

Texas Department of Criminal Justice



Ombudsman Resolution FY 2020 Report

December 1, 2020

Texas Board of Criminal Justice

P.O. Box 13084
Austin, Texas 78711
Phone (512) 475-3250
Fax (512) 305-9398

Patrick O'Daniel, Chairman
Austin, Texas

Derrelynn Perryman, Vice-Chairman
Ft. Worth, Texas

Pastor Larry Miles, Secretary
Amarillo, Texas

E.F. "Mano" DeAyala, Member
Houston, Texas

Honorable Molly Francis, Member
Dallas, Texas

Honorable Faith Johnson, Member
Dallas, Texas

Ambassador Sichan Siv, Member
San Antonio, Texas

Eric Nichols, Member
Austin, Texas

Rodney Burrow, M.D., Member
Pittsburg, Texas

Texas Department of Criminal Justice

P.O. Box 99
Huntsville, TX 77342-0099
Phone (936) 437-2101

Bryan Collier, Executive Director

Oscar Mendoza, Deputy Executive Director

Table of Contents

Overview	1
TDCJ Ombudsman Program	1
Executive Summary	2
Ombudsman Reporting	3
<i>Emergency.....</i>	<i>3</i>
<i>Religion.....</i>	<i>5</i>
<i>Classification.....</i>	<i>6</i>
<i>Communication.....</i>	<i>9</i>
<i>Disciplinary.....</i>	<i>11</i>
<i>Facility Operations.....</i>	<i>13</i>
<i>Health Services.....</i>	<i>17</i>
<i>Legal.....</i>	<i>20</i>
<i>Staff Complaint.....</i>	<i>21</i>
<i>Transportation.....</i>	<i>24</i>
<i>Grievance Program.....</i>	<i>24</i>
<i>DNA.....</i>	<i>24</i>
<i>Research.....</i>	<i>24</i>
<i>Parole.....</i>	<i>25</i>
<i>Criminal History.....</i>	<i>27</i>
<i>Victim.....</i>	<i>27</i>
<i>Other/Miscellaneous Inquiries.....</i>	<i>27</i>
<i>FYI / Referrals / Thank You.....</i>	<i>29</i>
<i>Visitation Hotline.....</i>	<i>29</i>
<i>Hurricane Laura.....</i>	<i>29</i>

Overview

As required by the 86th Texas Legislature General Appropriations Act (GAA) for the 2020-2021 biennium by Article V, Texas Department of Criminal Justice (TDCJ) Rider 47, TDCJ is required to provide an annual public report on the activities of the Ombudsman.

The agency accounts for number and types of inquiries made, the resolution of each inquiry, and how each inquiry was resolved.

The 2019 GAA requires a report be provided by December 1, 2020 to the Governor, Lieutenant Governor, Speaker of the House, and the legislative committees tasked with criminal justice and appropriations.

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, inmates or staff. When necessary, investigations shall be coordinated through appropriate TDCJ officials. The TDCJ Ombudsman Offices strive to provide timely responses to the public.

The 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 Fiscal Year (FY) 2020, the Ombudsman Office hosted one Public Awareness Corrections Today (PACT) conference, attended 32 Covid-19 Family Group conference calls, and 16 Texas Inmate Families Association (TIFA) meetings during this period.

Executive Summary

This report contains information regarding inquiries closed from September 1, 2019 through August 31, 2020 (FY 2020).

On March 18, 2020, a phone hotline for COVID-19 inquiries was established and has received 8,725 calls. The Ombudsman Office has also received 2,676 written inquiries related to COVID-19. The combined COVID-19 inquiry total of 11,401 in FY 2020 does not have a separate inquiry category, rather these inquiries are included in multiple categories listed in the following chart.

