

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

Ombudsman Resolution Report Fiscal Year 2019



Prepared By

**Texas Department of Criminal Justice
Administrative Review and Risk Management Division**

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
85th LEGISLATURE
Senate Bill 1
General Appropriations Act
Article V, Rider 50

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 the ombudsman can 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 85th Legislature, Senate Bill 1 of the General Appropriations Act, Article V, Rider 50, 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, 2018 through August 31, 2019 (FY 2019). During FY 2019, resolutions were provided for 47,655 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS	INQUIRY CATEGORIES	TOTALS
EMERGENCY /SPECIALTY	1,506	GRIEVANCE PROGRAM	233
RELIGION	60	DNA	4
CLASSIFICATION	3,427	RESEARCH	19
COMMUNICATION	3,612	PAROLE	10,625
DISCIPLINARY	1,873	CRIMINAL HISTORY	39
FACILITY OPERATIONS	2,583	VICTIM ISSUES	60
MEDICAL/HEALTH SERVICES	1,292	GEN. INFO. QUESTIONS/MISC. ISSUES	9,236
LEGAL	237	FYI/DUPLICATES/SATISFIED/NOT SATISFIED	4,064
STAFF COMPLAINTS	1,791	VISITATION HOTLINE	6,983
TRANSPORTATION	11		

OMBUDSMAN CATEGORIES TOTAL 47,655

ISSUE CODE TOTALS BY RESOLUTION OUTCOME RESULTS

ISSUE	TOTAL
EMERGENCY ISSUES	
Allegations/Threats and/or Physical harm from another Offender	789
<i>Resolutions/Outcomes</i>	
Other action taken	2
Referred to OIG** □	3
Offender reassigned unit/housing/job/class/program	414
Investigated - No corrective action necessary	369
No contact information for requestor	1
Request for Protection	41
<i>Resolutions/Outcomes</i>	
Offender reassigned unit/housing/job/class/program	17
Investigated - No corrective action necessary	24
Physical Harm or Threats of Physical Harm from Staff	477
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Referred to OIG** □	202
Offender reassigned unit/housing/job/class/program	16
Investigated - No corrective action necessary	258
Medical Emergencies (to include threats of suicide or hunger strikes)	83
<i>Resolutions/Outcomes</i>	
No contact information for requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	82
ADA Issues (denial of access to a program, service or activity based on a disability)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Discrimination Based on Gender and/or Nationality	5
<i>Resolutions/Outcomes</i>	
Investigated – No corrective action necessary	5
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)	14
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender reassigned unit/housing/job/class/program	6
Investigated – No corrective action necessary	7
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent)*	62
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Referred to PREA*	61

**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 physical harm by staff are referred to OIG.

*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
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)	34
<i>Resolutions/Outcomes</i>	
Referred to PREA*	34
RELIGION ISSUES	
Religious Service/Membership	30
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	22
Offender reassigned unit/housing/job/class/program	1
No contact information for requestor	1
Investigated - No corrective action necessary	5
Religious Grooming	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Discrimination based on Religion	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	4
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	15
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	13
Investigated - No corrective action necessary	1
CLASSIFICATION ISSUES	
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	1,158
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	4
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	2
Other action taken	1
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	929
Requested additional information from requestor	34
Offender reassigned unit/housing/job/class/program	67
Investigated - No corrective action necessary	106
Contact information provided	1
No contact information for requestor	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.

ISSUE	TOTAL
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	224
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Additional information received from requestor	1
Request to disregard	3
Grievance filed and pending outcome	1
Other action taken	3
General information provided/Policy or process explained	99
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	50
Investigated - No corrective action necessary	58
No contact information for requestor	1
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	110
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	68
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	40
Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.)	121
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	108
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	11
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	239
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Request to disregard	1
General information provided/Policy or process explained	229
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Investigated - No corrective action necessary	4
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	204
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
Other action taken	4
Records corrected	1
General information provided/Policy or process explained	122
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	31
Investigated - No corrective action necessary	40

