representation inadequate)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1

ISSUE	TOTAL
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt)	6
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	3
Improper Punishment (punishment was too severe or outside of established guidelines)	28
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	6
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	12
Investigated - No corrective action necessary	7
Disciplinary overturned	2
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	1
Investigated - No corrective action necessary	3
Mitigating Factors for Offense (offender admits committing offense but provides reasons for his behavior)	3
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	2
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	19
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	11
Investigated - No corrective action necessary	6
Disciplinary Overturn Request (no specific reason stated or due process error claimed)	40
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	6
General information provided/Policy or process explained	19
Requested additional information from requestor	2
Other action taken	1
Investigated - No corrective action necessary	10
Disciplinary overturned	2

ISSUE	TOTAL
Disciplinary Issues not otherwise specified	176
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	22
Records corrected	1
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	82
Requested additional information from requestor	15
Offender reassigned unit/housing/job/class/program	2
Other action taken	2
Investigated - No corrective action necessary	45
Disciplinary overturned	1
FACILITY OPERATIONS ISSUES	
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	103
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	58
Requested additional information from requestor	1
Other action taken	2
Investigated - No corrective action necessary	18
Maintenance work order submitted and/or completed	1
Food service issue addressed	20
Necessities provided	1
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	160
<i>Resolutions/Outcomes</i>	
Inquiry status	1
Additional information received from requestor	1
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	115
Requested additional information from requestor	11
Other action taken	7
Investigated - No corrective action necessary	12
Property replaced/returned/settlement	5
Trust fund credited	2
Requested action approved/taken ±	1
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	143
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	120
Requested additional information from requestor	6
Other action taken	3
Investigated - No corrective action necessary	3
Trust fund credited	4

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ISSUE	TOTAL
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	30
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	20
Offender reassigned unit/housing/job/class/program	1
Other action taken	1
Investigated - No corrective action necessary	6
Maintenance work order submitted and/or completed	1
Requested action approved/taken ±	1
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	65
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	41
Requested additional information from requestor	2
Investigated - No corrective action necessary	5
Necessities provided	17
Activity Rotation (building schedules, count time procedures)	15
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Other action taken	1
Investigated - No corrective action necessary	3
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	319
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	164
Requested additional information from requestor	8
Offender reassigned unit/housing/job/class/program	9
Other action taken	5
Investigated - No corrective action necessary	69
Maintenance work order submitted and/or completed	56
Pending Litigation/Provided general information	2
No contact information for requestor	2
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Maintenance work order submitted and/or completed	1
Grooming (shaving, haircuts, braiding, etc.)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	1

±“Requested action approved/taken” resolution code is used to close out the inquiry when no other specific resolution applies to the manner in which the inquiry was resolved.

ISSUE	TOTAL
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	40
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	26
Offender reassigned unit/housing/job/class/program	1
Other action taken	2
Investigated - No corrective action necessary	7
Maintenance work order submitted and/or completed	2
Showers (denials, schedules)	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	6
Confiscated/Contraband Property	69
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	7
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	46
Investigated - No corrective action necessary	10
Property replaced/returned/settlement	5
Property Policy Questions/Complaints (regulations of offender personal property)	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	1
Property replaced/returned/settlement	2
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	485
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	33
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	230
Requested additional information from requestor	17
Other action taken	8
Investigated - No corrective action necessary	76
Property replaced/returned/settlement	110
No contact information for requestor	1
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	26
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	13
Requested additional information from requestor	2
Other action taken	1
Investigated - No corrective action necessary	7
Pending Litigation/Provided general information	1

ISSUE	TOTAL
Maintenance (all unit/facility areas)	53
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	30
Requested additional information from requestor	1
Other action taken	1
Investigated - No corrective action necessary	5
Maintenance work order submitted and/or completed	16
Facility Lockdown	72
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	54
Requested additional information from requestor	1
Other action taken	2
Investigated - No corrective action necessary	14
Offender Drug Testing Procedures (any issue regarding random drug testing program)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	14
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	13
Facility Issues not otherwise specified	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
HEALTH SERVICES ISSUES	
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	12
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Seen by medical/Medication provided/Co-pay issues addressed	7
Medical Personnel	56
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	15
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	39
Other action taken	1
Confidentiality/Privacy of Medical Information (release of information forms)	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	7