During FY 2020, resolutions were provided for 61,631 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS
Emergency	1,747
Religion	61
Classification	3,018
Communication	3,273
Disciplinary	2,353
Facility Operations	3,478
Health Services	1,400
Legal	187
Staff Complaints	1,938
Transportation	9
Grievance Program	292
DNA	1
Research	25
Parole	11,750
Criminal History	22
Victim	66
Other/Miscellaneous Inquiries	23,154
FYI/Referrals/Thank You	5,247
Visitation Hotline	3,456
Hurricane Laura	154

OMBUDSMAN CATEGORIES TOTAL 61,631

Ombudsman Reporting

Emergency

Allegations/Threats and/or Physical Harm from Another Inmate	816
Resolutions/Outcomes	
Request to disregard	1
Other action taken	32
General information provided/Policy or process explained	97
Referred to OIG**	11
Inmate reassigned unit/housing/job/class/program	161
Investigated - No corrective action necessary	510
Pending Litigation/Provided general information	1
Referred to PREA*	1
No contact information for requestor	2
Request for Protection	76
Resolutions/Outcomes	
Investigated – No corrective action necessary	41
Other action taken	8
General information provided/Policy or process explained	16
Inmate reassigned unit/housing/job/class/program	11
Physical Harm or Threats of Physical Harm from Staff	556
Resolutions/Outcomes	
Request to disregard	2
Other action taken	2
General information provided/Policy or process explained	67
Referred to OIG**	79
Referred to PREA*	1
Inmate reassigned unit/housing/job/class/program	21
Investigated - No corrective action necessary	380
Requested action approved/taken	3
No contact information for requestor	1

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

Medical Emergencies (to include threats of suicide or hunger strikes)	108
Resolutions/Outcomes	
Other Action Take	1
General information provided/Policy or process explained	15
Inmate reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	41
Pending Litigations/Provide general information	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	46
ADA Inquiries (denial of access to a program, service or activity based on a disability)	2
Resolutions/Outcomes	
Inmate reassigned unit/housing/job/class/program	1
General information provided/Policy or process explained	1
Discrimination Based on Gender and/or Nationality	7
Resolutions/Outcomes	
Investigated – No corrective action necessary	7
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)	58
Resolutions/Outcomes	
Referred to OIG**	6
Other action taken	4
General information provided/Policy or process explained	8
Inmate reassigned unit/housing/job/class/program	15
Investigated – No corrective action necessary	25
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent) *	33
Resolutions/Outcomes	
General information provided/Policy or process explained	14
Inmate reassigned unit/housing/job/class/program	1
Investigated – No corrective action necessary	6
Referred to PREA*	12

* “Referred to Prison Rape Elimination Act (PREA)” indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** “Referred to Office of Inspector General (OIG)” indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

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)	90
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	18
Referred to OIG**	2
Referred to PREA*	26
Inmate reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	41

Specialty Inquiries Not Otherwise Specified	1
----------------------------------------------------	----------

Resolutions/Outcomes

Referred to OIG**	1
-------------------	---

Religion

Religious Service/Membership	20
-------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	10
Investigated - No corrective action necessary	10

Religious Paraphernalia	5
--------------------------------	----------

Resolutions/Outcomes

General information provided/Policy or process explained	3
Investigated - No corrective action necessary	2

Religious Grooming	8
---------------------------	----------

Resolutions/Outcomes

General information provided/Policy or process explained	4
Investigated - No corrective action necessary	4

Discrimination based on Religion	9
-----------------------------------------	----------

Resolutions/Outcomes

General information provided/Policy or process explained	3
Investigated - No corrective action necessary	5
Some requested action taken/Some unable to provide outcome	1

* “Referred to Prison Rape Elimination Act (PREA)” indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** “Referred to Office of Inspector General (OIG)” indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

Religious Inquiries Not Otherwise Specified
(to include volunteer ministry Inquiries)

19

Resolutions/Outcomes

General information provided/Policy or process explained	12
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	6

Classification

Housing/Unit Assignment (to include when an inmate is not housed in accordance with documented medical restrictions)

1,068

Resolutions/Outcomes

Inquiry status	1
Request to disregard	6
Other action taken	1
Inmate information provided/Information provided to victim	2
General information provided/Policy or process explained	677
Requested additional information from requestor	11
Inmate reassigned unit/housing/job/class/program	49
Investigated - No corrective action necessary	317
Pending Litigation/Provided general information	1
No contact information for requestor	3

Job Assignment (to include when an inmate is not assigned in accordance with documented medical restrictions)

245

Resolutions/Outcomes

Request to disregard	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	55
Inmate reassigned unit/housing/job/class/program	36
Investigated - No corrective action necessary	152

Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)

67

Resolutions/Outcomes

Request to disregard	1
General information provided/Policy or process explained	11
Requested additional information from requestor	1
Inmate reassigned unit/housing/job/class/program	7
Investigated - No corrective action necessary	47

Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.) **75**

Resolutions/Outcomes

Request to disregard	1
General information provided/Policy or process explained	61
Requested additional information from requestor	1
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	10
Contact information provided	1

Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.) **297**

Resolutions/Outcomes

Request to disregard	3
General information provided/Policy or process explained	269
Inmate reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	22

Classification Status and/or Custody Level for Inmates not in Administrative Segregation (Unit (UCC) and State Classification Committee (SCC) Decisions) **213**

Resolutions/Outcomes

Request to disregard	1
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	85
Inmate reassigned unit/housing/job/class/program	3
Request action approved/taken	1
Investigated - No corrective action necessary	121

Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves) **50**

Resolutions/Outcomes

Request to disregard	1
General information provided/Policy or process explained	46
Investigated - No corrective action necessary	2
Request action approved/taken	1

Security Threat Group (confirmation, Gang Renouncement and Disassociation (GRAD) Program, "ex"-gang investigations initiated, etc.) **31**

Resolutions/Outcomes

General information provided/Policy or process explained	20
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	9
Request action approved/taken	1

Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	124
-----------------------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Request to disregard	1
Other action taken	1
Records corrected	1
General information provided/Policy or process explained	118
Investigated - No corrective action necessary	3

Classification Inquiries Not Otherwise Specified (detainers, intake process, etc.)	124
-------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Duplicate request from the same requestor	1
General information provided/Policy or process explained	120
Investigated - No corrective action necessary	3

Transfers within State (facility transfer requests)	700
------------------------------------------------------------	------------

Resolutions/Outcomes

Duplicate request from the same requestor	1
Request to disregard	3
Other action taken	3
General information provided/Policy or process explained	556
Requested additional information from requestor	1
Inmate reassigned unit/housing/job/class/program	51
Investigated - No corrective action necessary	84
No contact information for requestor	1

Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	10
----------------------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	10
----------------------------------------------------------	----

State Jail/ Substance Abuse Felony Punishment Facility (SAFPF) Release Inquiry	14
---------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	14
----------------------------------------------------------	----

Communication

Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, Director's Review Committee (DRC) appeals, etc.)	1,523
Resolutions/Outcomes	
Request to disregard	1
Other action taken	3
General information provided/Policy or process explained	1,339
Requested additional information from requestor	11
Reinstated/visitor list approved	5
Investigated - No corrective action necessary	158
Requested action approved/taken	4
No contact information for requestor	2
Telephone Access (any issue concerning inmate telephone calls)	644
Resolutions/Outcomes	
Request to disregard	5
Other action taken	6
General information provided/Policy or process explained	519
Requested additional information from requestor	4
Telephone access/information provided	2
Investigated - No corrective action necessary	102
Maintenance work order submitted and/or completed	4
Request action approved/taken	2
Interview Requests (I-60 not answered, administration will not interview, etc.)	1
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Access to Forms (I-60, sick call, non-grievance forms)	1
Resolutions/Outcomes	
Investigated - No corrective action necessary	1
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	389
Resolutions/Outcomes	
Request to disregard	3
Other action taken	1
General information provided/Policy or process explained	259
Requested additional information from requestor	2
Investigated - No corrective action necessary	122
Some requested action taken/Some unable to provide outcome	1
No contact information from requestor	1

Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	15
---------------------------------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	9
Request additional information from requestor	1
Investigated - No corrective action necessary	4

Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	112
------------------------------------------------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	80
Investigated - No corrective action necessary	28
Property replaced/returned/settlement	3

Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	30
----------------------------------------------------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	16
Investigated - No corrective action necessary	13
Pending Litigation/Provided general information	1

Mail not being delivered in accordance with Correspondence Rules and Time Limits	144
-----------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	50
Request action approved/taken	1
Investigated - No corrective action necessary	92

Inmate Well-Being (have not heard from, non-specified general concerns)	402
--------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Request to disregard	3
Other action taken	4
General information provided/Policy or process explained	287
Requested additional information from requestor	2
Inmate reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	103