*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
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	89
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	88
Security Threat Group (confirmation, GRAD Program, “ex”-gang investigations initiated, etc.)	43
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	43
Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	184
<i>Resolutions/Outcomes</i>	
Additional information received from the requestor	1
Request to disregard	1
Records corrected	3
General information provided/Policy or process explained	174
Requested additional information from requestor	3
Pending Litigation/Provide general information	2
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	165
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	161
Requested additional information from requestor	4
Transfers within State (facility transfer requests)	859
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	5
Additional information received from the requestor	2
Other action taken	3
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	730
Requested additional information from requestor	10
Offender reassigned unit/housing/job/class/program	55
Investigated - No corrective action necessary	52
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	22
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	20
Requested additional information from requestor	2
State Jail/SAFPF Release Inquiry	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9

ISSUE	TOTAL
COMMUNICATION ISSUES	
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	2,359
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	6
Request to disregard	1
Grievance filed and pending outcome	3
Other action taken	15
General information provided/Policy or process explained	2,213
Requested additional information from requestor	3
Reinstated/visitor list approved	1
Investigated - No corrective action necessary	117
Telephone Access (any issue concerning offender telephone calls)	471
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	1
Compliment/Thank you	1
Other action taken	7
General information provided/Policy or process explained	409
Requested additional information from requestor	13
Investigated - No corrective action necessary	38
Interview Requests (I-60 not answered, administration will not interview, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	294
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	5
Grievance filed and pending outcome	1
Other action taken	2
General information provided/Policy or process explained	239
Requested additional information from requestor	8
Investigated - No corrective action necessary	39
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7

ISSUE	TOTAL
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	58
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	2
General information provided/Policy or process explained	39
Requested additional information from requestor	3
Investigated - No corrective action necessary	12
Property replaced/returned/settlement	1
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	16
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	6
Mail not being delivered in accordance with Correspondence Rules Time Limits	131
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	74
Requested additional information from requestor	1
Investigated - No corrective action necessary	52
Visitation Hotline (weekend calls regarding unit visitation)	6,983
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6,983
Offender Well Being (have not heard from, non-specified general concerns)	270
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	258
Requested additional information from requestor	7
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	1
Communication Issues not otherwise specified	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4

ISSUE	TOTAL
DISCIPLINARY ISSUES	
Improperly Charged (inconsistent with the offense or false)	1,564
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	15
Additional information received from same requestor	7
Request to disregard	2
Grievance filed and pending outcome	96
Records Corrected	2
General information provided/Policy or process explained	568
Requested additional information from requestor	12
Investigated - No corrective action necessary	773
Grievance overturned	2
Disciplinary overturned	84
Some requested action taken/ unable to provide outcome requested	1
No contact information for requestor	2
Notice/Service Deficiency (inadequate, 24 hour rule violation, major/minor charge not specified, other service document errors.)	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
Investigated - No corrective action necessary	6
Investigation Deficiency (preliminary investigation not conducted or not conducted properly)	26
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
Other action taken	1
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	13
Disciplinary overturned	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)	7
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	4
Denied Presentation of Documentary and/or Other Evidence (lay-in slips, written statements, photographs, etc.)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3

ISSUE	TOTAL
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representation inadequate)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt)	16
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	9
Disciplinary overturned	2
Improper Punishment (punishment was too severe or outside of established guidelines)	39
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	12
Investigated - No corrective action necessary	24
Disciplinary overturned	2
Accused Excluded from Hearing (offender excluded from the hearing without sufficient justification or was not called to the hearing)	8
<i>Resolutions/Outcomes</i>	
Additional information received from the requestor	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	4
Mitigating Factors for Offense (offender admits committing offense but provides reasons for his behavior)	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Disciplinary overturned	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	7
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	6
Disciplinary overturned	1
Non-Frivolous Evidence Error (evidence, which if true, contradicts the facts alleged in the report)	3
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Disciplinary overturned	2
Disciplinary Overturn Request (no specific reason stated or due process error claimed)	85
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	5
General information provided/Policy or process explained	33
Investigated - No corrective action necessary	40
Disciplinary overturned	6