ISSUE	TOTAL
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	12
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	6
Countermanded Medical Orders	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	2
Access/Denial to Medical Care and Services	98
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	34
Requested additional information from requestor	2
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	60
Dental	16
<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	11
Health Records (review/copy issues, discrepancies, external health records issues)	26
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay issues addressed	16
Other action taken	1
Infectious Diseases (any communicable disease)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	4
Medical Classification/Health Summary [HSM-18] (for use when there are errors on the HSM-18 or in the offender's medical records)	1
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	1
Medical Pass Issues	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	2
Medication Issues	70
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	16
Requested additional information from requestor	2
Seen by medical/Medication provided/Co-pay issues addressed	52

ISSUE	TOTAL
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	15
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	9
Other action taken	1
No contact information for requestor	1
Not Satisfied with Treatment	152
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	29
Requested additional information from requestor	5
Seen by medical/Medication provided/Co-pay issues addressed	112
Other action taken	1
No contact information for requestor	5
Assistive Disability Services – ADS	4
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Some requested action taken/Some unable to provide outcome requested ±	3
Podiatry (medically prescribed footwear/appliances)	5
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	5
Medical Transportation (ambulances, PHOP van, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Ophthalmology/Optometry/Glasses	7
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	6
No contact information for requestor	1
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	12
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Seen by medical/Medication provided/Co-pay issues addressed	9
Medical Copayment	32
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay issues addressed	23
Ancillary Medical Services	3
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	3

±“Some requested action taken/Some unable to provide outcome requested” resolution code is used to close out the inquiry when no other specific resolution applies to the manner in which the inquiry was resolved.

ISSUE	TOTAL
Medical Issues not otherwise specified	72
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	32
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	31
Other action taken	6
No contact information for requestor	1
LEGAL ISSUES	
Access to Courts	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	2
Indigent Supplies	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	12
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Access to Courts issue resolved	9
Attorney Visits	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Access to Courts issue resolved	5
Notary Work	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	3
Storage of Legal Material	1
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	1
Inadequate Legal Services Provided by State Counsel for Offenders (SCFO)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1

ISSUE	TOTAL
Open Records Requests	157
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	72
General information provided/Policy or process explained	47
Requested additional information from requestor	5
Other action taken	6
Investigated - No corrective action necessary	2
Access to Courts issue resolved	25
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	52
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	20
Requested additional information from requestor	1
Access to Courts issue resolved	30
STAFF COMPLAINT ISSUES	
Use of Force	54
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
Other action taken	1
General information provided/Policy or process explained	32
Investigated - No corrective action necessary	18
Use of Chemical Agents	35
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	19
Referred to OIG+	1
Investigated - No corrective action necessary	15
Pointed a Weapon	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Allegations of Criminal Activity by Staff (violations of state of federal law)	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Referred to OIG+	1
Investigated - No corrective action necessary	9
Allegations of Retaliation/Harassment for use of Grievance Procedure	76
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	29
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	39
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
Allegations of Harassment for contributing to or cooperating with an Official Investigation	44
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	13
Requested additional information from requestor	3
Investigated - No corrective action necessary	25
Threats from Staff	72
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	7
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	12
Requested additional information from requestor	3
Other action taken	2
Investigated - No corrective action necessary	46
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	136
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	9
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	23
Requested additional information from requestor	2
Other action taken	1
Investigated - No corrective action necessary	99
No contact information for requestor	1
Allegations of Denial/Interference with Activity	121
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	10
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	31
Requested additional information from requestor	2
Other action taken	4
Investigated - No corrective action necessary	65
Property replaced/returned/settlement	1
Necessities provided	2
Pending Litigation/Provided general information	1
No contact information for requestor	1