Communication Inquiries Not Otherwise Specified	12
--------------------------------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	11
Investigated - No corrective action necessary	1

Disciplinary

Improperly Charged (inconsistent with the offense or false)	2,000
Resolutions/Outcomes	
Inquiry status	1
Request to disregard	10
Grievance filed and pending outcome	36
Records corrected	1
General information provided/Policy or process explained	597
Requested additional information from requestor	4
Investigated - No corrective action necessary	1,290
Disciplinary overturned	57
Some requested action taken/ unable to provide outcome requested	1
Pending Litigation/Provided general information	2
No contact information for requestor	1
Notice/Service Deficiency (inadequate, 24-hour rule violation, major/minor charge not specified, other service document errors.)	7
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	6
Investigation Deficiency (preliminary investigation not conducted or not conducted properly)	39
Resolutions/Outcomes	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	31
Disciplinary overturned	1
Pending Litigation/Provided general information	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)	11
Resolutions/Outcomes	
Request to disregard	1
Pending Litigation/Provided general information	1
General information provided/Policy or process explained	9
Denied Presentation of Documentary and/or Other Evidence (lay-in slips, written statements, photographs, etc.)	4
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Disciplinary overturned	1

Hearing/Investigation was not impartial (hearing officer was biased, etc.)	6
Resolutions/Outcomes	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	4
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representation inadequate)	7
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	6
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt)	28
Resolutions/Outcomes	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	22
Improper Punishment (punishment was too severe or outside of established guidelines)	18
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	17
Accused Excluded from Hearing (Inmate excluded from the hearing without sufficient justification or was not called to the hearing)	3
Resolutions/Outcomes	
Investigated - No corrective action necessary	3
Mitigating Factors for Offense (Inmate admits committing offense but provides reasons for his behavior)	1
Resolutions/Outcomes	
Investigated - No corrective action necessary	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	5
Resolutions/Outcomes	
Investigated - No corrective action necessary	5
Frivolous Inquiry (reason or excuse which does not refute the charge)	1
Resolutions/Outcomes	
Investigated - No corrective action necessary	1
Disciplinary Overturn Request (no specific reason stated, or due process error claimed)	60
Resolutions/Outcomes	
General information provided/Policy or process explained	13
Requested additional information from requestor	1
Investigated - No corrective action necessary	44
Disciplinary overturned	2

Disciplinary Inquiries Not Otherwise Specified	163
-------------------------------------------------------	------------

Resolutions/Outcomes

General information provided/Policy or process explained	127
Investigated - No corrective action necessary	36

Facility Operations

Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	305
--------------------------------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Request to disregard	2
Other action taken	3
General information provided/Policy or process explained	104
Requested additional information from requestor	2
Investigated - No corrective action necessary	182
Request action approved/taken	1
Food service issue addressed	7
Some request action taken/Some unable to provide outcome	2
No contact name for requestor	2

Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	433
-------------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Request to disregard	1
Other action taken	1
General information provided/Policy or process explained	239
Requested additional information from requestor	6
Investigated - No corrective action necessary	168
Property replaced/returned/settlement	15
Request action approved/taken	3

Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	254
------------------------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	234
Requested additional information from requestor	1
Investigated - No corrective action necessary	17
Trust Fund credited	1

Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	58
Resolutions/Outcomes	
General information provided/Policy or process explained	26
Investigated - No corrective action necessary	31
Request approved/Corrective action taken	1
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	90
Resolutions/Outcomes	
Other action taken	3
General information provided/Policy or process explained	24
Investigated - No corrective action necessary	54
Necessities provided	8
Request action approved/taken	1
Activity Rotation (building schedules, count time procedures)	31
Resolutions/Outcomes	
Request to disregard	1
Other action taken	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	26
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	251
Resolutions/Outcomes	
Request to disregard	1
Other action taken	2
General information provided/Policy or process explained	91
Requested additional information from requestor	2
Inmate reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	122
Maintenance work order submitted and/or completed	27
No contact information for requestor	2
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	11
Resolutions/Outcomes	
General information provided/Policy or process explained	6
Investigated - No corrective action necessary	5
Grooming (shaving, haircuts, braiding, etc.)	9
Resolutions/Outcomes	
Requested additional information from requestor	3
Investigated - No corrective action necessary	6

Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	51
Resolutions/Outcomes	
General information provided/Policy or process explained	18
Investigated - No corrective action necessary	31
Requested action approved/taken	2
Showers (denials, schedules)	52
Resolutions/Outcomes	
General information provided/Policy or process explained	20
Investigated - No corrective action necessary	32
Confiscated/Contraband Property	116
Resolutions/Outcomes	
General information provided/Policy or process explained	16
Request additional information from requestor	1
Investigated - No corrective action necessary	72
Property replaced/returned/settlement	27
Property Policy Questions/Complaints (regulations of inmate personal property)	64
Resolutions/Outcomes	
General information provided/Policy or process explained	45
Investigated - No corrective action necessary	13
Property replaced/returned/settlement	6
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other inmates, transportation, or events, includes lost publications)	799
Resolutions/Outcomes	
Request to disregard	3
Grievance filed and pending outcome	11
Other action taken	6
General information provided/Policy or process explained	245
Requested additional information from requestor	1
Investigated - No corrective action necessary	344
Property replaced/returned/settlement	185
Trust Fund credited	1
Some requested action taken/Some unable to provide outcome	1
Pending Litigation/Provided general information	1
No contact information for requestor	1

Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	53
Resolutions/Outcomes	
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	43
Request approved/Corrective action taken	1
Pending Litigation/Provided general information	1
Maintenance (all unit/facility areas)	124
Resolutions/Outcomes	
Other action taken	1
General information provided/Policy or process explained	85
Investigated - No corrective action necessary	24
Maintenance work order submitted and/or completed	14
Facility Lockdown	92
Resolutions/Outcomes	
Request to disregard	1
General information provided/Policy or process explained	67
Requested additional information from requestor	1
Investigated - No corrective action necessary	22
Necessities provided	1
Inmate Drug Testing Procedures (any issue regarding random drug testing program)	11
Resolutions/Outcomes	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	8
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	4
Resolutions/Outcomes	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	2
Facility Inquiries Not Otherwise Specified	670
Resolutions/Outcomes	
Request to disregard	2
Grievance filed and pending outcome	1
Other action taken	3
General information provided/Policy or process explained	94
Inmate reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	558
Maintenance work order submitted and/or completed	5
No contact information for requestor	5

Health Services

Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	32
Resolutions/Outcomes	
General information provided/Policy or process explained	13
Seen by medical/Medication provided/Co-pay Inquiries addressed	18
No contact information for requestor	1
Medical Personnel	67
Resolutions/Outcomes	
General information provided/Policy or process explained	29
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	33
No contact information for requestor	4
Confidentiality/Privacy of Medical Information (release of information forms)	12
Resolutions/Outcomes	
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay Inquiries addressed	2
No contact information for requestor	1
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	24
Resolutions/Outcomes	
Request to disregard	1
General information provided/Policy or process explained	11
Seen by medical/Medication provided/Co-pay Inquiries addressed	10
No contact information for requestor	2
Countermanded Medical Orders	1
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Access/Denial to Medical Care and Services	444
Resolutions/Outcomes	
General information provided/Policy or process explained	164
Request additional information from requestor	2
Investigated - No corrective action necessary	5
Seen by medical/Medication provided/Co-pay Inquiries addressed	241
No contact information for requestor	32

Dental	24
Resolutions/Outcomes	
General information provided/Policy or process explained	8
Seen by medical/Medication provided/Co-pay Inquiries addressed	14
No contact information for requestor	2
Health Records (review/copy Inquiries, discrepancies, external health records Inquiries)	24
Resolutions/Outcomes	
General information provided/Policy or process explained	19
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	3
No contact information for requestor	1
Infectious Diseases (any communicable disease)	2
Resolutions/Outcomes	
Seen by medical/Medication provided/Co-pay Inquiries addressed	1
No contact information for requestor	1
Medical Classification/Health Summary [HSM-18] (for use when there are errors on the HSM-18 or in the inmate's medical records)	15
Resolutions/Outcomes	
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay Inquiries addressed	7
No contact information for requestor	2
Medical Pass Inquiries	3
Resolutions/Outcomes	
Seen by medical/Medication provided/Co-pay Inquiries addressed	1
No contact information for requestor	2
Medication Inquiries	116
Resolutions/Outcomes	
Other action taken	1
General information provided/Policy or process explained	39
Seen by medical/Medication provided/Co-pay Inquiries addressed	72
No contact information for requestor	4