ISSUE	TOTAL
Disciplinary Issues not otherwise specified	100
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Grievance filed and pending outcome	3
General information provided/Policy or process explained	74
Investigated - No corrective action necessary	21
FACILITY OPERATIONS ISSUES	
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	179
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	3
General information provided/Policy or process explained	76
Requested additional information from requestor	4
Investigated - No corrective action necessary	80
Food service issue addressed	15
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	306
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Request to disregard	1
Grievance filed and pending outcome	2
Other action taken	4
General information provided/Policy or process explained	219
Requested additional information from requestor	3
Investigated - No corrective action necessary	74
Property replaced/returned/settlement	2
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	181
<i>Resolutions/Outcomes</i>	
Duplicate request from requestor	2
Additional information received from requestor	1
Request to disregard	2
Other action taken	1
General information provided/Policy or process explained	168
Requested additional information from requestor	2
Investigated - No corrective action necessary	5
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	39
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	25
Investigated - No corrective action necessary	12
Maintenance work order submitted and/or completed	1

ISSUE	TOTAL
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	116
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Grievance filed and pending outcome	1
Other action taken	3
General information provided/Policy or process explained	51
Investigated - No corrective action necessary	53
Necessities provided	7
Activity Rotation (building schedules, count time procedures)	19
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	10
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	357
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	2
Other action taken	3
General information provided/Policy or process explained	201
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	90
Maintenance work order submitted and/or completed	52
No contact information for requestor	4
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Grooming (shaving, haircuts, braiding, etc.)	11
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	6
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	30
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	17
Investigated - No corrective action necessary	11
Requested action approved/taken	2

ISSUE	TOTAL
Showers (denials, schedules)	38
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	18
Investigated - No corrective action necessary	17
Maintenance work order submitted and/or completed	1
Some corrective action/Some unable to provide outcome requested	1
Confiscated/Contraband Property	143
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	2
Grievance filed and pending outcome	10
Other action taken	2
General information provided/Policy or process explained	55
Request additional information from requestor	1
Investigated - No corrective action necessary	42
Property replaced/returned/settlement	29
Property Policy Questions/Complaints (regulations of offender personal property)	60
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	47
Investigated - No corrective action necessary	10
Property replaced/returned/settlement	1
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	559
<i>Resolutions/Outcomes</i>	
Request to disregard	3
Grievance filed and pending outcome	34
Other action taken	4
General information provided/Policy or process explained	287
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	131
Property replaced/returned/settlement	92
Request approved/Corrective action taken	2
Pending Litigation/Provided general information	1
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	41
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	20
Investigated - No corrective action necessary	20

ISSUE	TOTAL
Maintenance (all unit/facility areas)	93
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	50
Investigated - No corrective action necessary	20
Maintenance work order submitted and/or completed	23
Facility Lockdown	93
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	76
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	14
Offender Drug Testing Procedures (any issue regarding random drug testing program)	5
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Facility Issues not otherwise specified	301
<i>Resolutions/Outcomes</i>	
Duplicate from requestor	1
Request to disregard	2
Grievance filed and pending outcome	2
Other action taken	2
General information provided/Policy or process explained	155
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	8
Investigated - No corrective action necessary	109
Property replaced/returned/settlement	2
Maintenance work order submitted and/or completed	12
No contact information for requestor	6
HEALTH SERVICES ISSUES	
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	33
<i>Resolutions/Outcomes</i>	
Duplicate from requestor	4
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	22
No contact information for requestor	1

ISSUE	TOTAL
Medical Personnel	64
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	11
Requested additional information from requestor	1
Investigated - No corrective action necessary	4
Seen by medical/Medication provided/Co-pay issues addressed	40
No contact information for requestor	6
Confidentiality/Privacy of Medical Information (release of information forms)	3
<i>Resolutions/Outcomes</i>	
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)	31
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay issues addressed	21
No contact information for requestor	1
Countermanded Medical Orders	3
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	3
Access/Denial to Medical Care and Services	223
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	61
Seen by medical/Medication provided/Co-pay issues addressed	136
Not TDCJ jurisdiction	1
No contact information for requestor	24
Dental	27
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay issues addressed	16
No contact information for requestor	2
Health Records (review/copy issues, discrepancies, external health records issues)	36
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Other action taken	1
General information provided/Policy or process explained	12
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	18
No contact information for requestor	3