ISSUE	TOTAL
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,649
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	79
Offender information provided/Information provided to victim	18
General information provided/Policy or process explained	395
Requested additional information from requestor	73
Offender reassigned unit/housing/job/class/program	20
Other action taken	28
Investigated - No corrective action necessary	1,024
Some requested action taken/Some unable to provide outcome requested ±	1
Not TDCJ jurisdiction	9
No contact information for requestor	1
Staff Issues Not Otherwise Specified	27
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	20
Other action taken	1
Investigated - No corrective action necessary	5
TRANSPORTATION ISSUES	
Transportation (any issue regarding offender movement via bus, van, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	1
GRIEVANCE PROGRAM ISSUES	
Allegations against Grievance staff	4
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	3
Grievance Procedure/Processing/Response Time	84
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	51
Requested additional information from requestor	2
Other action taken	7
Investigated - No corrective action necessary	21
Access to Grievance Forms	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1

±“Some requested action taken/Some unable to provide outcome requested” resolution code is used to close out the inquiry when no other specific resolution applies to the manner in which the inquiry was resolved.

ISSUE	TOTAL
<i>DNA ISSUES</i>	
DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Requested additional information from requestor	1
<i>RESEARCH ISSUES</i>	
Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.)	39
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	34
Requested additional information from requestor	1
Other action taken	1
<i>PAROLE ISSUES</i>	
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	282
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	219
Requested additional information from requestor	56
Contact information provided	2
No contact information for requestor	2
Policies/Procedures/Requirements/Supervision Systems	
	1,370
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	1,290
Requested additional information from requestor	50
Contact information provided	23
No contact information for requestor	1
Community Supervision Programs	
	24
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	19
Requested additional information from requestor	5
Offender's Community Supervision Status	
	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Parole Status and/or Parole Review Process Inquiry	
	2,633
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	412
General information provided/Policy or process explained	1,898
Requested additional information from requestor	323

ISSUE	TOTAL
Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	390
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	376
Requested additional information from requestor	11
BPP Policy/Procedure Inquiry	32
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Referred to BPP	25
Parole Revocation Process/Concern	482
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	433
Requested additional information from requestor	15
Contact information provided	32
BPP Parole Revocation Decision Inquiry	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Parole Officer/Office Inquiry	548
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	17
General information provided/Policy or process explained	250
Requested additional information from requestor	25
Contact information provided	256
Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	1
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	1
Interstate Compact Inquiry (for parole or community supervision)	40
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	37
Requested additional information from requestor	3
Support/Non-Support Letters for Parole Release	594
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	5
Requested additional information from requestor	65
Parole support or protest letter received	519
CRIMINAL HISTORY ISSUES	
Conviction Information	64
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	8
General information provided/Policy or process explained	45
Requested additional information from requestor	11

ISSUE	TOTAL
VICTIM ISSUES	
Victim Issues	83
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	48
General information provided/Policy or process explained	21
Requested additional information from requestor	12
Other action taken	1
No contact information for requestor	1
GENERAL INFORMATION QUESTIONS/MISCELLANEOUS ISSUES	
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	36
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	16
Requested additional information from requestor	4
Referred to OIG**	1
Offender reassigned unit/housing/job/class/program	1
Other action taken	3
Investigated - No corrective action necessary	11
SAFPF Process (screening, judicial process)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc.)	2,497
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Inquiry status	81
Additional information received from requestor	5
Request to disregard	4
Offender information provided/Information provided to victim	162
General information provided/Policy or process explained	1,473
Requested additional information from requestor	759
Telephone access/information provided	2
Contact information provided	5
Not TDCJ jurisdiction	1
No contact information for requestor	2
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.)	178
<i>Resolutions/Outcomes</i>	
Request to disregard	2
General information provided/Policy or process explained	13
Requested additional information from requestor	3
Not TDCJ jurisdiction	159
No contact information for requestor	1

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ISSUE	TOTAL
<i>FYI / REFERRALS / THANK YOU</i>	
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices.	659
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	6
Additional information received from requestor	641
Request to disregard	12
Telephone/Internet/Mail Contacts - Used when Ombudsman office receives numerous letters – same subject, same requestor.	1,454
<i>Resolutions/Outcomes</i>	
Duplicate Entry	1
Duplicate request from same requestor	1,451
Additional information received from requestor	1
Request to disregard	1
Compliment/Thank you/Rebuttal	1,372
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	914
Not satisfied with response/Rebuttal	458
TOTAL	26,186