Psychiatric/Psychological Programs (Mentally Retarded Offenders Program (MROP), Program for Aggressive Mentally Ill Offender (PAMIO), Crisis Management)	24
Resolutions/Outcomes	
General information provided/Policy or process explained	14
Seen by medical/Medication provided/Co-pay Inquiries addressed	10
Not Satisfied with Treatment	103
Resolutions/Outcomes	
General information provided/Policy or process explained	25
Investigated - No corrective action necessary	2
Seen by medical/Medication provided/Co-pay Inquiries addressed	68
No contact information for requestor	8
Assistive Disability Services (ADS)	2
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	1
Podiatry (medically prescribed footwear/appliances)	3
Resolutions/Outcomes	
Seen by medical/Medication provided/Co-pay Inquiries addressed	3
Special Medical Diets	3
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	1
No contact information for requestor	1
Ophthalmology/Optometry/Glasses	22
Resolutions/Outcomes	
General information provided/Policy or process explained	11
Seen by medical/Medication provided/Co-pay Inquiries addressed	11
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	19
Resolutions/Outcomes	
General information provided/Policy or process explained	10
Seen by medical/Medication provided/Co-pay Inquiries addressed	9

Medical Copayment	26
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	12
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay Inquiries addressed	11
No contact information for requestor	2
Ancillary Medical Services	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay Inquiries addressed	1
No contact information for requestor	2
Medical Inquiries Not Otherwise Specified	429
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	413
Requested additional information from requestor	14
No contact information for requestor	2

Legal

Access to Courts	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	2
Access to Courts issue resolved	1
Indigent Supplies	1
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	1
Telephone Access to Attorneys	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	1
Law Library	14
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Investigated - No corrective action necessary	2
Access to Courts issue resolved	6
Legal Visits with Other Inmates	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1

Attorney Visits	5
Resolutions/Outcomes	
General information provided/Policy or process explained	5
Notary Work	4
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Access to Courts issue resolved	2
Storage of Legal Material (request for additional storage boxes)	2
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Open Records Requests	122
Resolutions/Outcomes	
Other action taken	3
Inmate information provided/Information provided to victim	4
General information provided/Policy or process explained	112
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
Legal Inquiries Not Otherwise Specified (divorce or proxy marriage procedures, etc.)	26
Resolutions/Outcomes	
Records corrected	1
General information provided/Policy or process explained	18
Investigated - No corrective action necessary	5
Access to Courts issue resolved	2

Staff Complaint

Use of Force	98
Resolutions/Outcomes	
General information provided/Policy or process explained	19
Referred to OIG**	10
Investigated - No corrective action necessary	67
Some requested action taken/Some unable to provide outcome	1
No contact information of requestor	1

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

Use of Chemical Agents	34
Resolutions/Outcomes	
Other action taken	2
General information provided/Policy or process explained	9
Requested additional information from requestor	1
Referred to OIG**	1
Investigated - No corrective action necessary	21
Allegations of Criminal Activity by Staff (violations of state or federal law)	35
Resolutions/Outcomes	
General information provided/Policy or process explained	7
Requested additional information from requestor	3
Referred to OIG**	1
Investigated - No corrective action necessary	22
Some requested action taken/Some unable to provide outcome	1
Pending Litigation/Provide general information	1
Allegations of Retaliation/Harassment for Use of Grievance Procedure	77
Resolutions/Outcomes	
Request to disregard	1
General information provided/Policy or process explained	21
Requested additional information from requestor	55
Allegations of Harassment for Contributing to or Cooperating with an Official Investigation	3
Resolutions/Outcomes	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Threats from Staff	129
Resolutions/Outcomes	
Request to disregard	2
Grievance filed and pending outcome	3
Other action taken	2
General information provided/Policy or process explained	15
Inmate reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	102
Requested action approved/taken	2
Pending litigation/Provide general information	1