ISSUE	TOTAL
Infectious Diseases (any communicable disease)	10
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
General information provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	5
Medical Classification/Health Summary [HSM-18] (for use when there are errors on the HSM-18 or in the offender's medical records)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	2
No contact information for requestor	1
Medical Pass Issues	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	2
Medication Issues	152
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	47
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	86
No contact information for requestor	17
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	15
Not Satisfied with Treatment	399
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Request to disregard	1
General information provided/Policy or process explained	165
Seen by medical/Medication provided/Co-pay issues addressed	208
No contact information for requestor	22
Assistive Disability Services – ADS	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Some corrective action/Some unable to provide outcome requested	1
Podiatry (medically prescribed footwear/appliances)	6
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	6
Special Medical Diets	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	1

ISSUE	TOTAL
Medical Transportation (ambulances, PHOP van, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	3
Ophthalmology/Optometry/Glasses	24
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	12
No contact information for requestor	2
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	23
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	17
No contact information for requestor	2
Medical Copayment	31
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	19
No contact information for requestor	6
Ancillary Medical Services	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Seen by medical/Medication provided/Co-pay issues addressed	5
Medical Issues not otherwise specified	181
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	139
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	31
No contact information for requestor	9
LEGAL ISSUES	
Access to Courts	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Access to Courts issue resolved	3
Indigent Supplies	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Telephone Access to Attorneys	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Law Books	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Law Library	21
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	1
Access to Courts issue resolved	9
Legal Visits with Other Offenders	4
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	4
Attorney Visits	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Access to Courts issue resolved	1
Notary Work	9
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	2
Access to Courts issue resolved	3
Storage of Legal Material (request for additional storage boxes)	2
<i>Resolutions/Outcomes</i>	
Property replaced/returned/settlement	1
General information provided/Policy or process explained	1
Open Records Requests	122
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	1
Offender information provided/Information provided to victim	33
General information provided/Policy or process explained	84
Requested additional information from requestor	2
Investigated - No corrective action necessary	1
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	63
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	46
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Access to Courts issue resolved	12

ISSUE	TOTAL
STAFF COMPLAINT ISSUES	
Use of Force	52
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	18
Referred to OIG**	11
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	20
Use of Chemical Agents	44
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	2
General information provided/Policy or process explained	28
Requested additional information from requestor	1
Referred to OIG**	3
Investigated - No corrective action necessary	9
Allegations of Criminal Activity by Staff (violations of state or federal law)	16
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	8
Referred to OIG**	3
Investigated - No corrective action necessary	2
Allegations of Retaliation/Harassment for Use of Grievance Procedure	81
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	2
General information provided/Policy or process explained	24
Requested additional information from requestor	2
Investigated - No corrective action necessary	52
Allegations of Harassment for Contributing to or Cooperating with an Official	3
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Investigated - No corrective action necessary	2

**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 physical harm by staff are referred to OIG.

ISSUE	TOTAL
Threats from Staff	156
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	12
Other action taken	2
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	43
Requested additional information from requestor	2
Referred to OIG**	3
Investigated - No corrective action necessary	92
No contact information from requestor	1
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	199
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	8
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	89
Requested additional information from requestor	1
Investigated - No corrective action necessary	97
Request approved/Corrective action taken	1
Allegations of Denial/Interference with Activity	30
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Grievance filed and pending outcome	1
General information provided/Policy or process explained	8
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	18
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,022
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	5
Additional information received from requestor	5
Request to disregard	2
Grievance filed and pending outcome	30
Other action taken	6
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	316
Requested additional information from requestor	13
Referred to OIG**	8
Offender reassigned unit/housing/job/class/program	10
Investigated - No corrective action necessary	599
Medical restrictions changed	1
Disciplinary Overturned	3
Requested action approved/taken	16
Some requested action taken/unable to provide outcome requested	3
Pending litigation/Provide general information	1
No contact information for requestor	2