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	162
------------------------------------------------------------------------------	------------

Resolutions/Outcomes

Inquiry status	1
Request to disregard	1
Other action taken	1
General information provided/Policy or process explained	40
Investigated - No corrective action necessary	118
Request action approved/taken	1

Allegations of Denial/Interference with Activity	91
---------------------------------------------------------	-----------

Resolutions/Outcomes

Other action taken	4
General information provided/Policy or process explained	19
Investigated - No corrective action necessary	67
Some requested action taken/unable to provide outcome requested	1

Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,082
--------------------------------------------------------------------------------------------------------------	--------------

Resolutions/Outcomes

Request to disregard	3
Grievance filed and pending outcome	5
Other action taken	8
General information provided/Policy or process explained	275
Requested additional information from requestor	7
Referred to OIG**	3
Inmate reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	767
Requested action approved/taken	2
Some requested action taken/unable to provide outcome requested	1
Pending litigation/Provide general information	1
Not TDCJ Jurisdiction	1
No contact information for requestor	3

Staff Inquiries Not Otherwise Specified	227
------------------------------------------------	------------

Resolutions/Outcomes

General information provided/Policy or process explained	218
Investigated - No corrective action necessary	9

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

Transportation

Transportation (any issue regarding inmate movement via bus, van, etc.) **9**

Resolutions/Outcomes

General information provided/Policy or process explained	8
Investigated - No corrective action necessary	1

Grievance Program

Allegations against Grievance staff **7**

Resolutions/Outcomes

General information provided/Policy or process explained	4
Investigated - No corrective action necessary	3

Grievance Procedure/Processing/Response Time **275**

Resolutions/Outcomes

Request to disregard	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	187
Requested additional information from requestor	3
Investigated - No corrective action necessary	81
Grievance overturned	1
Disciplinary overturned	1

Access to Grievance Forms **10**

Resolutions/Outcomes

General information provided/Policy or process explained	3
Investigated - No corrective action necessary	7

DNA

DNA Inquiries (not to be used for requests in custody/parent Inquiries, guilt or innocence of conviction, etc.) **1**

Resolutions/Outcomes

General information provided/Policy or process explained	1
----------------------------------------------------------	---

Research

Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.) **25**

Resolutions/Outcomes

General information provided/Policy or process explained	24
Contact information provided	1

Parole

Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	265
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Inmate information provided/Information provided to victim	5
General information provided/Policy or process explained	212
Requested additional information from requestor	42
Contact information provided	3
No contact information for requestor	2
Policies/Procedures/Requirements/Supervision Systems	1,255
<i>Resolutions/Outcomes</i>	
Inmate information provided/Information provided to victim	9
General information provided/Policy or process explained	1,157
Requested additional information from requestor	36
Contact information provided	48
No contact information for requestor	5
Community Supervision Programs	52
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	51
Requested additional information from requestor	1
Inmate's Community Supervision Status	2
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Parole Status and/or Parole Review Process Inquiry	4,433
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	1
Inmate information provided/Information provided to victim	858
General information provided/Policy or process explained	3,401
Requested additional information from requestor	155
Investigated-No corrective action necessary	11
Referred to Board of Pardons and Parole (BPP)	2
Contact information provided	3
Board of Pardons and Parole (BPP) Parole Decision Inquiry	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4

Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	959
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Inmate information provided/Information provided to victim	10
General information provided/Policy or process explained	932
Requested additional information from requestor	14
Contact information provided	1
Investigated-No corrective action necessary	1
Board of Pardons and Parole (BPP) Policy/Procedure Inquiry	63
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Referred to Board of Pardons and Parole (BPP)	56
Parole Revocation Process/Concern	955
<i>Resolutions/Outcomes</i>	
Inmate information provided/Information provided to victim	2
General information provided/Policy or process explained	883
Referred to Board of Pardons and Parole (BPP)	1
Requested additional information from requestor	24
Contact information provided	45
Board of Pardons and Parole (BPP) Parole Revocation Decision Inquiry	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Parole Officer/Office Inquiry	2,959
<i>Resolutions/Outcomes</i>	
Inmate information provided/Information provided to victim	1
General information provided/Policy or process explained	429
Requested additional information from requestor	40
Parole support or protest letter received	3
Contact information provided	2,486
Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	4
<i>Resolutions/Outcomes</i>	
Inmate information provided/Information provided to victim	1
General information provided/Policy or process explained	3
Interstate Compact Inquiry (for parole or community supervision)	39
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	39