**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 physical harm by staff are referred to OIG.

ISSUE	TOTAL
Staff Issues Not Otherwise Specified	188
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	180
Requested additional information from requestor	1
Investigated - No corrective action necessary	5
Some requested action taken/unable to provide outcome requested	1
TRANSPORTATION ISSUES	
Transportation (any issue regarding offender movement via bus, van, etc.)	11
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	3
GRIEVANCE PROGRAM ISSUES	
Allegations against Grievance staff	9
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	3
Grievance Procedure/Processing/Response Time	211
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Other action taken	1
General information provided/Policy or process explained	166
Requested additional information from requestor	6
Investigated - No corrective action necessary	37
Access to Grievance Forms	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	3
DNA ISSUES	
DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
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.)	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	18
Not TDCJ jurisdiction	1

ISSUE	TOTAL
PAROLE ISSUES	
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	282
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	241
Requested additional information from requestor	31
Contact information provided	1
No contact information for requestor	1
Policies/Procedures/Requirements/Supervision Systems	1,388
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Other action taken	3
Offender information provided/Information provided to victim	15
General information provided/Policy or process explained	1,334
Requested additional information from requestor	31
Referred to BPP	1
Contact information provided	2
Community Supervision Programs	27
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	26
Requested additional information from requestor	1
Offender's Community Supervision Status	1
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Parole Status and/or Parole Review Process Inquiry	3,612
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Offender information provided/Information provided to victim	672
General information provided/Policy or process explained	2,749
Requested additional information from requestor	182
Referred to PREA*	1
Investigated-No corrective action necessary	1
Referred to BPP	2
Contact information provided	4
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	762
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	10
General information provided/Policy or process explained	739
Requested additional information from requestor	11
Referred to PREA*	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.

ISSUE	TOTAL
BPP Policy/Procedure Inquiry	104
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Referred to BPP	94
Parole Revocation Process/Concern	788
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	766
Requested additional information from requestor	20
BPP Parole Revocation Decision Inquiry	1
<i>Resolutions/Outcomes</i>	
Contact information provided	1
Parole Officer/Office Inquiry	3,160
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	8
General information provided/Policy or process explained	390
Requested additional information from requestor	31
Parole support or protest letter received	2
Referred to BPP	1
Contact information provided	2,727
Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Interstate Compact Inquiry (for parole or community supervision)	38
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	38
Support/Non-Support Letters for Parole Release	457
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	1
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	5
Requested additional information from requestor	47
Parole support or protest letter received	398
CRIMINAL HISTORY ISSUES	
Conviction Information	39
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	33
Requested additional information from requestor	2

ISSUE	TOTAL
VICTIM ISSUES	
Victim Issues	60
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	37
General information provided/Policy or process explained	14
Requested additional information from requestor	9
OTHER/MISCELLANEOUS ISSUES	
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	79
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	31
Requested additional information from requestor	3
Referred to OIG**	6
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	35
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc.)	8,982
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	15
Inquiry status	80
Additional information received from requestor	51
Request to disregard	4
Compliment/Thank you	1
Not satisfied with response/Rebuttal	2
Other action taken	6
Offender information provided/Information provided to victim	30
General information provided/Policy or process explained	8,449
Requested additional information from requestor	322
Referred to OIG**	3
Investigated - No corrective action necessary	5
Not TDCJ jurisdiction	12
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.)	175
<i>Resolutions/Outcomes</i>	
Inquiry status	1
Request to disregard	1
General information provided/Policy or process explained	76
Not TDCJ jurisdiction	96
No contact information for requestor	1

**Where "Referred to Office of Inspector General" is noted, issues were determined to be potentially criminal in nature.

ISSUE	TOTAL
<i>FYI / REFERRALS / THANK YOU</i>	
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices.	840
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	6
Inquiry status	1
Additional information received from requestor	802
Request to disregard	13
Not satisfied with response/Rebuttal	1
General info provided/Policy or process explained	11
Requested additional information from requestor	5
No contact information for requestor	1
Telephone/Internet/Mail Contacts - Used when Ombudsman office receives numerous	2,037
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1,952
Inquiry status	6
Additional information received from requestor	12
Compliment/Thank you	3
Not satisfied with response/Rebuttal	9
Other action taken	3
General info provided/Policy or process explained	36
Requested additional information from requestor	11
Investigated-No corrective action necessary	4
No contact information for requestor	1
Compliment/Thank you/Rebuttal	1,187
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	9
Request to disregard	1
Compliment/Thank you	728
Not satisfied with response/Rebuttal	449
TOTAL	47,655