Support/Non-Support Letters for Parole Release	757
-------------------------------------------------------	------------

Resolutions/Outcomes

Inmate information provided/Information provided to victim	5
General information provided/Policy or process explained	7
Requested additional information from requestor	60
Parole support or protest letter received	685

Criminal History

Conviction Information	22
-------------------------------	-----------

Resolutions/Outcomes

General information provided/Policy or process explained	18
Contact information provided	4

Victim

Victim Inquiries	66
-------------------------	-----------

Resolutions/Outcomes

Inmate information provided/Information provided to victim	36
General information provided/Policy or process explained	23
Requested additional information from requestor	4
Parole support or protest letter received	3

Other/Miscellaneous Inquiries

Allegations against inmates (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	82
---------------------------------------------------------------------------------------------------------------------------------------------------------	-----------

Resolutions/Outcomes

Request to disregard	1
Other action taken	1
General information provided/Policy or process explained	36
Referred to OIG**	2
Inmate reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	39
No contact information for requestor	1

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG..

Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc.)

22,835

Resolutions/Outcomes

Inquiry status	1
Request to disregard	21
Compliment/Thank you	3
Grievance filed and pending outcome	1
Not satisfied with response/Rebuttal	1
Records corrected	1
Other action taken	8
Inmate information provided/Information provided to victim	19
General information provided/Policy or process explained	22,080
Requested additional information from requestor	324
Referred to OIG**	5
Referred to PREA*	2
Inmate reassigned unit/housing/job/class/program	3
Telephone access/information provided	2
Investigated - No corrective action necessary	301
Parole support or protest letter received	7
Referred to Board of Pardons and Parole (BPP)	20
Request action approved/taken	1
Contact information provided	9
Pending Litigation/Provide general information	1
Not TDCJ jurisdiction	17
No contact information for requestor	8

Improper – TDCJ does not have the authority to address the issue(s).

(County jails, federal facilities, arrests/trials/confinement, innocence/guilt, inmate wages, child support, etc.)

237

Resolutions/Outcomes

General information provided/Policy or process explained	141
Requested additional information from requestor	2
Investigated - No corrective action necessary	1
Not TDCJ jurisdiction	92
No contact information for requestor	1

* "Referred to Prison Rape Elimination Act (PREA)" indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

** "Referred to Office of Inspector General (OIG)" indicates the resolution code used to close out the inquiry however, all inquiries involving complaints of physical harm by staff are referred to OIG.

FYI / Referrals / Thank You

FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only. **1,116**

Resolutions/Outcomes

Additional information received from requestor	1,075
Request to disregard	37
General info provided/Policy or process explained	3
No contact information for requestor	1

Telephone/Internet/Mail Contacts (Used when Ombudsman office receives numerous letters – same subject, same requestor) **2,561**

Resolutions/Outcomes

Duplicate request from same requestor	2,525
Inquiry status	1
Additional information received from requestor	6
Request to disregard	1
Compliment/Thank you	2
Not satisfied with response/Rebuttal	5
General info provided/Policy or process explained	20
Investigated-No corrective action necessary	1

Compliment/Thank you/Rebuttal **1,570**

Resolutions/Outcomes

Duplicate request from same requestor	7
Compliment/Thank you	868
Not satisfied with response/Rebuttal	695

Visitation Hotline

Visitation Hotline (weekend calls regarding unit visitation) **3,456**

Resolutions/Outcomes

General information provided/Policy or process explained	3,453
Investigated - No corrective action necessary	3

Hurricane Laura

Hurricane Laura+ **154**

Resolutions/Outcomes

General info provided/Policy or process explained	154
---------------------------------------------------	-----

+ This code was created for Hurricane Laura to track inquiries specifically connected to the storm.

TOTAL **61,631**



**Ombudsman Resolution Report
FY2020**

published by

**THE
TEXAS DEPARTMENT
OF
CRIMINAL JUSTICE**

www.tdcj.texas.gov

December 2020